

[illegible]

**Product Descriptions**

- **iFLY Value:** Our most popular and best value package gives you 2 double length flights to learn how to fly your body.
- **iFLY Basic:** Get a taste of what it feels like to fly your body when you jump from a plane, but without the need for a plane! This package will leave you wanting more.
- **Group Rates:** Share the ultimate flying experience and get a great discount when you book for 5+ or 16+ people.

**Package Inclusions:**

- Pre-flight training
- Gear hire (flight suit, goggles, helmet, ear plugs)
- Dedicated instructor
- Flights
- Flight certificate

**Additional Add Ons:**Add ons to book in advance:

- Catering (iFLY Sydney only)
- Function room

**What to bring:**

- **Customers must arrive 1hr before their flight time**
- Wear comfortable clothing that fits well under a flight suit.
- Lace-up runners (shoe hire available onsite)

**Restrictions:**

- Gold Coast weight limit - If you are under 180cm tall, you must weigh less than 105kg, if you are over 180cm tall, you must weigh less than 115kg
- Customers over the weight limit may pay a \$30 fee, but must not exceed 135kg (subject to availability of specialized instructor)
- Sydney weight limit – Flyers between 118kgs and 136kgs may pay a \$30 fee, but must not exceed 136kg (subject to availability of specialized instructor) Those with heart problems, neck or back injuries should consult a doctor before flying
- No hard plaster casts
- Must not be pregnant
- Must not be under the influence of any drugs or alcohol
- Anyone with a previous shoulder dislocation is strongly advised not to fly

**Operating Days:**

- 364 days per year
- Closed Christmas Day (25 December)

**iFLY Sydney Operating Hours:**

- Monday to Friday: 9:00am to 9:00pm
- Saturday: 8:00am to 9:00pm
- Sunday: 8:00am to 8:00pm
- Hours can be extended to cater for larger groups (fees apply)

**iFLY Gold Coast Operating Hours:**

- Monday to Friday: 9:30am to 6:30pm
- Saturday & Sunday 9:00am to 6:30pm
- Hours can be extended to cater for larger groups (fees apply)

**FOC Policy:** Tour group leader receives a FOC experience for every group greater than 15 pax.

**Onsite sales:** Onsite sales are non-commissionable.

**Cancellation Policy:** As per iFLY Indoor Skydiving Terms & Conditions of Trade - Reseller, all cancellations must be notified by email to [info.pen@ifly.com.au](mailto:info.pen@ifly.com.au) iFLY Sydney, and [info.gc@ifly.com.au](mailto:info.gc@ifly.com.au) for iFLY Gold Coast. All rescheduled bookings are subject to availability.

- FIT must provide 48 hours' notice
- Groups require 7 days' notice
- Cancellations not meeting these notice periods will incur full charges

**iFLY Information Pack:**

[https://www.iflyworld.com.au/iflyindoorskydiving\\_sydney\\_gold\\_coast\\_informationpack\\_2021.pdf](https://www.iflyworld.com.au/iflyindoorskydiving_sydney_gold_coast_informationpack_2021.pdf)

**Content:** <https://we.tl/t-PyUdZy78ze>

**Terms & Conditions of Trade**

These terms and conditions apply to iFLY and you and any flyers who participate and are in addition to the iFLY terms and conditions available on the iFLY website at: <https://ifly.com.au/legal-info/terms-conditions> In the event of any inconsistencies these terms prevail.

**Contact details (for the customer)**

Ph: +61 1300 435 966 or +61 (0)2 4761 1800 email: [info.pen@ifly.com.au](mailto:info.pen@ifly.com.au) for iFLY Downunder, and [info.gc@ifly.com.au](mailto:info.gc@ifly.com.au) for iFLY Gold Coast. website: [ifly.com.au](http://ifly.com.au)

**Who Can Fly?**

Flyers must be 3 years old or older, not be pregnant, not be wearing a hard plaster cast, not suffer from any neck, back or heart conditions, or previously suffered from a dislocated a shoulder, and they must not be under the influence of alcohol or drugs. Flyers must weigh less than 136kg; flyers between 118kg and 136kg will require 2 instructors and a special request fee of \$30 applies. The High Fly add-on is not available to those over our standard weight limits. All flyers must sign our Waiver & Release of Liability form. Flyers under 18 must be accompanied by an adult. Management reserves the right to refuse service to anyone at any time.

**Waiver & Release of Liability**

All flyers must complete the Waiver & Release of Liability, 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 as applicable. Refusal to complete the Waiver & Release of Liability 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 Waiver & Release of Liability. Parents of children under 18 must provide identification to validate their right to execute the contract on behalf of the child flyer.

**Reservations**

Your reservation and event will be held at the facility which you booked it at. The reservation time is the scheduled flight time. This means that individuals & groups must 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.

**Group Packages**

Flight time 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 Group Package the terms and conditions applicable to those services will be as set out at the time of booking.

**Rescheduling & Cancellation Policy**

**FIT** - Reschedule flight free of charge with a minimum of 48 hours' notice by emailing [info.pen@ifly.com.au](mailto:info.pen@ifly.com.au) for iFLY Downunder, and [info.gc@ifly.com.au](mailto:info.gc@ifly.com.au) for iFLY Gold Coast. If you fail to arrive for your flights, your booking will be void and no refunds will be issued. Flyers who arrive late and consequently miss the pre-flight briefing will be subject to the rescheduling fee. Please note the next available flight, may not be on the same date as your booking. iFLY does not offer refunds, wholly or partially.

**Group** - Rescheduling within 7 days is at the discretion of iFLY. Bookings may be rescheduled to any future date. (If a special offer applies and it's rescheduled to a date outside of the offer period a top-up payment may be required). There is no refund for cancellations. 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 deemed consumed and no refunds will be issued. iFLY does not offer refunds, wholly or partially.

**Flight Cancellations**

iFLY reserves the right to cancel flights at short notice due to mechanical failure, unscheduled repairs, maintenance or anything outside of our control. In the event that iFLY does cancel your booking, it will be rescheduled at the next available timeslot. No refund will be available.

**Unexpected Maintenance**

Our best effort is made to ensure all reservations can be honoured. 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 of a Group booking cancelled 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.

**Payment policy**

As agreed upon with individual customers.

**Electronic Banking**

Westpac Banking Corporation

Indoor Skydiving Australia Group Ltd

BSB: 032-278

Account Number: 679130