

Refund Policy

Casual Entry:

- Casual entries are non-refundable.

Season Passes:

- Season passes are non-refundable.

Memberships:

- All memberships are generally non-refundable unless the refund is requested within the seven (7) day cooling off period.
- Refunds will be considered outside of the cooling off period for certain reasons only as described in the Membership Terms and Conditions. Refunds will be calculated on a pro-rata basis on the unused portion of the membership.
- Refer to the Membership Terms and Conditions for more information.

Café:

- An exchange or refund will be offered where the quality of the product is unsatisfactory.

Merchandise:

- An exchange or refund will be offered when there is a fault on the product or merchandise.
- For hygiene reasons swim nappies are non-refundable.
- Ear putty and swim caps must be unused with the packaging intact.
- If refund is approved, it will be initiated by either cash or credit card. You will receive the credit within a certain amount of days, depending on your card issuer's policies.

