

# FLIPS & TUMBLES

## Birthday Party Flexi-Pass Insurance Policy

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### 1. Eligibility

- 1.1 Flexi-Pass Insurance must be purchased at the time of booking to be eligible for coverage.
- 1.2 This policy is valid only for the specific Birthday Party date confirmed in the original booking.
- 1.3 The Flexi-Pass applies solely to the birthday child named in the original confirmation email.

### 2. Coverage

- 2.1 This Flexi-Pass Insurance applies to confirmed Birthday Party bookings operated by Flips & Tumbles.
- 2.2 The policy provides for the rescheduling of the booked party date or issuance of a credit where the party cannot proceed due to illness of the birthday child, injury, or other unforeseen circumstances deemed reasonable by Flips & Tumbles.

### 3. Rescheduling & Credits

- 3.1 Notification of inability to proceed must be provided at least 48 hours prior to the scheduled party start time where reasonably possible.
- 3.2 In cases of sudden illness or emergency, notification must be made as soon as practicable via email.
- 3.3 Rescheduling is subject to availability and is not guaranteed for the original preferred date or time.
- 3.4 Where a suitable alternative date is not available, a credit equivalent to the original party booking fee will be issued.
- 3.5 Credits are valid for twelve (12) months from the original party date and may be used toward a future Birthday Party or other eligible Flips & Tumbles services.

### 4. Special Provision

- 4.1 Where a party is scheduled on a high-demand date and cannot be rescheduled within thirty (30) days, a credit of seventy percent (70%) of the total booking fee may be issued if alternative dates are declined by the booking holder.

### 5. Exclusions

- 5.1 No monetary refunds will be issued under this policy. Only rescheduling or credits are available.
- 5.2 The Flexi-Pass does not cover change of mind, adverse weather (unless the facility is officially closed by Flips & Tumbles), guest non-attendance, catering adjustments, or separately booked add-ons.
- 5.3 This policy does not apply to non-attendance for reasons outside illness, injury, or approved unforeseen circumstances.

### 6. Claims Procedure

- 6.1 All claims must be submitted via email to [flipsandtumbles@outlook.com](mailto:flipsandtumbles@outlook.com) as soon as possible.
- 6.2 A brief written explanation outlining the reason for cancellation or rescheduling must be provided.
- 6.3 Proof of illness or injury (such as a medical certificate) may be required.
- 6.4 Once approved, written confirmation of the new booking date or issued credit will be provided.

## **7. Limitations**

7.1 Coverage is limited to the original purchase price of the Birthday Party booking only.

7.2 The Flexi-Pass is non-transferable and applies only to the child named in the original booking.

7.3 Additional guests or services added after the original booking date are not covered under this policy.

## **8. Policy Cost**

8.1 The Flexi-Pass Insurance fee is \$50.00 and is added to the total Birthday Party booking cost at the time of checkout.

## **9. Modifications & Termination**

9.1 Flips & Tumbles reserves the right to amend, modify, or terminate this policy at any time.

9.2 Any material changes will be communicated to affected customers in writing.

## **10. Contact Information**

For all claims or enquiries relating to this policy, please contact:

Flips & Tumbles

Email: [flipsandtumbles@outlook.com](mailto:flipsandtumbles@outlook.com)