



Implementing The Waiver Online

When using the waiver online, there are recommended considerations:

- The 'paying consumer' (the person interacting with the service provider and making the booking/payment) must click a link to sign the waiver whilst the online booking is in progress before payment of the activity can proceed.
- If paying consumer is:
 1. not the user of the activity, or
 2. not the sole user of the activity (i.e. group or family booking), or
 3. the parent of the user of the activity,

The paying consumer must provide names, ages, contact numbers and email addresses for all users (or parents/guardians of child users) so separate waivers are sent and agreed by each of those users and returned to the service provider before payment can be permitted.

Once completed and signed waivers from all users are returned and checked by the service provider, the paying consumer is notified so payment can proceed before the commencement of the activity.

- If both the booking and payment process occurs in person at the site of the activity and a technology (compute/iPad) interface is being used, the same steps apply to ensure that the paying consumer plus all users each sign a separate waiver. This is to be checked by the service provider, prior to the paying consumer completing the contract by making payment and the activity commencing.

Online Checklist Notes

- Website metadata ideally will show the consumer has clicked link and signed waiver in the event they are the user.
- If no website metadata, then it must be at least necessary as part of website design and booking process to perform the above before the consumer can be given the option to pay for the activity. It should be impossible for a payment to be made, unless and until all users have agreed and returned terms/waiver.
- For other users, return email with completed signed copies of terms / waiver to be checked and both email and signed terms / waiver retained in secure location per Step 7 (Retain) on the Waiver Completion Guide.