



Terms and Conditions

Welcome to the Mystery Connections Club!

We want our events, workshops, and activities to be fun, safe, and supportive for everyone. These terms exist to protect both you and us, so please read them carefully.

Effective Date: 18 September 2025

1. Membership and Participation

1. Membership in MCC is open to individuals aged 18 and over.
2. Participation in MCC events is at your own discretion. MCC reserves the right to refuse entry or remove participants from any event at its discretion.
3. Members and participants are expected to act respectfully towards other participants and facilitators. Disruptive behaviour may result in removal from events or membership termination without refund.

2. Event Registration and Payment

1. All event fees must be paid in full to secure your registration.
2. Payment methods are as listed on the event registration page.
3. Fees may vary by event; specific pricing will be communicated prior to registration.

3. Cancellations & Refunds

1. Standard ticket purchases are non-refundable.
2. If you notify MCC in writing at least 72 hours prior to the event start time, your ticket may be offered to our waitlist. If we are able to resell your ticket, a refund (less any non-refundable processing fees, such as from PayPal/Stripe for example) will be provided.
3. Tickets are transferable to another person if you notify MCC in writing at least 24 hours before the event start time.
4. Individual events may have additional or stricter cancellation and refund terms depending on the venue, activity, or supplier requirements. Any such variations will be clearly stated at the time of booking.

4. Liability & Assumption of Risk

1. By purchasing a ticket and attending an MCC event, you acknowledge and agree that you participate at your own risk.
2. Many MCC events involve activities facilitated by third-party venues and providers. While MCC takes reasonable care in selecting trusted partners and venues, we are not responsible for the acts, omissions, or negligence of these third parties.
3. You are responsible for assessing your own suitability to participate in any activities and for advising MCC of any relevant medical conditions, allergies, or dietary requirements at the time of booking.
4. To the maximum extent permitted by law, MCC, its owner, and affiliates disclaim all liability for any injury, loss, damage, claim, or expense you may incur arising out of or in connection with your participation in an event, except where such liability cannot be excluded under Australian law.

5. Photography & Media Release

1. By attending an MCC event, you acknowledge that photography and videography may take place.
2. These images and recordings may be used by MCC for promotional, marketing, or educational purposes, including on our website, social media, and printed materials.
3. If you do not wish to appear in photos or videos, please notify MCC in writing prior to the event and advise the event host on arrival. MCC will take reasonable steps to respect your preference.

6. Event Changes & Force Majeure

1. MCC reserves the right to make changes to event details (including date, time, venue, activity, or facilitator) where reasonably required.
2. In the event that an MCC event is cancelled or significantly disrupted due to circumstances beyond MCC's reasonable control (including but not limited to natural disasters, government restrictions, public health emergencies, industrial action, or venue/provider unavailability), MCC will not be liable for any costs, losses, or damages you may incur.
3. Where possible, MCC will offer affected ticket holders the option to transfer their booking to a rescheduled event, receive a credit toward a future event, or (at MCC's discretion) a refund.

7. Code of Conduct

1. MCC is committed to creating a safe, inclusive, and supportive environment for all participants.
2. By attending an MCC event, you agree to:
 - Treat all participants, facilitators, and staff with respect, courtesy, and professionalism.
 - Refrain from disruptive, discriminatory, or harassing behaviour (including unwanted advances, offensive comments, or exclusionary conduct).
 - Respect the confidentiality of personal information shared by others during events.
 - Follow any reasonable directions provided by MCC staff, facilitators, or venue representatives.
3. MCC reserves the right to refuse entry to, or remove, any participant whose behaviour is deemed inappropriate, unsafe, or disruptive, without refund.

8. Membership Terms

1. MCC may offer membership options that provide benefits such as discounted event tickets, early access to event announcements, or exclusive member-only content.
2. Membership fees are payable in advance and are non-refundable, except where required by law.
3. Memberships are valid for the period specified at the time of purchase. Unless otherwise stated, memberships do not auto-renew.
4. Benefits and inclusions may change from time to time. MCC will make reasonable efforts to communicate any significant changes in advance.
5. Memberships are personal and cannot be transferred or shared with others.
6. MCC reserves the right to suspend or cancel a membership without refund if a member breaches these Terms (including the Code of Conduct).

9. Intellectual Property

1. All materials, content, and resources provided by MCC are protected by copyright and intellectual property laws.
2. Members may use MCC materials for personal use only. Unauthorised distribution, reproduction, or commercial use is prohibited.
3. Any materials created by members using MCC resources must acknowledge MCC as the source where applicable.

10. Privacy

1. MCC collects, stores, and uses your personal information in accordance with our Privacy Policy.
2. By participating in MCC events or activating a membership, you consent to MCC using your personal information to manage bookings, provide updates, and communicate relevant promotional content.
3. MCC will not share your personal information with third parties without your consent, except where required by law.

11. Governing Law

These Terms and Conditions are governed by the laws of Victoria, Australia. Any disputes will be resolved under the jurisdiction of Victorian courts.

By registering for or attending an MCC event, or activating an MCC membership, you're confirming that you've read and accepted these Terms and Conditions.

We can't wait to see you there!