



Family Fun Pass - Terms and Conditions

Family Fun Pass:

- The Family Fun Pass is valid for 4 x Surf in The Bays or Boog in The Bays sessions which must all be redeemed for the same session, and booked in one transaction, for the same park – Sydney or Melbourne.
- The Family Fun Pass promotion is automatically applied at checkout when 4 tickets of either Surf In The Bays or Boog In The Bays are added to the basket.
- The total price of 4 tickets for Surf In The Bays or Boog In The Bays will be \$149.
- The Family Fun Pass is only valid for public sessions in The Bays area as mentioned above and cannot be used for Lessons, sessions at The Point or any other events held in the Bays (i.e. Surf and Sip).
- The pass is non-refundable and cannot be exchanged for cash or other products – please choose carefully before purchasing.
- The Family Fun Pass is available until sold out or upon business discretion.

Additional URBNSURF T&Cs:

- All guests must comply with URBNSURF's Terms and Conditions and complete a Waiver prior to arrival
 - [URBNSURF Terms & Conditions](#)
 - [URBNSURF Waiver](#)
- Minimum age requirements apply. No children under the age of 6 are allowed entry into the lagoon. Parental or guardian supervision is required for children under the age of 10.
- Sessions are subject to availability and must be booked in advance through the URBNSURF website, over the phone or onsite with our guest services team.
- Passholders are encouraged to book early, especially during peak times, to ensure preferred session times.
- Cancellations made within 48 hours of the scheduled session can be rescheduled within the validity period, subject to availability and with supporting documentation or incur a 50% cancellation / rescheduling fee.
- Cancellations made 2-5 days before the scheduled session can be rescheduled within the validity period, subject to availability and with supporting documentation or incur a 20% cancellation / rescheduling fee.
- No-shows will result in a forfeited session, with no rescheduling or refunds available.
- Sessions may be rescheduled or cancelled due to weather or safety conditions. In the event of a cancellation due to weather or other safety-related issues, URBNSURF will



notify participants as early as possible. Affected sessions can be rescheduled within the validity period at no additional charge, subject to availability.

- All required personal floatation equipment (softboard or boogie board) will be provided during the sessions. Participants are encouraged to bring their own gear if preferred. Additional rental charges apply for certain equipment additions or upgrades (i.e. wetsuit hire).
- Proper water attire is recommended to ensure comfort during the session.
- URBNSURF reserves the right to refuse entry or service to anyone who does not comply with safety guidelines, is under the influence of drugs or alcohol, or behaves disruptively.
- URBNSURF reserves the right to amend these terms and conditions at any time. Updates will be provided on the website.

If you need any help, reach out to our friendly Guest Services team:

Melbourne via email: enquiries@urbnsurf.com or phone 03 9344 1548

Sydney via email: sydneyenquiries@urbnsurf.com or phone 02 9000 1548