



# **Terms, Conditions & Policies**

## ***Birthday Party Bookings***

**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 those participating are 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 making full payment of booking fee on time and in full before the commencement of the session. Payment is to be made via the app or the website associated with Flips & Tumbles.

2. The full booking fee amount is due before a booking will be confirmed, unless otherwise stated by Flips & Tumbles.

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.

3. If a participant or group turn up to a Birthday Party Booking/Session before the total booking fee has been received by Flips & Tumbles, their participation in the 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 for special circumstances.

4. Full payment of the booking cost is due regardless of whether or not all participants attend the session.

5. A request to change session may be made in writing to [flipsandtumbles@outlook.com](mailto:flipsandtumbles@outlook.com) 15 days or more before the commencement of your booked session if the session is not full and there is space available in the requested session, there is a \$50.00 processing fee, this fee is to cover all expenses charged to Flips & Tumbles.

A change of booking will not be accepted less than 14 days before the commencement of the booked session.

Within 72-hours notice no credits, refunds or change of day can be made, regardless of circumstance.

6. When booking for any Birthday Party Package or Booking, 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.

7. 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.

## **Cancellation & Refund Policy**

**On purchasing tickets, carefully review your booking selection.**

1. Credits and refunds are not eligible for the following:

- Change of mind.
- Non-attendance.

2. If a Birthday Party Booking is cancelled or changed less than 7 days before the session, a refund or credit will not be offered for the booking; regardless of circumstance.

If a Cancellation or Change Request is made with 15 days or more notice, we can reschedule your booking to a new date, with a \$50.00 fee.

If a Change Request is made 14 days or less, we can reschedule your booking with a \$70.00 fee.

*Note:* Cancellation Requests will not be accepted with less than 14 days notice.

If the booking is cancelled by Flips & Tumbles, the cancelled session will be entitled to a booking transfer or credit. No refunds will be given.