



Rebound Risk Warning:

1. Use of any Rebound equipment can be dangerous and could result in serious injury or death.
2. All patrons participating in any activity while on Rebounds premises must sign the Rebound waiver prior to participation. This includes parents, guardians and minors.
3. Any Rebound patron under the age of 18, must have a parent or guardian supervising them at all times.
4. A weight restriction applies to all Rebound equipment. Participants must not exceed 130kg.
5. If you suffer from a known health or medical condition or have a disability that affects the way you use Rebounds equipment, you must not participate.
6. No use of any Rebound equipment while pregnant.
7. No use of any Rebound equipment while under the influence of drugs or alcohol. If staff believe you are intoxicated, they reserve the right to ask you to leave.
8. Follow all instructions issued by staff. If you do not comply, Rebound reserves the right to ask you to leave.
9. Ensure you read and comprehend all site-specific safety rules before using any Rebound equipment.
10. Any Rebound equipment used during your visit is done at your own risk. Rebound does not accept liability for loss or injury due to misuse of any equipment by yourself or any other persons in your care.



Privacy Policy

1. We Respect Your Privacy

(a) Rebound respects your right to privacy and is committed to protecting the privacy of our customers and website visitors. We comply with the Australian Privacy Principles outlined in the Privacy Act 1988 (Cth). This policy explains how we collect and handle your personal information.

(b) "Personal information" refers to any information we hold that identifies you.

2. Collection of Personal Information

(a) Rebound may periodically receive and store personal information that you provide on our website, directly, or in other forms.

(b) You might provide basic details such as your name, phone number, address, and email address to enable us to send information, provide updates, and process your orders. We may collect additional information at other times, including but not limited to when you offer feedback, share details about your personal or business matters, adjust your content or email preferences, participate in surveys or promotions, provide financial or credit card information, or interact with our customer support.

(c) We may also gather any other information you provide while interacting with us.

3. How We Collect Your Personal Information

(a) Rebound collects personal information from you in various ways, including when you engage with us electronically or in person, when you access our website, and when we deliver our services to you. We may also receive personal information from third parties and will protect it as described in this Privacy Policy.

4. Use of Your Personal Information

(a) Rebound may use your personal information to provide information, updates, and services. We may also inform you about new products, services, and opportunities. Additionally, we may use your information to enhance our products and services and better understand your needs.

(b) Rebound may contact you through various methods including telephone, email, SMS, or mail.

5. Disclosure of Your Personal Information

(a) We may disclose your personal information to our employees, officers, insurers, professional advisers, agents, suppliers, or subcontractors as necessary for the purposes outlined in this Policy. Personal information is only



shared with third parties when required for service delivery.

(b) We may need to disclose personal information to comply with legal requirements such as laws, regulations, court orders, subpoenas, warrants, or in response to law enforcement requests.

(c) We may also use your personal information to protect the copyright, legal rights, property, or safety of Rebound Arena, reboundarena.com.au, its customers, or third parties.

(d) Information we collect may be stored, processed, or transferred to parties located outside Australia.

(e) In the event of a change of control in our business or the sale or transfer of business assets, we may transfer our user databases, including personal and non-personal information, to the extent permissible by law. This information may be disclosed to potential purchasers under confidentiality agreements. We aim to disclose information only in good faith and as required by the circumstances.

(f) By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by it. When disclosing your information to third parties, we will request that they adhere to this Policy.

6. Security of Your Personal Information

(a) Rebound is committed to ensuring the security of your information. We have implemented suitable physical, electronic, and managerial procedures to protect your information from unauthorized access, misuse, interference, loss, modification, and disclosure.

(b) Information transmission and exchange are conducted at your own risk. While we take measures to safeguard your information, we cannot guarantee that personal information will not be disclosed in a manner inconsistent with this Privacy Policy.

7. Access to Your Personal Information

(a) You may request details of the personal information we hold about you in accordance with the Privacy Act 1988 (Cth). A small administrative fee may apply. To request a copy of your information or if you believe any information we hold is inaccurate, outdated, incomplete, irrelevant, or misleading, please email us.

(b) We reserve the right to refuse to provide information in certain circumstances as outlined in the Privacy Act.

8. Complaints About Privacy

(a) If you have any complaints about our privacy practices, please send



details of your complaint to the email address of the location the complaint is relevant to. We take complaints seriously and will respond promptly after receiving written notice.

9. **Changes to Privacy Policy**

(a) We may update this Privacy Policy in the future. Modifications will be effective immediately upon posting on our website or notice board. Please check periodically to review any changes.

10. **Website**

(a) When you access our website (reboundarena.com.au), we may collect information such as browser type, operating system, and the website visited immediately before ours. This information helps us analyse website usage to improve our services.

(b) **Cookies** We may use cookies on our website. Cookies are small files that identify you when you return to our site and store details about your usage. Cookies are not harmful programs. Most browsers accept cookies by default, but you can choose to reject them by adjusting your browser settings. However, this may affect your experience on our site. Cookies may also be used to analyse traffic and serve relevant ads through third-party services such as Google Ads.

(c) **Third-Party Sites** Our website may contain links to other websites not owned or controlled by us. These links are for your convenience only and do not imply sponsorship, endorsement, or approval of those sites. Rebound is not responsible for the privacy practices of such websites. We encourage you to review the privacy statements of any site that collects personal identifiable information when you leave our website.



GENERAL CONDITIONS OF ENTRY

1. All participants and supervising guardians must complete Rebound's Waiver before using the equipment. For details on how we handle your personal information, please refer to our privacy policy at www.reboundarena.com.au.
2. Rebound Grip Socks are required for using Rebound equipment and can be purchased at the arena upon arrival.
3. Abusive or aggressive behaviour will not be tolerated. Such behaviour will result in immediate removal from the arena without a refund for any remaining time.
4. You must adhere to the instructions provided by arena staff at all times. Non-compliance may lead to removal from the premises and denial of future entry. No refunds will be issued for any unused time if you are removed.
5. During peak periods, entry may be restricted, and you may be asked to return at a later time. To avoid disappointment, we recommend booking online, in advance.
6. If you choose to leave before using the full duration of your purchase, no refund will be given for the unused time.
7. Children under 18 must have a signed waiver by a parent or guardian before using the equipment. We may contact the parent to confirm. All safety and behaviour rules must be followed, or removal without a refund may occur.
8. Children aged 24 months and younger can enter free with a fully paid adult ticket. This does not apply to party packages. Rebound Grip Socks are not included. Children must be supervised at all times.
9. CCTV are in use in public areas of the premises. By entering, you consent to their use for security and safety purposes.
10. Promotional videos or photographs taken during your visit may feature your image and could be used by Rebound for marketing purposes.
11. The operation of rides and equipment may differ from advertisements due to weather, maintenance, or other operational issues.
12. If you purchase tickets online and later change your mind, you must inform the arena prior to the time of your booked session. A credit may be issued at the arena's discretion.





PARTY TERMS & CONDITIONS

1. A non-refundable deposit is required at booking to cover food and staff arrangements. You may reschedule up to 7 days before the party, with the deposit applied to the new date.
2. Confirm guest numbers and make final payment by calling the arena on Monday or Tuesday. Alternatively, we will contact you for this information and payment by phone or email. Once confirmed, no further changes can be made, except for adding more attendees. No store credits will be issued for non-attendance.
3. You are welcome to bring your own birthday cake, but no other food or drink is permitted unless specified in your party package. Discuss any food arrangements with the party concierge at confirmation. Party Rooms and Tables are decorated, so please avoid bringing external decorations like wall hangings, confetti, or streamers to prevent a cleaning fee. A balloon for the table is recommended.
4. Verify any additional terms and conditions specific to your local arena prior to booking.



REBOUND ACADEMY TERMS & CONDITIONS

1. No refunds are available. Make-up classes may be offered within the same term if the arena is notified by 2 PM of the child's absence (at the discretion of each arena). Children must check in before class and wear Rebound Grip Socks. Misbehaviour may result in temporary exclusion, with no refunds issued.



REBOUND GIFT VOUCHERS

1. Gift vouchers are redeemable only for the specified goods and services at Rebound Arena. They are non-refundable and cannot be exchanged for cash or credit.
2. Unused sessions or value will be forfeited if not used by the expiry date. Only one voucher can be used per booking. If the booking total exceeds the voucher value, the balance must be paid at the time of booking.
 - **2 Hours + Socks Bundle:** Valid for two consecutive hours of jumping and one pair of standard Rebound Grip Socks. Socks are provided upon voucher redemption when purchased online. In-store purchases receive standard Grip Socks at the time of purchase.
 - **1 Hour + Socks Bundle:** Valid for one consecutive hour of jumping and one pair of standard Rebound Grip Socks. Socks are provided upon voucher redemption when purchased online. In-store purchases receive standard Grip Socks at the time of purchase.
 - **Monetary Value Vouchers:** Redeemable for jump time only.



REFUNDS DUE TO TEMPORARY CLOSURE

1. If a session is cancelled due to an unforeseen temporary closure (e.g., health order lockdown), a voucher equivalent to the original session price will be issued. This voucher can be redeemed within 3 years after the centre reopens.
2. Monetary refunds will not be provided for sessions cancelled due to unforeseen temporary closures.