

Warburton Bike Park — Shuttle Service Terms & Conditions

Effective date: 04 Mar 2026

1. About these Terms

By purchasing a shuttle ticket, boarding a shuttle, or using any Warburton Bike Park (WBP) shuttle service, you agree to these Terms & Conditions and to follow the Warburton Bike Park Code of Conduct and all staff directions and signage. Breaches may result in refusal of service or cancellation of your pass without refund.

2. Rider Responsibility & Trail Choice

- You are responsible for choosing trails that match your skills, fitness and equipment.
- Ride in control, respect other riders and trail users, and follow all closure signs and staff directions.
- Carry your booking confirmation and photo ID (digital or printed) and provide when requested by staff.

3. Age & Supervision

- Minimum age: 6 years to use shuttles.
- Under 16: Must be supervised by a parent or guardian who is on site and riding the same uplift session(s). The supervising adult is responsible for assessing capability and trail choice.
- Exceptions: Riders under the minimum age may be considered only via prior written approval from WBP based on demonstrated ability and supervision arrangements (email info@warburtonbikepark.com.au).

4. Bike & Equipment Standards

Mandatory (minimum):

- Australian-standards approved helmet (no damage, correct fit)
- Closed-toe shoes
- Two operating brakes
- A mountain-bike suitable for descending the trails you select (front suspension strongly recommended minimum for most trails)
- Kids' bikes (≤ 20 ") and adaptive cycles: must still have two effective brakes and be fit for the chosen trail(s).

Strongly recommended (trail-appropriate):

- Full-suspension MTB
- Full-face helmet
- Eye protection
- Gloves
- Knee and elbow protection
- Torso/back protection on Advanced trails

WBP staff may refuse uplift if a bike or equipment is unsafe or not fit-for-purpose.

5. Loading, Transport & Rider Conduct

- Follow driver instructions at all times. Load/unload only when directed.
- Remove loose accessories (Camera, GPS, lights, bottles, mudguards) before loading.
- Secure bikes as shown by staff; do not stand behind vehicles while racks are operating.
- WBP may refuse service if you are intoxicated, behave unsafely, or disregard the Code of Conduct.

- **6. Damage & Loss** Your duty: You are responsible for the condition of your bike/equipment and for following all instructions.
- Transport damage: WBP is not responsible for cosmetic or incidental damage arising from normal loading, transit or vibration where racks are used correctly and instructions are followed (e.g., scuffs, cable rub, unsecured accessories).

7. Tickets, Bookings & Transfers

- Bookings are created in the rider's name. In the case of group bookings each ticket will have the booking person's name.
- Shuttle Passes are not transferable.
- On-day & after check-in: Once the booking has started or a physical/digital pass has been issued, it is non-transferable and must only be used by the issued rider.

8. Cancellations & Changes — Rider-Initiated

- Bookings cancelled or rescheduled 7 days or more before the session are eligible for either a full refund or a reschedule to an alternative date of equal value.
- Inside 7 days: Non-refundable.
- Requests made within 48 hours of the session will not normally be accepted, however exceptional-circumstance requests may be submitted via your online account for consideration.
- No-shows / late arrival: Non-refundable.

9. Weather, Fire & Safety Closures — Operator-Initiated

- Decision timing & notifications: We aim to decide as early as practical and will notify affected riders by SMS/email and via a banner on the Warburton Bike Park website.
- Full-day cancellation (announced before the day or before first departure): Full refund or free reschedule/credit (your choice).
- If shuttle operations are disrupted for more than 2 hours, Warburton Bike Park will provide a pro-rated credit or a free reschedule reflecting the portion of the service that could not be operated. WBP will always use best endeavors and guidance from authorities when determining whether services can continue.
- Wet weather alone: We generally operate in wet weather. If conditions are safe and services run, standard rider-initiated cancellation rules apply (Clause 8).
- Extreme wind/electrical storms/Code Red fire danger or agency direction: Services will not operate; full refund or reschedule will be offered.

10. Delays & Service Adjustments on the Day

Events such as fallen trees, other vehicles using shuttle roads, roadworks, traffic incidents, punctures, mechanical breakdowns, protests, emergency operations, or race events may cause delays. We will work to minimise disruption, adjust timetables where possible, and communicate updates at pickup points and online. Where the impact meets Clause 9 thresholds, the remedies there will apply.

11. Trail Closures & Operating Changes

Trail status may change during the day. Riders must follow all trail closures, diversions and staff instructions. Where a closure materially affects your booked uplift product, we may adjust routes or timing. Refunds/credits are handled under Clauses 9–10.

12. Photography, Media & Opt-Out

- We sometimes capture photos/video for safety, operational or promotional purposes.
- By entering the shuttle area you consent to incidental inclusion.
- To opt out of promotional use, let staff know at check-in and email info@warburtonbikepark.com.au with your booking reference. We will take reasonable steps to exclude or remove identifiable images going forward.

13. Privacy

We handle personal information in line with the Yarra Ranges Council Privacy Policy and applicable privacy laws. We use your contact details to manage your booking and send operational updates (e.g., disruption alerts). For details on collection, use, storage and access/correction, see the Privacy Policy: <https://www.yarraranges.vic.gov.au/Site-Footer/Sub-Footer-Links/Privacy>.

You can also read the Privacy & Health Information Policy here:

<https://www.yarraranges.vic.gov.au/Our-Council/Corporate-documents/Policies-strategies/Privacy-Health-Information-Policy>.

14. Compliments & Complaints

If something goes wrong, please speak to our team on the day so we can help. You can also contact info@warburtonbikepark.com.au with your booking reference. We aim to respond within 3 business days.

15. Changes to these Terms

We may update these Terms from time to time. The version in force is the one published on the Warburton Bike Park website at the time you purchase or amend your booking. Significant changes will be highlighted on the site.