



Burpengary Aquatics
ABN 60 478 008 791
20 Fountain Road
BURPENGARY EAST QLD 4505

EMAIL enquiries@burpengaryaquatics.com.au
PHONE +61 7 3888 1088
burpengaryaquatics.com.au

REFUNDS

Step 1 – Complete Form and Return it to us

To obtain a refund, please could you complete a **Refund Request Form**

You can obtain a Refund Request Form, either from
our website, or

Using this link: <https://burpengaryaquatics.com.au/Downloads/Form-Refund.pdf>

Please **email a copy of the completed form** to:

refunds@burpengaryaquatics.com.au

Step 2 – We will calculate the refund amount

The refund will be calculated based on the amount paid by you,
less any lessons (or activities) completed.

We will not deduct any specific fees for processing the refund.

Step 3 – Payment of Refund

We will deposit the refund to the account nominated on the form.

We will also email you and let you know.

We expect refunds to be paid in five business days,
however there could be delays.

Questions?

Can refunds be paid in cash?

No, we have no cash on premises.

Can refunds be processed to a credit card?

No, we do not have a machine on premises to process credit card refunds.

I have advised the wrong account, what do I do?

Please send an email to
refunds@burpengaryaquatics.com.au and mark it
urgent.

I have not received my email but have received my refund?

It is possible the email has gone to your junk or spam mailbox, or the email address is incorrect.

Please email us at
refunds@burpengaryaquatics.com.au and we will re-send the email to you.

Please refer to our website for more information