A person in a blue shirt and dark pants is performing a bicycle stunt on a dirt ramp. The person is in mid-air, with the front wheel of the bicycle touching the ground. The background features a dense forest of green trees and a range of blue mountains under a clear sky. The foreground shows the dirt ramp and some pine branches hanging down from the top of the frame.

MYSTIC EVENT POLICY

2025/2026

SUMMARY

Elevation Mystic Operations Pty Ltd (EMO) are the exclusive operator responsible for the day-to-day operations, and development of Mystic Park. EMO require any operator undertaking activity including an event, guiding service or within the Mystic Park lease to hold area to hold a current approval as a permitted operator.

The lease agreement also stipulates a number of requirements including risk management and safety considerations that need to be managed.

Permitted operators will be required to complete the following;

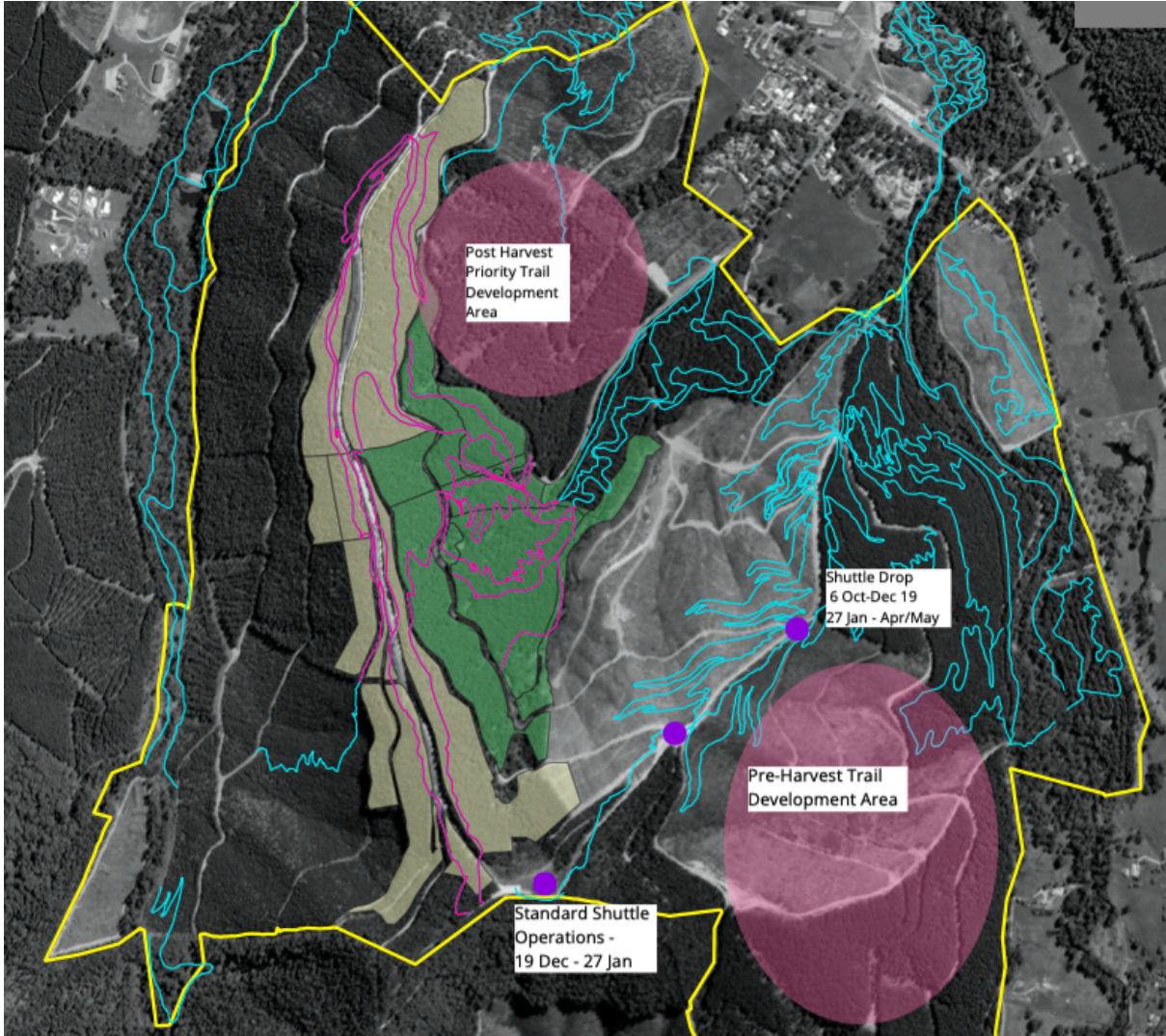
- Submission of operator agreement form after successful approval of event application
- Submission of evidence of competence/relevant experience
- Submission of evidence of insurance
- Completion of a Mystic Park event operator induction
- Completion of Waiver Compliance with all participants through registration-please note one of the largest mass events in 2024/2025 with over 2000 participants met 98% compliance, this should be the ballpark for every event provider
<https://waiver.roller.app/mysticbikepark>

The Event Provider form will all be completed via the Elevation Mystic Operations Event form on the website - <https://www.elevationmystic.com/event-permits/>

Mystic Park boundary and therefore the area that immediately triggers the requirement for an event permit is reflected below.

The below also reflects **Harvest Impact and Trail Development Priority areas for 2025/2026** season. This needs to be considered in course planning for 25/26. Harvest should be complete May 2026.

2025/2026 Harvest Impact (trails in blue unimpacted)



PURPOSE

The purpose of this event approval process and agreement is to ensure that all operators in the park have considered risks, safety considerations and ongoing operational impact of an event or other activity within the park. It also ensures the commercial provider has adequately prepared and has the necessary qualifications to operate in the park.

EMO is committed to working with event operators to deliver high-quality, successful events.

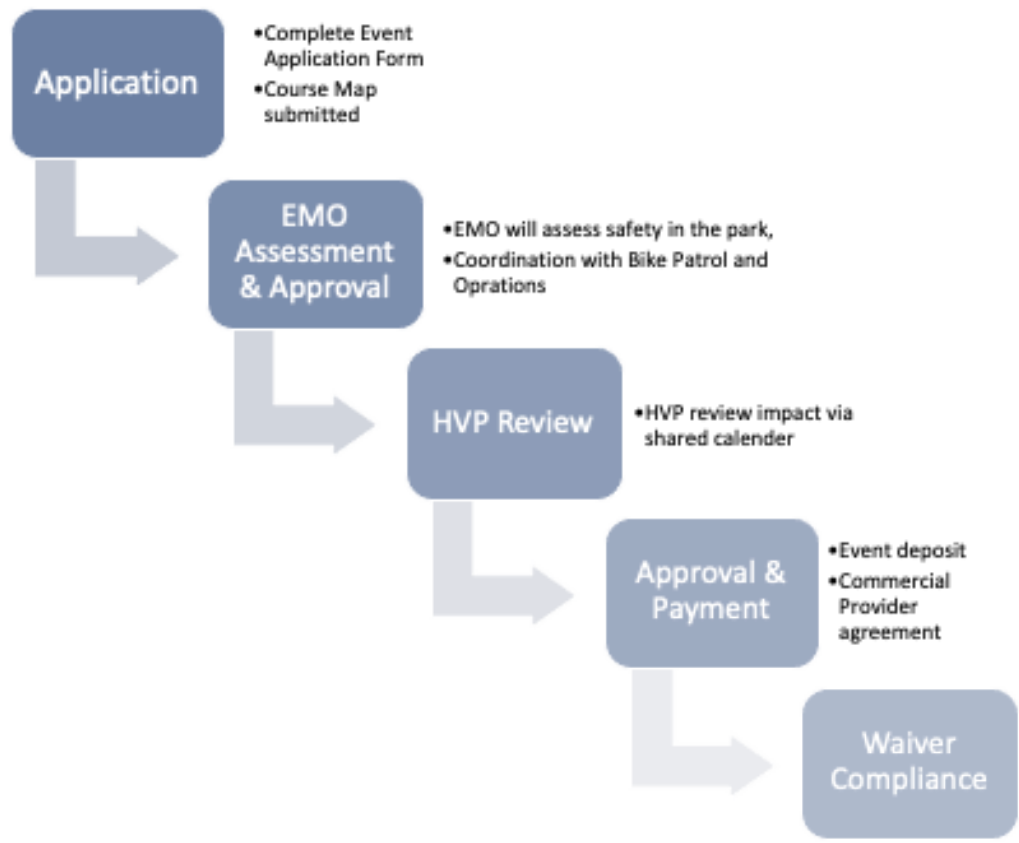
The event operator approvals processes is designed to;

- Ensure the course, marshal locations and other similar safety management measures have been considered
- Ensure all operators meet minimum required standards of event quality and safety
- Ensure operators are appropriately insured
- Provide event operators with the support and venue information they need to deliver a successful event
- Support event operators with communication and event promotion
- Ensure minimum venue disruption for general park users
- Ensure HVP activities has been considered and the landowner is aware of activity that occurs on their land (please note larger scale Harvest impact for 2025/2026 season)

PROCESS

Any event that utilises land within Mystic Park requires approval from Elevation Mystic Operations Pty Ltd (EMO) approval in alignment with this policy and any other events or considerations occurring in the park. EMO also require approval from HVP as the landowner within the park and ample time to provide information that may also affect their logging operation.

Event providers should also consider if an Alpine Shire Events Permit or independent HVP events Permit may be required if the event spans across different land holdings. Please refer the Mystic Boundary map appended that reflects the boundary line of Mystic Operations by EMO.



Event Course considerations:

The event provider needs to consider the below within their course map. This is critical to meaningful review and assessment by the EMO events team. It is noted that on certain days upwards of 150 -200 people will be shuttling and/or pedalling within Mystic Park.

This along with paraglider use, vehicle use on the shuttle road, logging or harvest and trail running use are all elements EMO needs to assess with any event course within the park. Given this high volume of activity in the park, trail closures, and harvest, rolling closures need to be considered and closely managed by the event provider.

The below reflects several items that need to be considered and addressed in the event course plan with submission.

Reducing impact

- High usage trails including Hero, Flowmingo should be avoided during peak periods
- Appropriate trail and course map should be considered for the demographic of rider to the trail difficulty rating of trails chosen
- Shuttle Operations during peak periods are from 9:30am to 4pm, working outside this hour or starting early can support your event
- The event course needs to avoid use of or crossing the shuttle road. Fire roads can be used but will need to consider impact to logging or other activities that may be occurring in the park

Course map must include and consider:

- Consideration for Harvest activity (refer map) in 2025/2026
- Marshall points mapped on the event course
- Last rider/runner timeframe for key marshal points
- Medic points and first aid area
- Trail or road closures required, and rolling timeframes for closures and reopening of trails
- Water stations or toilet facilities
- Signage installed throughout the park for wayfinding
- Ensure all event courses are marked clearly and safely, utilising approved course marking methodology. All course marking must be temporary, and must not leave a permanent or semi-permanent impact on the park
- Remove all event marking and signage within 6hr of event completion

No trails are to be modified, or new trails constructed, without written approval from EMO

EMO will also have new trails under construction over the life of the lease. This will need to be considered once the course map is provided to EMO through the event application.

RESERVATION OF RIGHTS

EMO reserve the right to refuse registration, and/or terminate current registration of any operator if it deemed that the operator;

- Does not meet the minimum required standards determined by the operator agreement
- Has acted in a way that has compromised the safety of riders, staff, or the general public
- Does not hold the required level of insurance cover
- Has breached any part of the operator agreement

EMO reserves the right to restrict and/or exclude the access of commercial services to undertake activity in the park at any time.

EMO reserves the right to decline event applications at their sole discretion.

It is also noted that EMO upholds a Wet Weather Policy that may cause closure of trails or closure of the park due to a significant storm event. EMO seeks to provide 24 hours notice to trail users where the forecast may trigger this.

Similarly EMO upholds our Safety Management Plan and Emergency Management Plan that may require closures or evacuation under particular conditions.

OPERATOR RESPONSIBILITIES

In signing this agreement, operators commit to the following;

Liability

The event provider assumes liability for their staff and/or guests while using the trails, property, facilities, services, and/or equipment of Party A, including any occurrence of injury, illness, death, damage to property or equipment, regardless of fault.

The event provider assumes liability for any damage to person (including injury, permanent disability or death), property or equipment caused by their guests or staff while using the property, facilities, services and/or equipment of EMO.

Course and Venue

- Mark all event courses clearly and safely, utilising approved course marking methodology. All course marking must be temporary, and must not leave a permanent or semi-permanent impact on the park
- Remove all event marking and signage within 6hr of event completion
- No trails are to be modified, or new trails constructed, without written approval from EMO

Communication & Waiver

- The event provider takes all liability for the event, and is required to ensure all participants have signed this waiver
- All event providers are required to communicate and ensure waiver compliance for all participants for their event
- The below link needs to be shared with participants and signed prior to the event. Event providers are required to issue this as part of their ticket sales, follow up emails are required and registration cross check that waiver has been signed.
- Current waiver to be issued to all participants - <https://waiver.roller.app/mysticbikepark>
- Every event provider is responsible for waiver compliance. EMO has the right to cancel an event if this does not meet a satisfactory threshold.
- Event providers will be required to issue EMO participation information for this cross check. Please ensure you are able to share this information in the context of other policies prior to signing the event agreement.

Staffing

1. Provision of a single point of contact event liaison / manager
2. Provision of appropriate levels of course marshalling
3. Provision of appropriate levels of event management staff
4. Appropriate briefing and information for staff or volunteers supporting the event

5. Provision of appropriate first aid and medical support for the event

Equipment and logistics

1. Provision of appropriate levels of toilets and amenities, in key locations
2. Provide a separate radio communications resource for all event staff, including a minimum of 5 additional radios for EMO staff

Event Management

1. Ensure all customers have a current day pass or annual access membership to Mystic Park
2. Ensure all staff operating in the park undertake a Mystic Park Commercial Operator Induction
3. Limit commercial activity within the Mystic Park area to the operation of; mountain bike event/s unless otherwise agreed in writing
4. Comply with all terms and conditions in the Mystic Park waiver, and rider responsibility code
5. Maintain all relevant licenses and/or permits for their commercial operation, which may be required by local, state, and national government bodies and related agencies
6. Maintain a minimum public liability insurance cover of \$20m, specifically noting the activity of 'mountain biking' or 'trail running' (and/or related to the specific event purpose), and noting interested parties as 'Elevation Mystic Operations Pty Ltd'.
7. Comply with the direction of EMO staff at all time

FEES AND CHARGES

The operator agrees to pay EMO all fees and charges as specified below. All fees and charges are payable prior to commencement of commercial service delivery in Mystic Park. These charges go directly towards

The below charges relate only to the use of the Mystic Park lease area. Applicants will be required to pay any other applicable statutory costs to local, state, or federal government agencies as required.

To provide a simpler process for event providers the participant fee and event fee will be wrapped up into one fee payable by the provider. This avoids double handing by the participant for their single day pass. The provider is requirement to ensure compliance of the signed waiver and completion of all waiver forms of participants accessing the park.

A spreadsheet of the starter list will be issued to xena@elevationmystic.com and emma@elevationmystic.com a week prior to the event commencement by the event provider to ensure all waivers have been signed. We support starting this process earlier so you can provide targeted emails to your

Below outlines the fee structure.

	Community	Moderate	Mass
Participation	100-150 Participants	150-400 Participants	300+ Riders 400+ Participants (Running)
Impact	Please refer ways to reduce impact for the event, we assume all community run events will consider this impact in their event plan, if considered higher impact based on course plan and timing this may need to be considered a "Moderate" impact event despite community/not for profit nature of the event. We will aim to work with local providers to refine this.		
Event Type	Community ACC Events	Commercial	Commercial
Cost	\$1,250 ACC - \$0 as per MOU for first 8 events or option to contribute funds or volunteers for trail maintenance	\$3,500	\$9,500
Min Medical Provision	Bike Patrol upscale &/or first aid provider with relevant insurances	Bike Patrol upscale &/or first aid provider with relevant insurances	Given scale and nature of these events entering and exiting the park, mass scale events are intended to sit alone with an insured medical provider (Ambulance Victoria or similar) and emergency management plan.

APPROVAL TIMELINES

Due to challenges of Harvest in the 2025/2026 season we ask all event providers to please clarify preferred events for early assessment against logging impact. Given HVP operations in 2025/2026 we can not guarantee we will be able to accommodate all events due to restricted nature of the network, and safety considerations such as rock fall during harvest options.

SERVICES

Safety and First Aid

EMO is the provider of safety and first aid response in Mystic Park. EMO in the future will be the exclusive provider of first aid and will be offering first aid services within the park and at the trail head.

This will not be available for event operators. EMO will provide a briefing to the event provider and first aid provider for events where appropriate. For key events, particularly bike events we will also EMO recommend bike patrol is resourced up to ensure safety of riders and quick response and extrication.

This will include:

- Mystic Park Overview including any key information for bike patrol coordination
- Driver induction (if required) and access pass

Uplift Services

EMO is the exclusive uplift service provider at Mystic Park. EMO reserve the right to provide all uplift services required for commercial events. No external uplift vehicles and/or providers will be permitted without prior written agreement.

EVENT PROVIDER BENEFITS

EMO will provide the following benefits to approved event operator:

In signing the Commercial Provider agreement, EMO commits to the following;

1. Provide Event Provider with a complimentary day access permit for event staff and volunteers
2. Provide necessary induction to the park and any coordination with operations
3. Provide a single point of contact event liaison officer
4. Provide uplifts (as required) at applicable standard rates
5. Provide advertising and marketing support for the event via Email Database and Social Media

APPROVAL & COMPLIANCE

Upon confirmation of the above process, commercial operator agreement will be issued for signing with an invoice.

The Event Provider is responsible for all participants signing the waiver.

This will also be subject to EMO compliance review which will include the event provider issuing a starting list to info@elevationmystic.com **one month prior, and one week prior to event commencement** to cross reference background check on waivers completed. Please ensure this does not conflict with your information sharing policies, as this is a requirement of your event agreement.

Any participants who have yet to sign their waiver will need to be completed and viewed by the event provider at registration.

APPENDIX 1: Event Agreement

AGREEMENT NUMBER: ##

The above can be provided to ASC/HVP/DEECA upon signing of this agreement to ensure they are also able to issue their event permits.

SUMMARY

This agreement is made between **Elevation Mystic Operations Pty Ltd (Trading as Mystic Park')**, hereafter referred to as 'Party A', and **EVENT PROVIDER** hereafter referred to as 'Party B'.

The agreement pertains to the operation by Party B of a commercial event/s within Mystic Park (MP), including use of any of the park's property, equipment and services.

This agreement is valid for an individual event, or collective event series only where clearly noted in the application process.

FEES & CHARGES

For the event outlined in the Event Application, in alignment with the Mystic Event Policy and ACC MOU, **Party B will pay - \$EVENT FEE**

Responsibilities of Party A

In signing this agreement, Party A commits to the following;

1. Provide Party B with a day access for event staff and volunteers
2. Provide necessary induction to the park and any coordination with operations
3. Provide a single point of contact
4. Provide uplifts (as required) at applicable standard rates
5. Provide communication support and (as appropriate) advertising for the event via Social Media
6. Provide agreed resource for Bike Patrol (as agreed)

Responsibilities of Party B

In signing this agreement, Party B commits to the following;

Course and Venue

1. Provide the General Manager and Park Manager with a final event course outline two weeks prior to the event including proposed timeframes for trail closures administered by Party B's Event Staff

2. Mark all event courses clearly and safely, utilising approved course marking methodology as part of this permit. All course marking must be temporary, and must not leave a permanent or semi-permanent impact on the park
3. Remove all event marking and signage within 6hr of event completion
4. No trails are to be modified, or new trails constructed, without written approval from EMO

Communication & Waiver

- The event provider takes all liability for the event, and is required to ensure all participants have signed this waiver
- All event providers are required to communicate and ensure waiver compliance for all participants for their event
- The below link needs to be shared with participants and signed prior to the event. Event providers are required to issue this as part of their ticket sales, follow up emails are required and registration cross check that waiver has been signed.
- Current waiver to be issued to all participants - <https://waiver.roller.app/mysticbikepark>
- Every event provider is responsible for waiver compliance. EMO has the right to cancel an event if this does not meet a satisfactory threshold.
- Event providers will be required to issue EMO participation information for this cross check. Please ensure you are able to share this information in the context of other policies prior to signing the event agreement.

Staffing

1. Provision of a single point of contact event liaison / manager
2. Provision of appropriate levels of course marshalling
3. Provision of appropriate levels of event management staff
4. Provide adequate first aid and medical services for the event

Equipment and logistics

1. Ensure all participants and event staff have completed a Mountain Pass (single day or annual) to operate the event in the park
2. Provision of appropriate levels of toilets and amenities, in key locations
3. Provide a separate radio communications resource for all event staff, including a minimum of 5 additional radios for EMO staff

Event Management

1. Ensure all customers have a current day pass or annual access membership to Mystic Park
2. Ensure all staff operating in the park undertake a Mystic Park Commercial Operator Induction
3. Comply with all terms and conditions in the Mystic Park waiver, and rider responsibility code
4. Maintain all relevant licenses and/or permits for their commercial operation, which may be required by local, state, and national government bodies and related agencies
5. Maintain a minimum public liability insurance cover of \$20m, specifically noting the activity of 'mountain biking' (and/or related to the specific event purpose), and noting interested parties as 'Elevation Mystic Operations Pty Ltd'.
6. Comply with the direction of EMO staff at all times

LIMITS OF LIABILITY

In signing this agreement, you are forgoing some of your legal rights, and assuming legal responsibility for staff, guests, and the general public while operating in Mystic Park.

Party B assumes liability for their staff and/or guests while using the trails, property, facilities, services, and/or equipment of Party A, including any occurrence of injury, illness, death, damage to property or equipment, regardless of fault.

Party B assumes liability for any damage to person (including injury, permanent disability or death), property or equipment caused by their guests or staff while using the property, facilities, services and/or equipment of EMO.

Termination of Agreement

Party A reserves the right to terminate this agreement at any time, without reason.

If waiver compliance can not be managed effectively by the event provider, this may result in termination of this agreement.

Instrument of Agreement

The agreement is signed by both parties based on the following terms;

Party A and Party B agree to all terms as supplied in this document.

The agreement commences on the day of signing, and is valid for an individual event, or event series as specified in the agreement.

Party A – Elevation Mystic Operations Pty Ltd (trading as Mystic Park)

Date:

Name: Emma Chadwick

Position: General Manager

Signature:

Party B -

Date:

Name:

Position:

Signature: