



Refund / Returns Procedure

Lessons and Activities

Clients will obtain a credit if:

- the client notifies Stand Up Paddle Boarding Shellharbour 7 days prior to the time of the activity.
- the instructor cancels the activity due to unsuitable or dangerous conditions.
- Clients are unable to travel due to medical issues proven by a medical certificate.
- An administration fee of 20% may be charged.

Note - no refund will be offered if it rains.

If water and weather conditions become unsafe during the activity, the instructor may modify the activity and undertake activities on the shore rather than in the water, or the activity may be rescheduled for another time.

If the client has paid for a block of lessons at a discounted price, the refund will be based on the total amount paid less the lessons already delivered calculated at the undiscounted lesson price.

No refund is offered if the client refuses to comply with the Surfing Australia Accredited School policy and the instructor determines the client cannot participate in the activity (e.g., client is under the influence of drugs or alcohol).

If the client advises the instructor of a medical condition such that the instructor decides that it would be unsafe for the client to participate in the activity, a full refund will be offered.

If the Instructor becomes aware of a client's medical condition after the lesson has commenced, such that the instructor determines it is unsafe for the client to continue in the activity, no refund will be offered.

Gift Vouchers

Gift vouchers must be used by expiry date unless other arrangements have been made. No refund is offered once the gift voucher has been purchased however the gift vouchers are transferable.

Hire

The client will obtain a refund if they notify SUP Shellharbour 7 days prior to the time of the hire. No refund will be made once the client has paid for and taken delivery of the hire equipment.

Product Purchase

- Are subject to the manufacturer's warranty.

Activity Tours

Clients can obtain a refund or credit if:

1. The client notifies Stand Up Paddle Boarding Shellharbour 7 days prior to the time of the tour. An administration fee of 20% may be charged.
2. Stand Up Paddle Boarding Shellharbour cancels the tour.