

Privacy Policy

This website is owned and operated by "Float & Restore". It is our company policy to handle all information we may collect through normal operation of the site with the utmost care and privacy.

Please read the below information regarding our privacy policy.

Visitors to our website

As is common with most websites, this site collects non-personally-identifying information of the sort that web browsers and servers typically make available.

IE – the browser type, language preference, referring site, and the date and time of each visitor request.

The reason for collecting non-personally identifying information is to better understand how Float & Restore visitors use our website.

From time to time, Float & Restore may release non-personally identifying information in statistical form and the like, e.g. by publishing a report on trends in the usage of its website. Float & Restore also collects potentially personally-identifying information like Internet Protocol (IP) addresses for logged in users and for users leaving comments on site. (IE blog comments) Float & Restore only disclose logged in user and commenter addresses under the same circumstances that it uses and discloses personally-identifying information as described below, except that blog commenter IP addresses are visible and disclosed to the administrators of the blog where the comment was left.

Personally-Identifying Information

Certain visitors to Float & Restore websites choose to interact with Float & Restore in ways that require Float & Restore to gather personally-identifying information. The amount and type of information that Float & Restore gathers depends on the nature of the interaction. Those who engage in transactions with Float & Restore are asked to provide additional information, including as necessary the personal and financial information required to process those transactions. In any case Float & Restore collects such information only insofar as is it is necessary or appropriate to fulfil the purpose of the visitor's interaction with Float & Restore

Float & Restore does not disclose or share personally-identifying information other than as described below.

Visitors have the choice to refuse to supply personally-identifying information, though it may prevent them from engaging in certain website related activities.

Protection of Personally-Identifying Information

Float & Restore on occasion discloses potentially personally-identifying information and personally-identifying information only to those of its employees, contractors and affiliated organisations that

(a) need to know that information for the purpose of processing it on Float & Restore behalf or to provide products or services available on Float & Restore website, and

(b) that have agreed not to disclose such information. Some of those employees, contractors and affiliated organisations may be located outside of Australia.

By using Float & Restore website you consent to the transfer of such information to them. Float & Restore will not rent, share or sell potentially personally-identifying and personally identifying information to anyone. Other than to its employees, contractors and affiliated organisations, as in the manner described above.

If you are a registered user of the Float & Restore website and have supplied your email address, Float & Restore may occasionally send you an email to tell you about new features, to request your

feedback, or just to keep you up to date with what's going on with the Float & Restore website, Float & Restore and/or with our services/products.

We prefer to use our social media accounts to communicate this type of information to our users, so this type of email contact will be minimal. If you send us a request (for example via our contact page or via one of our contact or feedback options), we reserve the right to publish it in order to help us clarify or respond to your request or to help us support other users.

Float & Restore takes all measures reasonably necessary to protect against the unauthorised access, use, alteration or destruction of personally-identifying and personally identifying information.

We take privacy of information extremely seriously.

Cookies

A cookie is a piece of information a website stores on a visitor's computer which the visitor's browser then provides to the website each time the visitor returns.

Float & Restore uses cookies to help identify visitors, their usage of the Float & Restore website, and their website access preferences.

Float & Restore website visitors who do not wish to have cookies placed on their computers should set their browsers to block cookies prior to using the Pure Zen website.

Please bear in mind that certain features of the Float & Restore website may not function properly without the aid of cookies.

Business Transactions

If Float & Restore were to be acquired by sale or other means, or in the unlikely event that Float & Restore goes out of business or enters in to insolvency, user information would be one of the assets that is transferred or acquired by a third party.

You acknowledge that such transfers may occur, and that any acquirer of Float & Restore may continue to use personal information as laid out in this policy.

Website Advertising

Ads appearing on any of our websites may be delivered to users by third party advertising partners, who may set cookies.

These cookies allow the ad server to recognise your computer each time they send you an online advertisement to compile information about you or others who use your computer.

This information allows ad networks to, among other things, deliver targeted advertisements that they believe will be of most interest to you.

This Privacy Policy covers the use of cookies by Float & Restore and does not cover the use of cookies by any third party advertisers.

Website Comments

Comments and other content submitted to our anti-spam service are not saved on our servers unless they were marked as false positives, in which case we store them long enough to use them to improve the service to avoid future false positives.

Changes to our Privacy Policy

From time to time Float & Restore may change or amend its privacy policy.

Though most of these changes are likely to be minor we encourage our visitors to regularly check this page for any changes in our policy.

Your continued use of this website after any change in this Privacy Policy will constitute your acceptance of such changes.

Refunds

Float & Restore endeavours to accurately display and describe our services online. If you are unhappy with your float, we will communicate with you in an effort to understand why. On occasion we may offer to help you make the most of a second float.

Please bare in mind that you may cancel or reschedule your appointment without any charge up to 24 hours prior to your appointment time. Late arrival for a float may require us to shorten the length of your session, with full charges applied.

No show for an appointment/booking without prior cancellation may incur full session charges. There are no refunds for gift vouchers, packages or memberships.

Float & Restore will only accept a cancellation of a float session with a full refund if 24 hours or more notice is given prior to the float appointment time.

If you have purchased a float session and want a refund, please email admin@floatandrestore.com

PAYMENTS & SECURITY

Payment

All purchases will be processed and authorised by our approved payment processor "FloatHelm" via online gateway Authorize.net. Your credit card details will be securely processed and no charges will be made without your authorised approval.

If you'd rather make a booking via phone or would prefer to speak with a person, please give us a call at Float & Restore and we will process your order over the phone.

Security

FloatHelm and Authorize.net payment systems and gateway utilise advanced encrypted security so all payments are made in a secure environment.

The policy of Float & Restore is to protect the personal information of its customers. Comprehensive security measures have been carefully put in place to ensure a safe and secure online environment for our customers.

Competitions And Promotions

Float & Restore will from time to time facilitate competitions/promotions. Each Competition is a game of chance, the winner will be chosen at random.

Details and information for any of these competitions or promotions including rules, regulations, terms, conditions and eligibility will be published via the Float & Restore website, social media outlets or through physical advertising.

Entries cannot be late, incomplete, incomprehensible, unlawful, racially or ethically offensive, obscene, defamatory, libellous, threatening, pornographic, harassing, hateful capable of encouraging conduct that would be considered a criminal offence, capable of violating any law or giving rise to any civil liability.

An Entry that is made on behalf of an Entrant by a third party, or otherwise by proxy, will be invalid.

There will be one (1) winner in total for each competition.

The one (1) entrant who submits the winning entry ("Winner") will be awarded the prize as outlined in the competition's terms and conditions which will be created at the commencement of the competition.

Float & Restore reserves the right, at any time, to verify the validity of Entries and Entrants (including an Entrant's identity, age, and place of residence) and to disqualify an Entrant who submits an entry that is not in accordance with the Terms and Conditions of the competition or who interferes or tampers with the Entry process or if the Entrant engaged in any unlawful or other misconduct

calculated to jeopardise the fair and proper conduct of the Competition. Float & Restore legal rights to recover damages or other compensation from such an offender are reserved.

Despite anything to the contrary in these Terms and Conditions, errors and omissions may be accepted at the Float & Restore complete discretion. Failure by Float & Restore to enforce any of its rights at any stage does not constitute a forfeit of such rights.

Float & Restore decision in relation to any or all aspects of any Competition is at its complete and sole discretion, final and binding on all persons who enter into this Competition and no correspondence will be entered into.

Any costs associated with entering a Competition are the responsibility of each Entrant.

Float & Restore accepts no responsibility for late, lost or misdirected Entries or other lost correspondence.

Any entry will be deemed void if forged, manipulated or tampered with in any way. Incomplete, indecipherable, or illegible Entries will also be deemed invalid and will not be included in any given Competition. All Entries are deemed to be received at the time of receipt by Float & Restore and not the time of the transmission by the Entrant. Float & Restore cannot accept responsibility for any entry not received. Float & Restore assumes no responsibility for any failure to receive any entry or for inaccurate information or for any loss, damage or injury as a result of technical or telecommunications problems, including security breaches.

Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit. Exclude or modify the statutory consumer guarantees or implied warranties as provided under the Competition and Consumer Act 2012 (Cth) or any other applicable consumer protection laws. Except for any liability which cannot be excluded by law, Float & Restore and its associated companies are not responsible for and exclude all liability (including negligence) for any personal injury or any loss or damage (including loss of opportunity) whether direct, indirect, special or consequential, arising in any way out of:

Any problems or technical malfunction (whether or not under Float & Restore control) of any telephone network or lines, computer online systems, servers, or providers, computer equipment, software, technical problems or traffic congestion on any computer system or at any website, or any combination thereof, including (but not limited to) any injury or damage to Entrants or any other person's property related to or resulting from participation in this Competition;

Any incorrect or inaccurate information, either caused by users or by any of the equipment or programming associated with or utilised in connection with a given Competition, or by any technical error that may occur in the course of a given Competition;

Any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction or third part interference or unauthorised access to or alteration of entries or entrants details;

Any Entry that is late, lost, altered, damaged or misdirected (whether or not after receipt by Float & Restore);

Any tax liability incurred by a winner or entrant (independent financial advice should be sought);

Participation in Competitions; or Cancellation of Competitions. A given Competition, or any aspect of it, may be changed or withdrawn at any time without prior notification. In the event of any dispute, Float & Restore will be the sole arbitrator and its decision will be final (subject to laws that may apply).

Any attempt to deliberately damage the Float & Restore website or the information on the website, to cause malicious damage or interference with the normal functioning of the website, or to otherwise undermine the legitimate operation of this Competition may be a violation of criminal and civil laws and should such an attempt be made, whether successful or not, the promoter reserves the right to seek damages to the fullest extent permitted by law. If the Promoter suffers loss or incurs any cost in

connection with any breach of these conditions of Entry or any other legal obligation by an Entrant, the Entrant agrees to indemnify the Promoter for those losses, damages and costs.

Float & Restore will collect Entrant's personal information in order to conduct the Competition. If the information requested is not provided, the Entrant may not participate in the Competition. The collection, use and disclosure of personal information provided in connection with this Competition is governed by Float & Restore privacy policy above.

By entering the Competition, the Entrants consents to receipt of any email regarding the Competition, content on Facebook and other emails which inform the Entrant of Float & Restore other publications, products, services and events and to promote third party goods and services it may be interested in.

Entrants acknowledge that a given competition is in no way sponsored, endorsed or administered by, or associated with any social media outlet. Entrants will provide their information to the Float & Restore and not to the social media outlet. (IE Facebook/Twitter etc).

Any questions, comments or complaints regarding the Competition must be directed to the Float & Restore, not the social media outlet.

These Terms and Conditions are governed by, and are to be construed in accordance with, the laws enforceable in Perth WA, Australia. Each party submits to the exclusive jurisdiction in Perth WA, Australia and any court hearing appeals from those courts.

These Terms and Conditions embody the entire agreement between the Float & Restore and each Entrant with respect to this Competition.

Any provision in these terms and conditions which is invalid or unenforceable in any jurisdiction is to be read down for the purpose of that jurisdiction, if possible, so as to be valid and enforceable, and otherwise must be severed to the extent of the invalidity or unenforceability, without affecting the remaining provisions of these terms and Conditions or affecting the validity or enforceability of that provision in any other jurisdiction.

Float & Restore can be contacted at: admin@floatandrestore.com