



North Stradbroke Island Surf School Point Lookout North Stradbroke Island.

ABN:

Email: info@northstradbrokeislandsurfschool.com.au

Customer Service Policy

Customer service is important to us. Lesson times are flexible to suit the client's needs. Suggested lesson times take into account tide and surf conditions offering best possible coaching outcomes. Cylinder Beach is our meet/greet area as it has parking, undercover areas and toilets. Clients fill out indemnity forms and are issued with a surfboard and wet shirt/suit to meet their needs before heading onto the beach for the lesson.

We offer direct deposit invoicing or payment on the day options. We guarantee 48 hour reply to emails establishing direct contact with clients to answer any questions or concerns.

Privacy Policy

North Stradbroke Island Surf School 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.

Pricing Policy

North Stradbroke Island Surf School 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

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) North Stradbroke Island Surf School will provide a credit for a future Surfing Lesson. If lessons are cancelled due to surf conditions a full refund or rescheduling will be offered.

Bookings Essential – NO date changes or refunds can be offered for:

- Cancellations within 4 days of Surf Lessons
- If you have to leave early for any circumstance that may arise out of participating in any Surf Lesson or for any other circumstance.
- Surf Courses are not transferable to anyone else under any circumstance.
- No refunds will be given for Surf Courses under any circumstance. (unless a current doctor's certificate is presented, in this case a Surf Course can be made up at another time subject to availability).
- Surf Courses are valid for 6 months from date of purchase and can't be extended past the expiry date under any circumstance.
- Under 18yrs require parent or guardian to attend on the day to sign a consent form.
- Please arrive at least 15 minutes before your lesson starts.
- We reserve the right to alter any itinerary due to adverse weather conditions.