

# Refund Policy

GET *Active*

STAY *Healthy*

ENJOY *Life*

## **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.