

# PRIVACY POLICY

Neptunes Surf Coaching is committed to protecting your privacy. Please read our privacy policy below.

## Data collection

When you purchase a lesson or gift certificate, we need to know your name, address, email address and phone number to be able to contact you should any problem arise.

## Product supplier

When you purchase a lesson or gift certificate the clients contact details are used to identify the user of a lesson or gift certificate. This protects the integrity of your booking against misuse.

## Other contact

Clients may allow us to send promotional and general information.

## Cookies

We do not use cookies for collecting customer's personal data. Cookies may be used to collect general data that is anonymous and in no way identifies viewers.

## Third parties

We do not sell, trade or hire your personal information to any third parties.

# BOOKING TERMS & CONDITIONS

All classes need to be booked by calling Mark Harris on 0417 839 142.

Surfing lessons will not be cancelled due to rain, but maybe cancelled if the conditions are deemed to be dangerous, or if the surf is too small to run a class.

Bookings cannot be transferred to another person.

All customers must sign a participant declaration form (guardian consent) and a waiver form prior to each class.

Vouchers must be redeemed within one calendar year of purchase.

# REFUND POLICY

If you need to change your booking, we are happy to try and accommodate your preferred time as long as you give us 24 hours notice. Without 24 hours notice your booking will be forfeited. Unfortunately, bookings cannot be cancelled or transferred to another person. We surf in all weather and surf conditions providing it is safe. If the surf is too big, or the conditions unsafe, then we will reschedule the lesson. If we change the time and you are unable to come to the new lesson, we will provide a refund.