



# Term's & Condition's Holiday Programme

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## General + Booking Per Session; Fees & Pricing:

1. Parent/Guardian is responsible for making holiday session/s fee payment on time and in full before the commencement of their session.
2. Payment is to be made via the website or via the app associated with "Flips & Tumbles".
3. The full fee amount is due before a child will be confirmed into a session, unless otherwise stated by "Flips & Tumbles".
4. If a booking is requested for the same day, then it will only be accepted if the session is not full and there is space available.
5. If a child turns up to a holiday programme session before the total fees have been received by "Flips & Tumbles", their participation in their session may be denied/or there may be extra charges such as but not limited to late fees or administration fees that may be additionally charged on top of the existing cost to you. Unless a written application has been submitted and approved for special circumstances.
6. Full payment of the session cost is due regardless of whether or not the participant attends the session.
7. A change of holiday programme booking may be made at the request of the customer if the session is not full and there is space available, there is a \$15.00 processing fee, this fee is to cover all expenses charged to "Flips & Tumbles".
8. **Within 48-hours notice no credits, refunds or change of day can be made.**
9. When registering for any holiday programme 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.
10. Children who are booked into the 8am session times must not be dropped off any earlier than 8am, children who are booked into the 9am session times must not be dropped off any earlier than 8:30am if they are dropped off before 8:30am, an additional \$10.00 per person will apply.  
If children are late to be picked up, a late pick up fee will incur of \$10.00 per 15 minutes.
11. 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. Additional information about pricing and sales tax is available on the payments page.
12. Flips & Tumbles is closed for Public Holidays that fall on weekdays during the school holidays.

## **Booking Per Week; Fees & Pricing:**

All points stated for "General + Booking Per Session" apply to any purchase of a week pass as well as the following points.

### **Individual Week Passes:**

1. Each Individual Week Pass must only be used for the participant whose name is on it.
2. Each week pass is inclusive of the dates it states, if you would like to use the pass on multiple weeks there is a Split Pass Fee of \$50.00 where you can transfer days to the week before or after the Week Pass dates you have selected.
3. It is the responsibility of the parent to ensure you have read and agreed to all criteria of the week pass before completing purchase.
4. Each pass defaults to the 8am - 6pm session time, if you would like certain session times for certain days, please contact us via email: [flipsandtumbles@outlook.com](mailto:flipsandtumbles@outlook.com) and we will update our lists to reflect your changes.

### **Individual Week Passes:**

1. Up to two siblings can share a Sibling Week Pass, they will both have access to attend each day the pass is allocated for.
2. Each week pass is inclusive of the dates it states, if you would like to use the pass on multiple weeks there is a Split Pass Fee of \$50.00 where you can transfer days to the week before or after the Week Pass dates you have selected.
3. Each pass defaults to the 8am - 6pm session time, if you would like certain session times for certain days, please contact us via email: [flipsandtumbles@outlook.com](mailto:flipsandtumbles@outlook.com) and we will update our lists to reflect your changes.

## **Credits & Refund Policies:**

1. Credits and refunds will be issued to parents/guardians only in the case of prolonged illness or serious injury. A written doctor's confirmation must accompany all requests.
2. If a holiday programme session is cancelled or changed less than 7 days before the session, it is up to the discretion of "Flips & Tumbles" as to whether a credit will be offered for this booking.
3. No refunds will be issued without a medical certificate. Non-attendance is not eligible for a credit or a refund.
4. Refunds and credits will not be issued if less than 48-hours notice is given, regardless of circumstance.
5. If a child becomes unwell the day of a booked Holiday Programme session, the gym must be notified before 9am and it is up to Flips & Tumbles' discretion as to whether a credit will be offered for this booking. No refunds will be issued without a medical certificate .
6. If a request for a refund is accepted by Flips & Tumbles then a \$30.00 refund fee will be applied. This is to cover all expenses charged to Flips & Tumbles at the time that your payment was processed.