

# REFUNDS

## MEMBERSHIPS

- A cooling off period of 7 days is provided on memberships. A refund will be provided within the first 7 days of a membership upon request. The cost of services utilised will be charged at the casual visit rate and the refund will be processed minus the cost of services provided.
- A refund will be provided if a member is medically unfit to continue. A medical certificate will be required as evidence.
- A refund will be provided if a member moves out of the area. Proof of new residential address will be required as evidence.
- BMCC will only refund via cheque.

## 10 VISIT PASS

- No refund is available on a 10 visit pass.

## LEARN TO SWIM / TUMBLING PROGRAMS

- A refund will be provided if the swimmer/tumbler is medically unfit to continue. A medical certificate will be required as evidence. Evidence must be produced within a 3 month period.
- A refund will be provided if the swimmer/tumbler moves out of the area. Proof of new residential address will be required as evidence.
- BMCC will only refund via cheque.

## CASUAL VISIT

- A refund will be provided on the day if the centre is closed due to an operational issue and the patron has been in the centre less than 30 minutes.

## RETAIL MERCHANDISE

- Customers are entitled to either an exchange or refund on any merchandise purchased within the Blue Mountains Leisure Centres that fails to meet the products guarantee.
- Blue Mountains City Council will only refund via cheque, unless the refund is requested on the day of purchase.

## BIRTHDAY PARTIES

- No refund is available on birthday parties, however an alternate date would be offered if cancellation was required due to illness.

GLENBROOK SWIM CENTRE  
(02) 4739 5880

SPRINGWOOD AQUATIC & FITNESS CENTRE  
(02) 4723 5111

KATOOMBA SPORTS & AQUATIC CENTRE  
(02) 4780 5156