

Education Packages iFLY Terms and Conditions

Terms and Conditions

These terms and conditions apply between iFLY and you (the School) and any flyers who participate in an Education Package. These terms and conditions are in addition to the iFLY terms available on the iFLY website at: <https://downunder.iflyworld.com/legal/terms>. In the event of any inconsistencies these terms prevail.

Statement of Risk

All flyers must complete the Statement of Risk, a legal contract between the flyer and iFLY prior to flying. As a legal contract, it must be completed accurately by the flyer or parent/guardian for Flyers under the age of 18. Refusal to complete the Statement of Risk will result in the inability to participate and forfeiture of any flight purchases, which are non-refundable.

The Statement of Risk should be completed in advance. If Flyers intend to complete the Statement of Risk they must bring appropriate identification in order to validate their Statement of Risk.

Education Packages

Unless agreed otherwise in writing the Education Package comprises a lesson session and the flights as set out on the iFLY website and will vary in each location.

Each Flyer is provided with an instructional briefing prior to the flights and a qualified iFLY instructor will accompany each Flyer during the flights.

While iFLY will provide instructors for your event, you must provide appropriate adult supervision for all Flyers under the age of 18 at all times and remain responsible for those Flyers while they are at the iFLY premises. The flight time, including the number of flyers must be finalised at least 14 days prior to the flight time.

Each booking is for a set number of people and flights. If additional flyers wish to be participate we recommend that you add them to the booking at the earliest opportunity as iFLY cannot guarantee that additional flights will be available.

No refunds are provided for Flyers who are booked into fly but do not attend or choose not to fly, however the flight time booked will remain the same and be shared amongst other members of the Group. All missed or cancelled bookings will incur the full charge and no refund will be available.

If you have selected additional services to accompany your Education Package the terms and conditions applicable to those services will be as set out at the time of booking.

Reservations

Your reservation and event will be held at the facility which you booked it at. It is your responsibility to ensure that you have booked your event at the correct facility.

Your reservation time is your scheduled flight time. This means that your group should arrive at least 1 hour before the scheduled flight time in order to

complete any paperwork and attend the training session. In order to fly, you are responsible for arriving in time to complete necessary paperwork and training.

iFLY cannot be held responsible for missed reservations as a result of extenuating circumstances such as transportation, weather, nor any other reason outside of the control of iFLY, nor for expenses related to scheduled reservations.

Who Can Fly?

In order to fly, each Flyer must:

- be 3 years old or older
- not be Pregnant
- not be under the influence of alcohol or drugs
- be under 105kg if under 180cm or under 115kg if over 180cm
- not be wearing a hard plaster cast
- not suffer from any neck, back or heart conditions or previously suffered from a dislocated a shoulder
- have signed our Statement of Risk waiver form. Flyers under 18 must have the Statement of Risk waiver form signed by a parent or guardian prior to flying. Flyers under 18 must be accompanied by an adult.

Management reserves the right to refuse service to anyone at any time.

What to Bring

To fully enjoy your flight experience we suggest you bring the following:

- Lace up, sports shoes. We also have shoes available to hire for a small fee.
- Comfortable clothing – we advise not

to wear a shirt with a collar or a skirt or dress.

- Something to tie long hair back and a hair brush is advised.
- Some money to purchase any merchandise or additional flights.

Leave your jewelry at home as you will be asked to remove all of it prior to entering the flight chamber.

For the educational component please bring appropriate stationary to obtain the full benefit of the session.

Payments

Your flight time will not be booked or confirmed until such time as iFLY receives the 20% Deposit set out in your order. Until such time as the 20% Deposit is received iFLY is not obliged to hold your preferred time and may book alternative flights into that flight time.

The balance of the amount owed for an Educational Package is due and payable 14 days before the Flight Time. Failure to pay the full amount owed 14 days prior to the Flight Time will result in your Flight Time being cancelled and your 20% Deposit being forfeited.

The Educational Package is booked on behalf of the School and the School accepts liability to make payments on the due dates and for any fees, charges or cost incurred in relation to the Educational Package.

Founder's Club discounts do not apply to the Education Packages.

Educational Packages are sold as a package only and are not able to be split into individual sales or resold under any circumstances.

Cancellation and Rescheduling

You may reschedule your Flight Time

free of charge with a minimum of 7 days' notice by emailing info@ifly.com.au or calling 1300 366 364. Rescheduling within 7 days is at the discretion of iFLY and will incur a fee of \$150 per 30 minutes rescheduled or \$30 per person whichever is the lesser.

There is no refund for cancellations.

The number of flyers must be finalised 14 days before the Flight Time. The identity of the flyers may change up to the time of the Flight Time

If you fail to arrive for your flights, or arrive late your booking will be void and no refunds will be issued.

iFly does not offer refunds, wholly or partially.

Please make sure you agree to these terms and conditions before purchasing your Flight Time.

If your video footage does not play, please contact us within 28 days so we can issue you with a replacement. After this time we will not guarantee the footage will be available and no refunds will be available.

Use of iFLY Images, Logo and IP

iFLY may, in its absolute discretion, allow you to use its images, logo or intellectual property (IP) to promote your event. In the event that iFLY allows you to do so you must comply with all requirements for iFLY for the use of its IP including obtaining iFLY's approval of any media incorporating its IP and complying with any directions from iFLY, including removing the IP. The use of the IP is restricted and does not give you the right to use the IP generally nor does it constitute a transfer or general license over the specific IP.

iFLY is committed to honest and clear communication with its clients and any use of our IP must be in accordance with this commitment.

Unexpected Maintenance

Our best effort is made to ensure all reservations can be honored. iFLY is a mechanical device which may occasionally require unexpected maintenance. Reservations cancelled by iFLY may be rescheduled based on availability and customer preference. Rescheduling by iFLY may or may not be available at the rates and/or schedules which are compatible with the customer's schedule. iFLY will make every effort to reschedule under the same terms wherever possible.

Contact Us

Please contact us at info@ifly.com.au if you have any questions, comments, or concerns.

Acceptance of these Terms and Conditions.

Be advised that once you proceed with the booking of your Flight Time and your 20% Deposit is received by iFLY your booking is confirmed and you are deemed to have accepted these terms and conditions. You also agree to further indemnify iFLY, its associate companies, directors and associates against any risk or action related to your participation in indoor skydiving.