



FLIPS & TUMBLES POLICY: ANNUAL MEMBERSHIP FEE

Membership Benefits:

- Members receive 10% off the following:
 - Open Sessions
 - Private Sessions
 - Holiday Programme
 - Birthday Parties

Plus, members also receive a **FREE** Kids Night Out pass, valid for the year of membership, valid for one Individual ticket only.

Membership Duration:

- The annual membership is valid for one year from the date of purchase.
- Membership must be renewed annually to continue receiving benefits.
- Membership Fee will automatically renew unless a months notice before your auto-renew date has been given, this must be made in writing via email to: flipsandtumbles@outlook.com

Discount Eligibility:

- The 10% discount applies only to the member's purchases and cannot be transferred to others.
- Discounts cannot be combined with other offers, promotions, or discounts unless explicitly stated.

Kids Night Out Pass:

- The FREE Kids Night Out pass is valid for one Standard Kids Night Out! session during the year of membership.
- The pass is non-transferable and cannot be redeemed for cash or other services.
- Advance booking is required to use the Kids Night Out pass, and availability is subject to capacity.

Non-Refundable:

- The annual membership fee is non-refundable once purchased.
- Membership benefits are non-transferable and must be used within the membership period.

Changes & Termination:

- We reserve the right to modify or terminate the membership benefits at any time. Any changes will be communicated in advance.
- In the event of termination, all benefits will cease immediately, and no refunds will be issued.

Member Responsibilities:

- Members are responsible for keeping their membership information up to date.
- Misuse of membership benefits may result in the cancellation of membership without a refund.

By purchasing the annual membership, you agree to these terms and conditions.

Membership benefits are subject to availability.

For any questions or assistance, please contact us at FLIPSANDTUMBLES@OUTLOOK.COM



HOW TO CANCEL YOUR YEARLY MEMBERSHIP

If you wish to cancel your Flips & Tumbles membership, please follow the steps below:

Provide Notice:

1.
 - › **Timing:** You must give a minimum of one month's notice prior to the expiry of your pass to ensure cancellation before the next billing cycle.
 - › **Method:** Notify us of your intention to cancel by emailing: flipsandtumbles@outlook.com
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Include Membership Details:

In your cancellation request, please include:

2.
 - › Your full name.
 - › Membership name and/or details.
 - › Reason for cancellation (optional).
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Confirmation of Cancellation:

3.
 - › Once we receive your cancellation request, we will confirm your cancellation via email within 2-3 business days.
 - › Please retain this confirmation for your records.
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Access to Benefits:

4.
 - › After cancellation, you will still have access to all membership benefits until the expiry date of your current pass.
 - › Your membership will not renew for the next billing cycle.
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Final Billing:

5.
 - › No further charges will be made after your membership has been cancelled, provided that the cancellation was requested with the required one month's notice.
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Questions or Concerns:

6.
 - › If you have any questions or need further assistance during the cancellation process, please contact us at flipsandtumbles@outlook.com
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Thank you for being a part of the Flips & Tumbles community!
We appreciate your time with us and hope to see you again in the future.
