

Aussie Ecotours Pty Ltd T/A, surfschool.com, Scarborough Beach Surf School and Lancelin Beach Surf School

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Payment Policy

Customer service is important to us. We want your online payment experience to be fast, friendly and most importantly secure. Our online payment site is operated by Aussie Ecotours Pty Ltd T/A surfschool.com

Privacy Policy

Aussie Ecotours Pty Ltd T/A surfschool.com is dedicated to keeping your details private. Any information, we collect in relation to you, is kept strictly secured. We use this information to identify your orders, and to provide you with further information about your Surfing Lessons or Gift Vouchers.

Surfschool.com may use cookies to allow you to login, maintain a shopping cart and to purchase items in your shopping cart. Cookies sent to your computer from Australia only last while you're browsing our website. We do not store persistent cookies on your computer.

Security Policy

When purchasing from Aussie Ecotours Pty Ltd T/A surfschool.com your financial details are passed through our secure server using the latest 128-bit SSL (secure sockets layer) encryption technology and it is again encrypted using encryption algorithm, which is at least 64-bit. 128-bit SSL encryption is approximated to take at least one trillion, trillion years to break.

If you have any questions regarding our privacy policy, please contact customer support on

surf@surfschool.com

Pricing Policy

Aussie Ecotours Pty Ltd T/A surfshool.com pricing of Surfing Lessons and Surf Courses is carefully monitored by our management, to provide our customers and participants with the cheapest possible participation cost. All of our prices are in Australian dollars (AUD) and include GST (Goods and services tax) as of 1st July 2000.

Delivery Policy

After ordering online, you will receive an email confirmation containing your order details. We will normally confirm receipt of your order within a few hours of ordering, unless purchased outside of our office hours. We will attempt to send Gift Vouchers via Australia Post within 1 business day from receipt of payment; or we can email the Gift Voucher to your email address.

All international orders are processed in AUD and Gift Vouchers will be emailed to your email address. If you wish to query a delivery please contact us at surf@surfschool.com

Refund Policy

As a general rule, Surfing Lessons and Surf Courses are not refundable (please read the Terms and Conditions below). In some extenuating circumstances (such as injury) Aussie Ecotours Pty Ltd will endeavour to fill the vacated Surfing Lesson position and provide a credit for a future Surfing Lesson. If payment is taken for a Surfing Lesson that is already full Aussie Ecotours Pty Ltd T/A surfschool.com will provide a full refund.

Disclaimer

Although as mentioned we will take all care and make all effort to keep your information private however, we will not be held legally responsible for any breach as the information may be divulged to other parties which has been obtained by methods which are beyond our reasonable control. No export restrictions are applicable to Aussie Ecotours Pty Ltd T/A surfschool.com online payment site as no goods are supplied or delivered. If you have any further questions about privacy, security or pricing, please contact us by sending an email to surf@surfschool.com

Important Conditions - Please Read

NO date changes or refunds can be offered for:

- Cancellations within **4 Days** of Surf Lessons or Surf Courses or failure to attend your chosen day under any circumstance, including illness or injury. Sorry No Exceptions made.
- Failure to attend your chosen day; or
- If you have to leave early for any circumstance that may arise out of participating in any Surf Lesson, or Surf Course or for any other circumstance.
- Surf Courses are not transferable to anyone else under any circumstance.
- No refunds given for Surf Courses under any circumstance including illness or injury Sorry No Exceptions made.

- Surf Courses, Surf Lessons, and Gift Vouchers are valid for **six months** from date of purchase and can't be extended past the expiry date under any circumstance including illness or injury.
- Once your lesson starts you will not be able to leave the beach until all other participants' lessons finish.
- We reserve the right to alter any itinerary due to adverse weather conditions. If the lifeguards for any reason close the beach during a lesson and we have to leave the beach; unfortunately this is also beyond our control and you will lose the remainder of your surf lesson.
- Perth Beaches are sometimes known to have currents, troughs, rips, shallow sandbanks and strong winds - we advise that you take time to consider these factors before you purchase your surf lessons.

Under 18yrs require parent or guardian to attend on the day to sign a consent form.

YOU MUST BE ABLE TO SWIM AT LEAST 50 MTRS.

We highly recommend personal Insurance and or Travel Insurance

Please arrive at least 15 minutes before your lesson starts. Unfortunately, latecomers will forfeit their lesson - under any circumstance.

Please Note: We are a small family business that operates under strict licence regulations imposed by the City of Stirling and Surfing Australia. Our licence stipulates how many students we can have at any one time. We get booked out every session and if you don't turn up for your pre-booked lesson; we still have to pay our staff, licence fees, insurance and expenses. We are the same as other businesses eg. If you buy a ticket to the movies, football, tennis etc. and don't make the event for any circumstance - no business gives you a free ticket or free seat at the next available event.