



# BOOKING SYSTEM FAQ'S

## CUSTOMER

### Bookings

**Q: I have an existing booking for July will the change impact my booking?**

A: You're all sweet! There will be no changes to your bookings for July.

**Q: I have an existing booking for August the change impact my booking?**

A: You're all sweet! There will be no changes to your bookings for August.

**Q: I want to book for July and August**

A: Great, we are pumped to see you in the line-up. There are no changes to our booking process for July and August bookings, so jump online and book now.

Keep in mind that our scheduled maintenance will start in August, with our final day of trade on Sunday, 6 August. All bookings after our scheduled maintenance will be on our upgraded Booking System.

**Q: I want to book for September**

A: Yew! We can't wait to see you. Below is an overview of our launch dates for members and guests.

- Members' bookings for 2 September are live from 7 August (online and by phone)
- All other guests bookings for 2 September are live from 9 August (online and by phone)
- All on-site bookings for 2 September are live from 2 September (on-site)

**Q: I have an existing account number and log in on the current Booking System. Will I need to create a new one, or can I use the same details?**

A: You will be issued a new account number, and we will migrate across your email address. To access the guest and member portal, use your email address and set a new password. Don't fret, we will send you instructions when it's time to do this.

**Q: Do I need to sign a new waiver?**

A: Yes, we will require all guests to sign a new waiver. To save time on-site, we recommend completing your waiver before arriving for your first session on or after 2 September. For those who like to play life fast and loose, we will help you out with some friendly reminder notifications.

**Q: I have a COVID credit, can this still be used?**

A: All COVID credits have now expired and will not be available in the upgraded Booking System.

**Q: I have a Lightning / Session Interruption credit, can this still be used?**

A: Sure can! Lightning / Session Interruption credits are valid for a year from issue. Any credit codes that meet that validity will be transferred by URBNSURF over to the upgraded Booking System and will be usable there. Any expired codes will not be able to be extended.

**Q: I have an URBNSURF gift card, can this still be used?**

A: Any unused credit remaining on valid gift cards will be available on the upgraded Booking System from 9 August to use on sessions from 2 September.



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**Q: Will my wristband still work, or do I need a new one?**

A: Great news, you can keep your current URBNSURF wristband, we will connect it to the upgraded Booking System for you. This should work seamlessly for you, however, our friendly admissions team will be on hand to help if there are any issues.

If you have multiple wristbands, we recommend you find your favourite, and we will reload against your new account, if required. Use only one from here on in, as everything will be linked to your wristband number. If you have misplaced your wristband, we have them available for \$5.

**Q: Will I receive confirmation and notification emails from the new Booking System?**

A: Absolutely! When you make a booking, you will automatically receive a confirmation email as well as any reminders to do your waiver if it is not up to date.

**Q: Will customer service still be available during the switch, and how can I reach them if I have questions or issues?**

A: Our customer service team are available on-site during operating hours or over the phone from 9:00 am – 5:00 pm Monday to Friday during our maintenance period and seven days a week from September 2. We are available all year, excluding Good Friday and Christmas Day.

**Q: Can I still book over the phone?**

A: Our upgraded booking process ensures an easy online experience, and we encourage you to give it a go. If you need support, you can still contact our team at (03) 9344 1548.

**Q: Can I book a session when I am at URBNSURF?**

A: With an easy booking process, you'll love booking online. For those who love face-to-face support, you can book on-site from 2 September. Just chat to our friendly admissions team.

**Q: Will there be any changes to the cancellation or refund policies?**

A: Our cancellation and refund policies remain the same. For a refresher on our policies, check out our summary below;

Like a plane ticket, when you book with us, a spot is saved just for you and spots are limited. For this reason, we need to set clear boundaries when cancellations or adjustments are required.

- As a guide, cancellations within 5 days of your booked surf session or surf lesson incur a 100% cancellation fee.
- Any changes between 29 to 6 days of your booked surf session or surf lesson can be adjusted (subject to availability) or credited to your URBNSURF account.
- Any changes for bookings over 30 days of your booked surf session or surf lesson can be adjusted (subject to availability), credited to your URBNSURF account, or refunded.
- Contact our Customer Service crew to see how we can support you when you need to make a change.

For more information, please see our [Change, Cancellation and Refund Policy](#) within in our Terms and Conditions.

**Q: Will the upgraded Booking System have the same payment options?**

A: Payment options are VISA, Mastercard, and EFTPOS. Apple Pay and Google Pay are available via mobile.



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### General

**Q: What are the benefits of the upgraded Booking System? What's changed?**

A: You asked, and we listened. The key updates to our Booking System are based on customer feedback. They include an easy **booking process** that shows the availability of sessions on the schedule and filters the wave schedule so you can see what session type, side of the lagoon or coaching options you want, or the next available session. Multiple bookings are now easier to manage, and you can also now edit your cart, and manage your profile. Plus, if you just want to surf ASAP, the wave schedule will show the next sessions available for you frothers!

**Q. Why did you upgrade the Booking System?**

A: Customer Stoke is a core URBNSURF value. You spoke, we listened. Guest feedback suggested we needed to upgrade our Booking System to allow a better online booking experience, so, we did it. Yew!

**Q: Why did it take you so long to upgrade the Booking System?**

A: It's a big job finding the best Booking System for the best human-made waves in Australia. Good things take time, and we've spent over a year working with external and internal stakeholders to implement the best overall solution for URBNSURF. We're stoked to share it with you and appreciate your patience!

**Q: Is there any difference in the booking process between the old and upgraded Booking System?**

A: You'll never want to look back when you try the upgraded Booking System. Give it a go and see the difference for yourself. Book now!

Here are the benefits:

- See the next available session
- Filter so the wave schedule pulls a personalised schedule just for you
- Easier to book in a group session for you and your mates
- Edit and add to your cart and see your cart total before you get to check out
- For our URBNSURF members, a fun portal where you can manage your bookings, see past and upcoming surfs as well as all member benefits listed in one place

**Q: Is the upgraded Booking System compatible with mobile devices?**

A: Yes, you can easily book your sessions on your phone. (Hint!) If you book multiple sessions across a week, we recommend jumping onto a desktop or tablet to get a broader view of the wave schedule.

**Q: Is there an app I can use?**

A: There is no app, just a handy website that is easily accessible on mobile, tablet or desktop.

[www.urbnsurf.com](http://www.urbnsurf.com)

**Q: Are there any other Surf Parks that use this Booking System?**

A: Yes, The Wave in Bristol is an important partner to upgrade the Booking System, and they use the same system. Other businesses that use the Booking System include Disney, The Louvre, and many more industries across the globe such as Sports, Culture, Theatre, Live Events and Expos.



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### Discovery

**Q: Did URBNSURF thoroughly test the upgraded Booking System before making the switch?**

A: We spent a year working on the best Booking System for URBNSURF which involved setup, guest and member engagement and testing phases. If you notice something isn't working for you, let us know so we can make sure the system is doing what it's supposed to do.

### Pricing and Products

**Q: Will the upgraded Booking System drive another price increase?**

A: We have introduced seasonal pricing which lays out more options to surf across a range of price points.

**Q: Why are different prices running across different sessions, times and sides?**

A: To give our guests the best for less, we have introduced seasonal pricing for our sessions. To get the best price per wave, choose the session and time you want, and it will highlight the prices for that session and for the left and right side of the lagoon.

**Q: Will gift cards be valid for URBNSURF Melbourne and Sydney?**

A: 100% yes! When we launch our Sydney site, your Gift Cards will be redeemable for URBNSURF Melbourne or Sydney. A reminder, gift cards are valid for 3 years from date of issue, so we recommend waiting a little longer if you can only surf in Sydney.

### Memberships and Multipacks

**Q: I'm a member, what do I need to do to set up the upgraded Booking System?**

A: We will migrate your membership and payment plan details to the upgraded Booking System. All you need to do is create a new password for the member portal and add in your credit card details to the My Details page.

**Q: I'm a multipack holder, what do I need to do to set up the upgraded Booking System?**

A: We will migrate your multipack and unused entitlements to the upgraded Booking System. All you need to do is create a new password for the guest portal and redeem your entitlements from there. The unused entitlements will be available on the upgraded Booking System from 7 August to use from 2 September. Get in touch with us if you would like to use any entitlements for the last two weeks of July.

**Q: What happens to my membership entitlements?**

A: In response to member feedback, we will be simplifying entitlements to be valid for calendar months, rather than the month from your start date. For example, September entitlements will be valid from September 1 – 30, 2023. You can use your entitlements and book your sessions as normal. From September onwards your entitlements will be in the upgraded Booking System.

**Q: Will my membership payments continue, or will I need to give my details again?**

A: Unfortunately, as we also moving banking merchants, we will require you to re-enter your credit card details. We will send you information and ask you to log in to the member portal and enter your details. This will securely create your membership payment token and we will not keep record of your card details.

Please note, we would never call you directly and ask for your Credit Card details over the phone.



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**Q: What happens to my membership payments when you are closed for maintenance?**

A: All August payments will be put on hold, and your first payment in the new system will occur on your payment date in September. If you haven't updated your credit card, we will contact you to remind you to do so. If you wish to change your payment dates, please call us on 03 9344 1548 or email us at [members@urbnsurf.com](mailto:members@urbnsurf.com) and advise your preferred date.

**Q: What happens to my multipack entitlements?**

A: Any unused multipack entitlements will be available on the upgraded Booking System from 7 August to use from 2 September.

**Q: Will the upgraded Booking System work better for Members who are issued with a promo or shutdown code?**

A: Absolutely! One of the many amazing features of our upgraded Booking System is our members portal where you can track your entitlements.

### Future Sites

**Q: When can I book for Sydney?**

A: URBNSURF Sydney is due to open in 2024. Keep an eye on our socials for updates on when bookings will kick off, so you can score first waves at Olympic Park. Sign up here to find out all the latest Sydney news; (<https://urbnsurf.com/sydney/book/>).

### Security

**Q: Is the upgraded Booking System and my information secure?**

A: Most definitely, we take security very seriously. All data is handled and stored securely in Australia, in accordance with the Privacy Act 1988. To learn more about URBNSURF's privacy policy please hit the link (<https://urbnsurf.com/privacy/>).