



# **FLIPS & TUMBLES**

## **Terms, Conditions & Policies**

**Holiday Programme**

**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 making holiday session/s fee payment on time and in full before the commencement of their session. Payment is to be made via the app associated with "Flips & Tumbles" or via the website.

2. The full fee amount is due before a child will be confirmed into a session, 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 child turns up to a holiday programme session before the total fees have 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 session cost is due regardless of whether or not the student attends the session.

5. 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 \$20.00 processing fee, this fee is to cover all expenses charged to "Flips & Tumbles".

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

6. 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.

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 event and ticket selection.**

1. No refunds or credits 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. If a holiday programme session is cancelled or changed less than 7 days before the session, a refund or credit 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. 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](mailto: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 at the time that your payment was processed.

## ***In the case of Isolation due to Contracting Covid:***

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

Cancellations made on the day will result in a full charge.

*Note:* Not all cancellation requests of a holiday programme session 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.