

Terms & Conditions

TODDLER TUMBLE



GENERAL POLICIES

1. Parent/Guardian is responsible for making full payment of session fee on time and in full before the commencement of the session.
Accepted payment methods: online via the app associated with Flips & Tumbles or via the website, eftpos or cash in-store.
2. The full fee amount is due before entry into the session is permitted, 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. Full payment of the session cost is due regardless of whether or not you attend the session.
4. When booking for any Toddler Tumble 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.
5. By completion of payment you agree and are bound by all Flips & Tumbles' Terms & Conditions.
6. 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, credits, reschedules will not be issued within 7 days before the session commences, regardless of circumstance.

2. If a Toddler Tumble session is cancelled or changed less than 7 days before the session, a refund or credit will not be offered for the booking.
If the session is cancelled by Flips & Tumbles, all ticket holders of the cancelled session will be entitled to a credit. No refunds will be given.
3. Within 72-hours notice no credits, refunds or change of day can be made, regardless of circumstance.
4. 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
 - A medical certificate is supplied within 7 days of request
 - If a credit is approved, a 50% administration fee will be applied. This processing fee covers all expenses charged to Flips & Tumbles at the time that your payment was processed.

Note: credits are only issued 8 days or more prior to the event, with a doctors certificate. No refunds will be issued.

In the case of Isolation due to Contracting Covid:

For cancellations relating to isolation requirements, a 50% charge will be applied to the days the child is away for the timeframe of their isolation period.

Proof of positive test will be required to approve this.

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

Note: Not all cancellation requests of a Kids Night Out 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.

DATE IN-EFFECT:

These terms have been updated on Tuesday 29th December 2020 and are in effect from Wednesday 30th December 2020.

Every time there is a material change or an update occurs this document will be amended and a new effective date will be applied.