

# HOLIDAY PROGRAMME INSURANCE POLICY

## DAY PASSES

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| <b>Eligibility:</b>                     | <ul style="list-style-type: none"><li>• Insurance must be purchased at the time of booking to be eligible for coverage.</li><li>• The policy is valid only for the specific event(s) or date(s) booked under the Holiday Programme.</li></ul>  |
| <b>Coverage Option:</b>                 | <ul style="list-style-type: none"><li>• This insurance policy applies to all Holiday Programme Day Passes.</li><li>• The insurance covers the cost of rescheduling or receiving a credit for missed sessions due to illness, injury, or other unforeseen circumstances.</li></ul>  |
| <b>Rescheduling &amp; Credits:</b>      | <ul style="list-style-type: none"><li>• If your child is unable to attend a booked session, you must notify us at least 24 hours before the session begins to reschedule or receive a credit.</li><li>• Credits can be applied to any future Holiday Programme Day Pass within the same calendar year.</li><li>• Rescheduling is subject to availability and may not be guaranteed for the original date or event.</li></ul> |
| <b>Exclusions:</b>                      | <ul style="list-style-type: none"><li>• No refunds will be issued under this policy. Only rescheduling or credits are provided.</li><li>• The insurance does not cover non-attendance due to reasons other than illness, injury, or other covered unforeseen circumstances.</li></ul>  |
| <b>Claims Process:</b>                  | <ul style="list-style-type: none"><li>• To make a claim, please contact us via <b>email:</b> <a href="mailto:flipsandtumbles@outlook.com">flipsandtumbles@outlook.com</a> as soon as possible with a brief explanation of the reason for non-attendance.</li><li>• Proof of illness or injury (e.g., a doctor's note) may be required for the claim to be processed.</li></ul>   |
| <b>Limitations:</b>                     | <ul style="list-style-type: none"><li>• Insurance covers the original purchase price of the event or session.</li><li>• The policy is non-transferable and applies only to the child named in the original booking.</li></ul>  |
| <b>Policy Cost:</b>                     | The insurance policy is an <b>additional \$15.00</b> added to the total booking cost.  |
| <b>Modifications &amp; Termination:</b> | We reserve the right to modify or terminate this insurance policy at any time. Any changes will be communicated to those affected.   |
| <b>Contact Information:</b>             | To claim your insurance (reschedule or make-up session) or for any inquiries, please email us at <a href="mailto:flipsandtumbles@outlook.com">flipsandtumbles@outlook.com</a>  |

This policy ensures clarity and provides members with unlimited make-up classes while maintaining a structured process for scheduling these sessions.

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# HOW TO GET YOUR INSURANCE FOR FLIPS & TUMBLES HOLIDAY PROGRAMME

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Purchasing insurance for your Holiday Programme is a simple process and can be done at the time of registering for your preferred Holiday Programme session.

Follow these steps to add insurance to your checkout:

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## **Book Your Preferred Holiday Programme Session\*:**

- 1.** > Visit our website and navigate to the Holiday Programme page to select the session you wish to book.
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## **Add Insurance During Checkout:**

- 2.** > During the checkout process, you will be presented with an option to add insurance to your booking.  
> Select the insurance option; stated in the Ticket Name. This insurance will provide you with UNLIMITED make-up classes for the Holiday Programme period it is associated with.
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## **Complete Your Registration:**

- 3.** > Continue with the checkout process and complete your registration by providing the necessary payment and personal information.  
> Once your registration is complete, you will receive a confirmation email for your Holiday Programme Day Pass and insurance purchase.
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## **Benefits of Purchasing Insurance**

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- **Unlimited Make-Up Classes:**
    - If you have to reschedule for any reason, you can do so at no additional cost.
  - **Special Provision:**
    - If you are booked in for a session on the final Thursday or Friday of the holidays, you will receive a 70% credit of your Day Pass that is valid for any future Holiday Programme Day Pass..
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## **Scheduling a Make-Up Class**

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### **1. Email Us:**

a. If you are unable to make your session, email us within 48 hours of your absence to schedule a make-up session.

### **2. Receive Available Dates:**

a. We will provide you with available dates to reschedule your session, availability will be within the Holiday Programme period your original booking was made in.

### **3. Confirm and Get Booked:**

a. Once you confirm your make-up class date, our admin team will book you in and send you a new confirmation email.