



# QUESTIONS AND ANSWERS

## LESSONS

### 1. WHAT ACTIVITIES DOES MADEIRA SURF CENTER OFFER?

At Madeira Surf Center, we offer a variety of activities catering to all levels of experience. Our surf lessons are taught by certified instructors who provide personalized guidance to ensure that both beginners and more experienced surfers make the most of their lessons. In addition to lessons, we offer rentals of surfboards and surf skates, allowing you to surf independently and explore the waves at your own pace. For a more complete experience, we also offer programs of different durations that combine surf lessons with accommodation at our surf camps. For water sports enthusiasts, we organize stand-up paddle tours along the northern coast in scenic locations, allowing you to explore the natural beauty of Madeira in a unique way. Additionally, for those wishing to explore even further, we offer private trips to the best surf spots in Madeira, transportation included. On these tours, you will have the opportunity to surf different waves and discover the best surf conditions on the island.

### 2. WHAT ARE THE REQUIREMENTS TO PARTICIPATE IN SURFING LESSONS?

To participate in our surfing lessons, no prior experience or swimming skills are required. We recommend that students be in good physical condition and inform the instructor about any relevant health conditions or limitations before starting the lesson.

### 3. WHAT IS THE MINIMUM AGE TO PARTICIPATE IN GROUP SURFING LESSONS?

We require students to be at least 12 years old to participate in our group surfing lessons. For private lessons, the recommended minimum age is 6 years, always with parental presence.



# QUESTIONS AND ANSWERS

## LESSONS

### 4. WHERE ARE THE LESSONS OF MADEIRA SURF CENTER HELD?

Our surfing lessons take place either at Seixal Beach or Baía dos Juncos in São Vicente. At Seixal, the meeting point is usually near the trailer where some surfboards are stored or at the Clube Naval facilities. In São Vicente, the meeting point is at our school's location. As a certified surfing school, our lessons are always marked with two flags, and we are authorized to conduct lessons within 40 square meters in the summer and 60 square meters in the winter.

### 5. WHAT ARE THE SCHEDULES FOR THE SURFING LESSONS AT MADEIRA SURF CENTER?

The schedules available on the website are for informational purposes only. The start time and location of your surfing lesson will always be determined by us and not based on the student's preferred schedule. We schedule lessons every three days, according to the best conditions of tide, swell, and our local knowledge. The schedule for your lessons will be sent via WhatsApp up to two days before the lesson begins.

### 6. HOW MANY PEOPLE ARE ALLOWED PER LESSON? WHAT IS THE GROUP SIZE?

Our group lessons are limited to a maximum of six students per instructor. This allows us to provide personalized attention to each student, ensuring that everyone receives the necessary guidance and support during the surfing practice. However, in the same surfing area, other group or private lessons may take place simultaneously.

### 7. HOW CAN I BOOK LESSONS AT MADEIRA SURF CENTER?

Reservations can be easily made through our website. We have an online booking system that is very user-friendly and intuitive. Please choose the type of lesson you are interested in and follow the steps. Alternatively, you can contact us directly via WhatsApp, and we will be happy to assist you with the online booking process.



# QUESTIONS AND ANSWERS

## LESSONS

### 8. WHAT ARE THE BENEFITS OF HAVING A SURFING LESSON?

A lesson teaches the basics, surfing etiquette, and keeps you safe. Surfing is not as easy as it looks, especially in Madeira Island, where entering and exiting the water can be challenging. A lesson covers aspects that would otherwise take a long time to discover, such as how to catch waves. You enjoy your experience much more with an instructor who helps with positioning, pushes you at the right timing, and guides you on the right waves and moments, saving your paddling energy.

### 9. IS EQUIPMENT INCLUDED IN THE LESSONS?

All necessary equipment is included in the surfing lessons. During our lessons, we provide Hurley wetsuits of 3.2mm or 4.3mm thickness, premium Ocean & Earth softboards, or Flowt boards ranging from 6' to 10' in size, and surfing boots. In the summer, we use short wetsuits. All equipment is carefully maintained to ensure the best experience and safety for our students.

### 10. CAN WE BRING OUR OWN EQUIPMENT FOR SURFING LESSONS?

While you may use your own wetsuit, our surfboards are provided and must be used during the lessons as they are specifically designed for teaching purposes. The lesson price is all-inclusive, so if you choose to use your own wetsuit, we cannot offer a price reduction. Rest assured, our equipment is well-maintained, and our experienced instructors are focused on providing the best possible experience.

### 11. CAN I KEEP THE EQUIPMENT AFTER THE SURFING LESSON?

Although you cannot keep the surfing equipment after the lessons, you have the option to continue practicing by using our rental service. With the rental service, you can choose the type of board and wetsuit. We also rent soft car racks, allowing you to surf anywhere in Madeira. For more information about our surf rental services, visit our website and make your reservation online.



# QUESTIONS AND ANSWERS

## LESSONS

### 12. HOW MANY LESSONS DO I NEED TO LEARN THE BASICS?

The minimum number of lessons needed to learn the basics of surfing varies, but it is recommended to take between 10 and 20 lessons. These lessons should be spread across different days and locations to provide a more comprehensive and effective learning experience. During these lessons, you will learn essential techniques, including:

**Proper paddling:** The correct way to paddle, which is crucial for positioning on the waves.

**Board positioning:** How to position yourself correctly for stability and control.

**Timing to catch the waves:** Understanding when and how to catch a wave at the right moment.

**Basic maneuvers to stand up:** Techniques like the "pop-up" to stand up on the board safely and efficiently.

**Safety rules:** Knowledge about safety in the sea and how to share the space with other surfers.

These elements are crucial for building a solid foundation in surfing. Additionally, practicing in different surf spots is essential, as it helps you become familiar with various wave conditions. This not only boosts confidence but also improves the surfer's ability to adapt. It's important to keep in mind that even after completing 20 lessons, this does not guarantee that you will become an intermediate surfer. In surfing, the learning process is continuous, and practical experience is just as important as the lessons you receive.

### 13. WHAT ARE THE BEST MONTHS TO LEARN SURFING IN MADEIRA?

We offer lessons year-round, but learning is easier during the summer months (from April to November) when the waves are smaller, and the weather is more pleasant. It is important to note, however, that these are also the months when we have more students, and the island receives more tourists.

### 14. WHAT IS THE WATER TEMPERATURE IN MADEIRA?

The sea water temperature in Madeira can vary between 18°C from January to March and 24°C for the rest of the year.



# QUESTIONS AND ANSWERS

## LESSONS

### 15. IF IT RAINS, CAN THE LESSON BE CANCELED?

Rain does not prevent our surfing lessons from taking place. The sea conditions are our priority, and we are always attentive to ensure that lessons occur in a safe environment. If there are significant changes in weather conditions, we will inform you.

### 16. CAN I RESCHEDULE MY SURFING LESSON?

At our surf school, we understand that unforeseen events happen, so we allow lesson rescheduling based on availability. Rescheduling should be done in advance, preferably 48 hours before the scheduled lesson. To request the change, please contact us via WhatsApp or email.

### 17. I PURCHASED A SURFING LESSON FOR MYSELF, CAN I GIVE IT TO SOMEONE ELSE?

Yes, you can give your surfing lesson to someone else! We just ask that you inform us in advance, preferably 48 hours before the scheduled lesson. This will allow us to make the necessary adjustments and ensure a great experience for everyone. To make the transfer, please contact us and provide the name of the person who will attend the lesson.

### 18. WHAT IS THE CANCELLATION POLICY?

Once you make a reservation for surf lessons, changes or cancellations are not allowed. As outlined in our Terms and Conditions on the website, cancellations are not permitted, except in cases of serious illness or injury. If you inform us in advance (at least 30 days), we can refund up to a maximum of 50% of the paid amount. You may reschedule your lesson up to 48 hours before the start. In the case of adverse weather conditions, we will do our best to reschedule the lesson to a convenient date. We strive to provide our clients with the best experience possible, and our cancellation policy reflects our commitment to accommodating our clients while respecting the time and effort of our instructors.



# QUESTIONS AND ANSWERS

## LESSONS

### 19. WHERE IS YOUR SCHOOL LOCATED?

The main headquarters of our school is in São Vicente, at Fajã da Areia, in front of the famous surf spot at Baía dos Juncos. We offer a selection of surf gear and accessories for sale, as well as our merchandise.

### 20. ARE THE WAVES IN MADEIRA GOOD FOR BEGINNERS?

Beaches such as Seixal, Machico, Porto da Cruz, and Baía dos Juncos are examples of places where the waves are more suitable for beginners due to their manageable nature. In these learning areas, the waves are generally smaller, shorter, and break quickly as they approach the shore, except in São Vicente at Baía dos Juncos, where the conditions may be slightly different. This is due to the seabed, which often lacks a smooth transition, unlike shallower coasts. This causes a sudden increase in depth, making the waves break quickly. Thus, the combination of the coastal type, topography, and seabed in Madeira results in waves that, due to air quality, may limit the expectations of students, especially intermediate ones.

### 21. WHAT ARE THE IDEAL CONDITIONS FOR SURFING?

The ideal conditions for surfing vary depending on the skill level of the practitioner. In general, for beginners, we look for smaller and softer waves, which provide a more controlled and accessible environment. Factors such as tide and swell are carefully evaluated by the instructor to ensure a safe and enjoyable experience. The best learning experiences happen on less intimidating waves, where students feel comfortable practicing their skills as they progress. A safer approach helps beginners gain confidence and develop a better understanding of surfing techniques.



# QUESTIONS AND ANSWERS

## LESSONS

### 22. IS IT COLD IN THE WINTER?

The climate is mild in the winter. Temperatures range between 17°C and 22°C, and on colder days, it may drop to 15°C. On the northern side of the island, due to the low position of the sun and the presence of mountains, some areas may not receive much sunlight. The water temperature is around 18°C in winter, which is suitable for using a 3/2 mm wetsuit or even a 2/2 mm wetsuit. It's true that water temperature depends on winds and swell, so warmer water may be found in November, and colder water in June.

### 23. WHAT IS THE BEST TIME TO SURF ON MADEIRA ISLAND?

The best time to surf on Madeira Island varies depending on individual preferences, sea conditions, and skill level. In general, the best conditions for surfers, especially beginners, occur during the summer months when the waves tend to be smaller and gentler. For more advanced surfers, winter is the ideal time as it brings larger and more challenging waves. Regardless of the season, it's always important to check the surf forecasts and sea conditions before entering the water. Madeira offers a variety of surf spots suitable for different skill levels, making it a versatile and attractive destination for surf enthusiasts.

### 24. DO YOU PROVIDE SURF FORECASTS AND INFORMATION ON WHERE IT IS GOOD TO SURF?

Madeira Surf Center provides surf information for free only if you rent a surfboard with us. We offer a daily surf report that includes detailed information on sea conditions. Additionally, there are free webcams available at some surf spots, like Beach Cam, Surf Total, and NetMadeira, which allow you to check real-time conditions. However, it's important to note that forecast websites like Surfline and Surf Forecast may not offer accurate information for Madeira surf spots. Phenomena such as refraction and diffraction can alter the direction and intensity of waves, making predictions less reliable. Therefore, we recommend consulting our surf spots map available on our website.





# QUESTIONS AND ANSWERS

## LESSONS

### 25. DO YOU OFFER GROUP LESSONS FOR INTERMEDIATE AND ADVANCED SURFERS?

Yes, we offer specific lessons for intermediate and advanced surfers who already have some experience and wish to improve their skills, such as maneuver techniques, wave reading, and surfing in different conditions. These lessons are personalized according to the level and goals of each student. It is important to note that there are some restrictions for these lessons: we need a minimum of 3 participants to form a group; otherwise, the lessons will be conducted privately. On the first day, an assessment will be made where the instructor will identify areas to focus on. The goals of the training session can be adjusted based on technical errors or how easily exercises are performed. Your instructor will be close by, monitoring your progress and providing ongoing evaluations. Our instructors take this very seriously, and the aim is to transform our students into confident and independent surfers.

### 26. WHAT SHOULD I BRING TO MY SURFING LESSON?

Your swimsuit, towel, sunscreen, a positive attitude, and a smile! Everything else, like surfboards and wetsuits, is included.

### 27. WHAT SHOULD I WEAR UNDER THE WETSUIT?

Under the wetsuit, it is recommended to wear a comfortable swimsuit

### 28. I NOTICED YOU CONDUCT LESSONS ON A BEACH WITH ROCKS. IS IT SAFE TO HAVE A SURF LESSON AT FAJÃ DA AREIA?

Yes, it is safe to have a surf lesson at Fajã da Areia because we choose the best locations to ensure the safety of our students. While there are rocks in the area, lessons are held in deeper zones, away from potential risks. Based on our experience, we have not had any accidents, except for surfboards being scratched due to impact with rocks. Additionally, the waves at Fajã da Areia tend to be longer, providing a more enjoyable surfing experience. On favorable days, we may also see high-level surfers catching waves further out, which is inspiring and enriches the experience. Prioritizing the safety and enjoyment of our students is always our top priority!





# QUESTIONS AND ANSWERS

## LESSONS

### 29. WHAT IS THE DURATION OF THE SURFING LESSONS?

A surf lesson lasts approximately 2 hours, with 1.5 hours in the water for group lessons and 1 hour in the water for private lessons. During this time, you'll be catching waves with an experienced instructor who will continuously provide positive feedback and encouragement.

### 30. IS THERE FREE PARKING WHERE WE WILL HAVE THE SURFING LESSON?

Yes, there is free parking nearby where we will have the surfing lesson. However, during the summer season, it can be challenging to find available parking in Seixal, so it's advisable to arrive earlier to secure a good spot.

### 31. CAN I STORE MY BELONGINGS WHILE ATTENDING SURFING LESSONS?

Yes, you can store your belongings while attending surfing lessons. We have a secure place where you can leave your personal items, allowing you to focus entirely on your surfing experience without worries.

### 32. WHAT TYPES OF SURFING LESSONS DO YOU OFFER?

We offer a variety of personalized surfing lessons, tailored to the needs of each client. Available options include group lessons, private lessons, lessons for couples, lessons for families, and even lessons for children.

### 33. I HAVE NEVER SURFED BEFORE, WHICH LESSONS SHOULD I BOOK?

For those who have never surfed, the best option is to book a private lesson or a group lesson. Private lessons offer individualized attention, allowing you to learn at your own pace and receive personalized feedback from the instructor. On the other hand, group lessons provide a fun social experience where you can learn with other beginners and share the excitement of surfing together.



# QUESTIONS AND ANSWERS

## LESSONS

### 34. DO YOU PROVIDE ANY KIND OF INSURANCE?

Yes, as a certified company, we provide insurance in accordance with Portuguese legislation. We have tourist activity insurance that covers both civil liability and personal accidents, ensuring that all our students are protected during surf lessons. You can check our registration 295/2020 here for more details on the appropriate insurance. The safety of our clients is a priority, and we are committed to providing a safe and secure experience for all. If you have any more questions about the insurance, we are here to assist!

### 35. WHAT CAN I EXPECT FROM MY SURF LESSON?

All of our lessons include a welcoming moment, an introduction with an overview of the equipment, land training with pop-up techniques, and an explanation of surf safety rules and etiquette. The warm-up can be done either on land or in the water, with specific exercises. During the main practical part in the water, we will focus on paddling, positioning, catching waves, wave selection, and progression. At the end, we will do a review and a cool-down, discussing what went well and areas for improvement.

### 36. DO YOU OFFER TRANSPORTATION FOR SURF LESSONS?

We do not offer transportation for surf lessons, leaving this responsibility to the client. However, we can offer transport from the Surf Center to Seixal.

### 37. ARE THERE OPTIONS TO BOOK SURF LESSON PACKAGES?

Yes, we offer special packages for those wishing to book more than 5 surf lessons, available for groups, companies, and families, aimed at promoting a fun and interactive experience. These packages may include discounts for group bookings, as well as customized lessons that meet the specific needs of the group. Please contact us for more information on prices and availability; we will be happy to help you plan your surf experience!



# QUESTIONS AND ANSWERS

## LESSONS

### 38. IN WHICH LANGUAGES DO YOU OFFER SURF LESSONS?

We offer lessons in Portuguese and English. If you or any member of your family requires guidance in a specific language, please contact us.

### 39. HOW CAN I LEAVE A REVIEW?

We greatly appreciate your interest in leaving a review, as we value all feedback and take pride in our excellent ratings! You can review your experience with us on TripAdvisor, Google Business, or Instagram. Your opinion is important to us and helps us continually improve. Thank you very much for sharing your experience!

### 40. SHOULD I TIP MY INSTRUCTOR?

Tipping is entirely optional. For us, a tip is seen as a sign of appreciation for the instructor's work. Although we don't expect tips, they are always welcome and sincerely appreciated. The important thing is that you feel satisfied with your experience and the service provided. If you feel your instructor did an excellent job, a gesture of thanks can be a nice way to show your gratitude.