

Aussie Ecotours Pty Ltd T/A, surfschool.com, Scarborough 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](mailto: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 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 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](mailto:surf@surfschool.com)

### **Refund Policy**

As a general rule, Surfing Lessons and Surf Courses are not refundable (please read the Terms and Conditions). 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