



FLIPS & TUMBLES

Terms, Conditions & Policies

Free Passes

These terms, conditions, policies and the website is owned and operated by Flips & Tumbles.

The Terms outlined below are a legal agreement between the use of the website by visitors and users of the services provided by Flips & Tumbles.

This document set forth the terms and conditions under which you may use our website and services as offered by us. This website offers but is not limited to tumbling, parkour and trampolining classes, events, workshops, private sessions and more. By accessing or using the website for our services, you approve that you have read, understood, and agree to be bound by these Terms.

In order to use our website and/or receive our services, you must be at least 16 years of age, or possess the legal authority, right and freedom to enter into these Terms as a binding agreement on behalf of a minor.

I understand that Flips & Tumbles does not carry medical insurance for participants. I hereby consent to have my child(ren) participate in programs and sessions offered by Flips & Tumbles. Precautions will be taken to prevent accidents. Simple first aid will be administered to all minor injuries. Parent or emergency contact will be notified if necessary. I hereby agree that myself and my child(ren), waive and release all rights and claims that I may have at any time against Flips & Tumbles, facilities and use or its representatives, whether paid or volunteer, for any accidents, injury, damage, or death that may occur in connection with the programmes or activities related to Flips & Tumbles. I fully understand the risks involved in respect to such programmes, and all such documents will continue to be in effect during any further use of Flips & Tumbles facilities or event participation.

I confirm that the participant is in enrolled and in good health. I hereby authorise Flips & Tumbles to administer simple first aid. I also authorise a medical exam, x-rays, or a medical/ surgical diagnosis as deemed necessary by the participant's physician or hospital.

Terms & Conditions

1. Parent/Guardian is responsible for redeeming Free Pass on time and agrees to pay any difference remaining (if any) before the commencement of their session. Payment is to be made via the app associated with "Flips & Tumbles" or via the website.
2. The Free Pass will state an expiry date, expiry dates may range from 1-Week to 12-Months.
3. If the Free Pass is not used before the expiry date, THE PASS BECOMES INVALID AND CANNOT BE REDEEMED UNDER ANY CIRCUMSTANCE.
4. Free Passes cannot be redeemed with any other offer or sale. Cannot be redeemed in order to purchase gift cards/vouchers.
5. Free Passes are only redeemable at Flips & Tumbles Wigram.
6. Free Passes can only be redeemed one per person, unless otherwise stated.
7. Free Passes are non-refundable and cannot be exchanged (wholly or partly) for cash or credit and is valid for a single transaction only.
8. If Flips & Tumbles suspects any fraud relating to a Free Pass, Flips & Tumbles may refuse to redeem the Free Pass until Flips & Tumbles is satisfied no fraud has occurred.
9. Flips & Tumbles retains the right to reject any Free Pass that has been tampered with or found in any way unacceptable.
9. Flips & Tumbles is not liable for any lost/stolen Free Pass cards.
If a Free Pass is lost, stolen or damaged/destroyed, no replacement will be provided in these circumstances.
10. The prices we charge for using our services and our products are listed on the website. We reserve the right to change our prices or products displayed at any time, and to correct pricing errors that may inadvertently occur.
11. When booking for any Flips & Tumbles session/s, you agree that: you are responsible for reading the full item listing before making a commitment to buy it, you enter into a legally binding contract to purchase an item when you commit to buy an item and you complete the check-out payment process.

Redeeming of a Free Pass

1. To redeem a *Free Pass*, you must head onto our website.
2. Select the session your pass is for.
3. Enter your code at checkout using the box that says "Enter Coupon Code" (ensure the code has been applied before completing the checkout process).
4. On arrival of your session at Flips & Tumbles, you will be required to present your pass.

NOTE: If the pass is not produced, staff may refuse and require you to pay to attend the session.

Cancellation Policy

On purchasing tickets, carefully review your event and ticket selection.

1. No refunds, credits or change of sessions will be issued without a medical certificate. Non-attendance is not eligible for a credit or a refund.

Refunds and credits will not be issued within 7 days before the session commences, regardless of circumstance.

2. Change of sessions may be made with more than 72-hours notice before the commencement of your session, please note a **Change of Session Fee of \$15.00** will incur.

3. If a Flips & Tumbles session is cancelled or changed less than 72-hours before the session, a refund or credit or change of session will not be offered for the booking. Unless cancellation is made by Flips & Tumbles, all ticket holders of the cancelled session will be entitled to a credit for the same session type. No refunds will be given.

3. In the case of serious injury or illness, a credit will be approved if these requirements are met:

- A request for a credit must be made in writing to; flipsandtumbles@outlook.com 8 or more days before your session commences.
- A medical certificate is supplied within 7 days of request
- If a credit is approved, a 20% administration fee will be applied. This processing fee covers all expenses charged to Flips & Tumbles.

In the case of Isolation due to Contracting Covid:

For cancellations relating to isolation requirements, please refer to point 1 above.

Cancellations made within 72-hours of your session commencement date will result in a full charge.

Note: Not all cancellation requests entitles the ticket holder to a credit or refund.

If there is no contact regarding a cancellation prior to the session they are booked in for, a full charge will apply.