



QUESTIONS AND ANSWERS

RENTALS

1. HOW CAN I RENT SURF EQUIPMENT?

1. Browse, choose your board, and book online at www.madeirasurfcenter.com.
2. Contact Madeira Surf Center via WhatsApp and bring a security deposit in cash, or pay the deposit by card.
3. Pick up the board at the surf school and receive local tips.
4. Go surfing and explore the waves of Madeira.
5. Return the board to the shop and get your deposit back.

2. IS THERE A SECURITY DEPOSIT?

Madeira Surf Center only rents equipment with a security deposit, which must be paid in cash or by card. The surf spots in Madeira are mostly rocky, where it's easy to damage the equipment; therefore, this deposit covers potential damages, theft, or misuse. The deposit amount is retained to cover repair or replacement costs if an incident occurs. Upon returning the equipment in good condition, the deposit is refunded to the client.

This measure protects both the client and our school, ensuring that the equipment is treated with care and responsibility. Additionally, the deposit serves as an incentive for clients to use the equipment properly.

Depending on the board, a security deposit [from 50€ to 300€] is required.

Soft tops – 50€ to 100€ | Intermediate boards – 100€ to 200€ | Advanced boards – 200€ to 300€

The security deposit can be made in cash or by card.

For your convenience, the deposit can also be paid by card, but some bank commission fees will be applied: 300€ deposit – 9€ fee | 250€ deposit – 7.50€ fee | 200€ deposit – 6€ fee | 150€ deposit – 4.50€ fee | 100€ deposit – 4€ fee | 50€ deposit – 2.50€ fee



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3. WHAT IS YOUR POLICY FOR DAMAGES OR LOSS?

We have a strict policy regarding damages to our boards. For the convenience of all our clients, we provide a premium service with high-quality boards tailored to Madeira's waves. We offer a price list with estimated repair costs as a reference in case of damage. Our goal is not to profit from repairs but to ensure that repair costs are covered. This way, we can continue to provide equipment in excellent condition and guarantee our clients' satisfaction. We believe this approach is essential for preserving the quality of our service and ensuring the safety of surfers on the island while promoting a fun and responsible experience for everyone.

4. MY SURFBOARD HIT THE ROCKS AND GOT DAMAGE. WILL I LOSE MY ENTIRE DEPOSIT?

In the event of damage to a surfboard, a repair fee will be charged. We do not profit from this; we only deduct the amount related to the repair. Additionally, we assume responsibility for the downtime when the board is out of operation but are not liable for damages caused by our clients. In some situations, the client may have to pay for a new board if the repair cost exceeds the security deposit.

5. WHAT TYPES OF BOARD CAN I RENT?

We have over 50 boards available for rent, including beginner boards, longboards, shortboards, big wave boards, evolutive boards, mini-Malibus, bodyboards, wetsuits, performance shortboards, and step-ups. Additionally, we offer epoxy and polyester boards. On our website, you can find photos of the boards available. If you have any questions about which type of board to rent, you can visit our surf school, where we have a large display of boards on show.

6. CAN I COME TO YOUR SCHOOL AND RENT EQUIPMENT WITHOUT A PRIOR RESERVATION?

Sorry, but it is not possible to rent equipment without a prior reservation. We work exclusively with online bookings or scheduling via WhatsApp. Availability is always displayed on our website, and it is important to make a reservation or appointment in advance to ensure the desired equipment.



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7. DO YOU DELIVER EQUIPMENT TO OTHER LOCATIONS ON THE ISLAND?

Sorry, but we do not deliver surf equipment across the island. Equipment pick-up and return are only done at the surf school.

8. WHERE DO I PICK-UP AND DROP-OFF THE BOARDS?

Pick-up and drop-off are always done at our surf school in São Vicente. We have a dedicated and secure space for storing equipment, ensuring that the boards are in excellent condition and ready for the next client. At our school, you can also receive local tips and information about the best surf conditions. Our priority is to provide a safe and enjoyable experience for all our clients.

9. WHAT ARE THE PICK-UP AND DROP-OFF TIMES FOR THE BOARDS?

Board pick-up is generally available from 10 a.m., allowing other clients who wish to use the same board to do so. It is important to respect the agreed pick-up and drop-off times when renting a board. These times are typically available on our website, and we can accommodate specific requests if they are pre-arranged with the Madeira Surf Center team and specified in the rental contract. This ensures an efficient and satisfactory experience for all clients.

10. CAN I RENT EQUIPMENT BY THE HOUR?

We offer rentals for up to 2 hours or for the entire day [from morning to the end of the day].

11. CAN I RENT A BOARD FOR ONE DAY?

Yes, you can rent a board for one day, but the one-day rental starts from the time you pick up the equipment until the end of the same day. Typically, from 9:00 a.m. to 7:00 p.m. same-day return and not a 24-hour period.

12. WHERE CAN I FIND A NEARBY ATM?

The nearest ATM is located by the waterfront, near Padaria do Calhau, in the center of the village. There is also an ATM available near the church or at the Meu Super supermarket.



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13. CAN I RENT EQUIPMENT AT SEIXAL?

Yes, you can rent equipment at Seixal Beach. We only have softboards available for rent there, from 5'8" to 9' premium softboards, and no security deposit is required. However, we recommend scheduling in advance with the Madeira Surf Center team. You can do so by contacting us via WhatsApp. The equipment rented in Seixal can only be used there.

14. WHERE CAN I FIND INFORMATION ABOUT THE SURF GUIDING EXPERIENCE?

You can find information about our surf guiding service, including prices and details on how it works, on our website.

15. CAN I CHANGE MY BOARD DURING MY RENTAL PERIOD?

You can only change your board if your rental is longer than 5 days.

16. DO YOU PROVIDE INFORMATION AND REPORTS ABOUT THE BEST SURF SPOTS IF I RENT EQUIPMENT?

More than just renting boards, we provide information about the best surf spots, tides, currents, local tips, and daily surf reports. Just send us a message via WhatsApp, and we will reply with the best location and time options for the day.

17. DO I NEED EXPERIENCE TO RENT SURF EQUIPMENT?

Yes, to rent a board from us, the client must have at least 25 hours of surfing experience. We may ask for a photo or video to verify your experience before proceeding with the rental.

18. CAN I LEAVE RENTED EQUIPMENT AT THE SURF SCHOOL?

All our clients are responsible for the equipment as soon as the rental starts. Therefore, it is not allowed to leave rented equipment at the surf school.

19. CAN I LEAVE MY BELONGINGS AT YOUR SURF SCHOOL WHEN RENTING A BOARD?

We cannot store your belongings, as we only handle the delivery and collection of rented equipment at the surf school.