

Skydiver Accounts iFLY Terms and Conditions

Terms and Conditions

Advance flyers can purchase tunnel time by the minute and pay a flat rate. iFLY allows Advanced Flyers to open an account with a pre-paid balance and then purchase tunnel time against those accounts on a time and date convenient to them via our online booking portal. These terms and conditions apply between iFLY and the account holders and govern how the accounts can be used to purchase tunnel time. Unless these terms and conditions state otherwise these terms and conditions apply to all accounts. These terms and conditions are in addition to the iFLY terms and conditions available on the iFLY.com.au website at:

<https://downunder.iflyworld.com/legal/terms>
In the event of any inconsistencies these terms and conditions prevail.

Check In and Statement of Risk

All flyers must check in and report to the front desk on arrival for all flights. This requirement applies even if a flyer has flown before.

All flyers, whether account holders or not, 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.

Flyers must bring appropriate identification in order to validate their Statement of Risk. Parents of children under 18 must provide identification to validate their right to

execute the contract on behalf of the child flyer.

Tunnel Time

Account packages are measured in Tunnel Time. Tunnel Time begins when the doors close and ends when the doors open. System start-up, shut-down, and flyer transition time will reduce the amount of useable flight time.

Account holders can book flights in multiples of 1 minute of tunnel time only. Use and sharing of Tunnel Time is the responsibility of the purchaser and/or flyers. iFLY and its instructors and coaches will make every effort to maximise the useable Flight Time but is not responsible for any unusable time.

Any disputes regarding the amount of Tunnel Time must be made to the manager on duty and iFLY will make every effort to review complaints using the video recording system. In the event that the complaint is determined to be valid, iFLY will compensate the purchasers/and or flyers with additional Tunnel Time and/or a partial refund at iFLY's sole discretion. A complaint is considered valid if Tunnel Time delivered is more than five seconds less than the Tunnel Time purchased, according to the video recording.

iFLY will set the rotation for each flight session to provide a break of not less than 30 seconds for advanced flyers between flights for each booking of 2 minutes or more. If you would like a different length of break you may propose your own rotation which iFLY may, in its absolute discretion, implement for the flight session.

Who Can Participate in Tunnel Time booked by Advance Flyers?

Provided there is an account holder in the wind (flying in the tunnel) at all times when the Tunnel Time is being used, other flyers may participate in the Tunnel Time provide the flyer complies with the general requirements for all flyers and is an Advanced Flyer. An Advanced Flyer is a flyer who has flown a return flyer package with iFLY within the last 3 months or holds a current skydiving (sport) license or is registered as a 'flyer' on the IBA website (www.tunnelflight.com).

Advanced Flyers who have established an account may allow a first time flyer to fly on the account provided that the first time flyer is allocated 2 minutes (maximum) of flight time, attends the first timer briefing session and pays an additional \$20 for the first timer briefing. If, following flying on your account, a first timer wishes to fly again they are eligible to purchase return flyer packages and should purchase their own time.

iFLY reserves the right to refuse service or flights to anyone at any time and is not obliged to provide a refund if the above conditions are not met.

Team Account

Accounts may be established on a team basis. Team accounts are for teams and may have a maximum of 5 account holders.

Account holders are responsible jointly and severally for the account, for any costs incurred against the account and able to book tunnel time against the account.

The account holders must be determined at the time of establishing the account.

Payments

A pre-paid amount can be added to your account and you are able to "top up" your account at any time by calling iFLY. There is no minimum top up amount.

Account holders may make bookings against the account in 1 minute blocks. Multiple sessions may be booked at any one time. The booking under your account will be deducted on arrival for your flight. In the event that you do not have sufficient credit in your account to cover the tunnel time booked you will be required to pay the difference prior to commencing your flights. It is the account holders responsibility to know how much credit you have on an account. An account statement can be requested by emailing info@ifly.com.au. Tunnel time purchased on account must be used within 12 months of purchase.

Any credit which has not been utilised by the use by date will be forfeited and no refund will be provided.

Founders' discounts apply to tunnel time booked against an account.

Flying at other Tunnels

Account holders may use their account to purchase Tunnel Time at the ifly.com.au sister tunnels (iFLY Downunder, iFLY Gold Coast and iFLY Perth). Account holders acknowledge that different rates may apply to different tunnels and that your account will be charged the rate applicable to the tunnel where the time is actually flown at.

Cancellation and Rescheduling

There is no refund for cancellations.

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.

You may reschedule your flight time by emailing info@ifly.com.au or calling 1300 366 364.

For bookings of 30 minutes of tunnel time or more rescheduling within 7 days is at the discretion of iFLY and will incur a fee of \$150 per 30 minutes rescheduled.

For bookings of less than 30 minutes Tunnel Time rescheduling within 48 hours is at the discretion of iFLY and will incur a fee of \$30 per flyer rescheduled.

Video

iFLY will endeavor to video your tunnel time. If the video does not work for any reason iFLY is not liable for the failure to video your tunnel time in any way.

For account holders the video footage will be supplied free of charge to you on a USB or hard drive that you must provide. In all other circumstances a fee will be charged for the video.

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.

Coaching

Flyers may bring their own coaches. The coaches must take a hands off approach, unless they have the relevant and current IBA tunnel instructors rating.

There will always be an IBA rated instructor present. Please request any spotting requirements or additional coaching requirements at least 7 days in advance.

All iFLY coaching must be paid in advance to confirm the coach. A rescheduling or cancellation fee of \$50 applies to all coached sessions cancelled within 7 days

of the flight time. This applies to coaches booked through iFLY only. This fee will be in addition to any tunnel time rescheduling fees.

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. 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 you are deemed to have accepted these terms and conditions when iFLY receives your payment for the account. You also agree to further indemnify iFLY, it's associate companies, directors and associates against any risk or action related to your participation in indoor skydiving.