







GENERAL TERMS AND CONDITIONS

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TERMS AND CONDITIONS - MADEIRA SURF CENTER

1. OBJECT AND SCOPE OF APPLICATION

1.1. This document sets out the General Terms and Conditions applicable to the provision of services by Madeira Surf Center, a trademark registered with INPI under no. 722437, Surf School no. 707 certified by the Portuguese Surfing Federation (FPS), and a tourism animation operator registered with Turismo de Portugal under RNAAT no. 295/2020, headquartered on Madeira Island, Portugal.

1.2. Official contacts: book@madeirasurfcenter.com | +351 911 986 083

1.3. These Terms govern participation in surf school activities, equipment rental, surf guiding, SUP tours, lesson packages, surf camps, and any complementary services provided by Madeira Surf Center to purchasers and/or participants.

1.4. Subscription to or purchase of services provided by the company implies full acceptance of these Terms and Conditions, pursuant to Decree-Law no. 39/2008 of 7 March, Decree-Law no. 108/2009 of 15 May, and all other applicable legislation.

2. BOOKINGS, CANCELLATIONS AND REFUNDS

2.1. The booking of any service provided by Madeira Surf Center is considered valid and non-refundable, regardless of its nature (lessons of any level, rentals, Surf Guide, SUP tours, lesson packages, or surf camps).

2.2. By making a booking, the purchaser acknowledges that payment constitutes a definitive commitment to participate, with no right to a refund, except in cases expressly provided for in these Terms.

TERMS AND CONDITIONS - MADEIRA SURF CENTER

2.3. A booking is considered valid only after confirmation by Madeira Surf Center and full payment of the agreed amount.

2.4. Cancellations or modifications made less than one (1) month in advance do not entitle the purchaser to any refund of amounts paid.

2.5. In exceptional situations, duly reviewed and confirmed by Madeira Surf Center, a refund of up to a maximum of 50% of the total booking value may be granted, depending on the notice period and the seriousness of the justification presented.

2.6. Unjustified absence (no-show), requests for changes or cancellations made on the same day, or delays exceeding fifteen (15) minutes from the scheduled time result in the total loss of the right to the service and to any refund.

2.7. In such cases, and even in the event of non-compliance, if the purchaser still wishes to use the service, a fee equivalent to 100% of the amount previously paid shall apply.

2.8. Requests to change the date or schedule must be submitted at least forty-eight (48) hours in advance and are subject to Madeira Surf Center's availability. Requests made less than twenty-four (24) hours in advance may incur additional administrative fees.

2.9. The right of withdrawal provided under Article 10 of Law no. 24/96 [Consumer Protection Law] does not apply to activities with a specific date or period, in accordance with Article 17(1)(l) of Decree-Law no. 24/2014.

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2.10. Madeira Surf Center reserves the right to change service prices without prior notice and undertakes to inform participants through its website and partners' sales channels.

2.11. Bookings already confirmed and paid prior to any price change will not be affected.

3. SCHEDULES AND ACTIVITY LOCATIONS

3.1. Participants acknowledge that activity schedules and locations may be changed due to weather conditions, sea conditions, tides, or other safety-related factors.

3.2. The final decision regarding schedules, locations, and formats rests exclusively with the instructors and management of Madeira Surf Center, based on technical and safety criteria.

3.3. Online schedules are indicative only and subject to change.

3.4. Changes made for safety or environmental reasons do not entitle the client to compensation, discounts, or refunds.

3.5. These provisions apply to all services offered by Madeira Surf Center, including individual lessons, group lessons, SUP tours, Surf Guide, packages, and surf camps.

3.6. Failure to appear at the revised schedule or location constitutes non-compliance and is considered a no-show, with no right to a refund.

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4. COMMUNICATION WITH THE CLIENT

- 4.1. The only valid channel for contracting and managing services is written communication via WhatsApp to +351 911 986 083 or another number provided during booking.
- 4.2. The schedule and location of the service are communicated up to twenty-four (24) hours before the start time. In exceptional cases, communication may be made with a minimum of twelve (12) hours notice.
- 4.3. The purchaser is responsible for checking messages and ensuring that their contact number is active.
- 4.4. Communication may also be carried out via email at book@madeirasurfcenter.com.
- 4.5. All communications are deemed valid and binding under Article 224 of the Portuguese Civil Code.

5. WEATHER CONDITIONS AND SAFETY

- 5.1. Activities depend on variable conditions beyond the control of Madeira Surf Center.
- 5.2. Rain, fog, or cloudy weather do not constitute valid grounds for cancellation provided safety conditions are ensured.
- 5.3. Decisions are based on the technical assessment of instructors, with safety as the priority.
- 5.4. If conditions are deemed unsuitable [e.g. storms, lightning, dangerous sea conditions, strong winds], the activity will be rescheduled or adapted, with no right to a refund.

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5.5. In cases of force majeure preventing service provision during the participant's stay, equivalent services will be offered. A refund will only be issued if it is proven impossible to use equivalent services at another time.

5.6. Madeira Surf Center reserves the exclusive right to suspend or cancel activities whenever safety conditions are not guaranteed, with no right to compensation or refund.

6. PRICES AND PAYMENT

6.1. All prices are stated in euros (€) and include VAT at the applicable legal rate.

6.2. Madeira Surf Center may change prices without prior notice, while maintaining prices for confirmed bookings.

6.3. Bank transfer fees and related charges are the sole responsibility of the purchaser.

6.4. Payments made via PayPal or similar platforms are subject to non-refundable administrative fees.

6.5. Failure to pay within the stipulated period may result in cancellation.

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7. EQUIPMENT AND CLIENT RESPONSIBILITY

- 7.1. All equipment provided is in good and safe condition.
- 7.2. The purchaser is responsible for any damage, loss, or theft resulting from negligence or misuse and must compensate accordingly.
- 7.3. Accidental injuries during supervised activities require the participant to rely on their own health insurance.
- 7.4. The purchaser declares that they hold valid health insurance.
- 7.5. Equipment must be returned in the same condition in which it was delivered.

8. PARTICIPATION CONDITIONS

- 8.1. Participation requires adequate physical and psychological fitness.
- 8.2. Participation under the influence of alcohol or drugs is prohibited.
- 8.3. Participation implies acceptance of the inherent risks of surfing.
- 8.4. For minors, a liability waiver must be signed by the legal guardian.
- 8.5. No refunds will be issued for injuries occurring during activities.
- 8.6. In emergencies, the participant authorises Madeira Surf Center to seek medical assistance, assuming all costs.

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9. SURF GUIDE PROGRAM

- 9.1. This program is intended for experienced surfers and is not a lesson.
- 9.2. Beach selection and schedules are determined by the guide based on safety criteria.
- 9.3. The same cancellation and payment policies apply as for lessons.

10. INSURANCE

- 10.1. Activities include mandatory personal accident and civil liability insurance.
- 10.2. Coverage is valid only during official activity periods.

11. CONDUCT DURING ACTIVITIES

- 11.1. Participants must follow instructor instructions and safety rules.
- 11.2. Disruptive behaviour may result in removal without refund.

12. LIABILITY AND PERSONAL BELONGINGS

- 12.1. Madeira Surf Center is not responsible for loss or theft of personal belongings.

13. IMAGE RIGHTS

- 13.1. Photos and videos may be taken for promotional purposes.
- 13.2. Participation authorises the free use of image rights under Article 79 of the Civil Code.

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14. LIABILITY WAIVER AND ACCEPTANCE

- 14.1. Participation implies acceptance of all risks associated with surfing activities.
- 14.2. Madeira Surf Center is not liable except in cases of proven negligence.
- 14.3. Acceptance of these Terms is confirmed upon booking.

15. APPLICABLE LAW AND JURISDICTION

- 15.1. These Terms are governed by Portuguese law.
- 15.2. Disputes shall be submitted to the Consumer Arbitration Centre of the Autonomous Region of Madeira [CACC-RAM].

TERMS AND CONDITIONS FOR THE SURF EQUIPMENT RENTAL AGREEMENT

1. By signing the Surf Equipment Rental Agreement/Contract, you declare that you have read and accept all the terms and conditions below.
2. Madeira Surf Center provides you with surf equipment for rental, including, but not limited to, surfboards, wetsuits, board bags, fins, bodyboards, surf skates, and safety leashes.
3. All persons renting and/or using the rented equipment must sign the Surf Equipment Rental Agreement/Contract and agree to the terms of this agreement before renting.
4. The renter or holder of the rental contract (hereinafter referred to as "Renter") must be over 18 years of age. The Renter is responsible for the preservation of the equipment and must possess a valid identification document or passport.
5. The undersigned acknowledges that surfing is an activity that involves a risk of injury or even death. The sport, including surfing, carries a certain degree of risk to both people and property, even when practiced under the proper supervision of qualified instructors. It is also a demanding activity that requires participants to have a reasonable level of swimming ability and physical fitness.
6. The undersigned acknowledges that they are responsible for their own fitness to surf or participate in water sports and are strongly encouraged to consider any conditions that may raise concerns, such as, but not limited to, pregnancy or physical limitations, including swimming ability.
7. While Madeira Surf Center takes all reasonable measures to ensure the safety and good condition of the equipment prior to the rental period, the undersigned is responsible for immediately reporting any damage caused to the equipment or that becomes apparent while it is in their possession.

TERMS AND CONDITIONS FOR THE SURF EQUIPMENT RENTAL AGREEMENT

8. Madeira Surf Center does not seek to limit or exclude any liability for personal injury or loss of life that may occur as a result of negligence by itself or its employees, directors, or agents. However, Madeira Surf Center assumes no responsibility for personal injuries, losses, damages, consequential damages, or third-party claims that occur without fault by itself, its employees, directors, or agents.
9. Full payment is required at the time of collection of any rented surf equipment.
10. Depending on the board rented, a deposit ranging from €50 to €400 must be paid, either in cash or by card. Bank fees for deposits made by card are the responsibility of the Renter. This amount will be refunded once the rented equipment is returned, provided there are no additional costs due to damages or extended use without prior agreement.
11. The Renter's personal data will be used solely to ensure the correct provision of the service.
12. The Renter declares that they are in good health, necessary for participation in this sport. The Renter must always consider the recommendations provided, taking into account their level and the beach conditions.
13. The surf equipment will be collected at Madeira Surf Center and must be returned to the same location and at the time confirmed with the Lessor (hereinafter referred to as the "Lessor").
14. Any significant delay in returning the equipment will incur an additional fee of €20. Returning the equipment before the agreed time will not entitle the Renter to any refund or discount.

TERMS AND CONDITIONS FOR THE SURF EQUIPMENT RENTAL AGREEMENT

15. The Renter must have insurance with sufficient coverage for any situations that may occur during the rental period. The Lessor is not responsible for any accidents, injuries, or other damages suffered by the Renter, or caused to third parties or property, during the rental period.
16. The Renter must take care of the equipment and take necessary measures to protect it. For example: do not leave the board directly exposed to the sun, do not sit on the board when it is on the sand or on a rock.
17. The rental does not include surfboard wax — an additional cost of €5 will be added to the total price if required.
18. The rental does not include a roof rack for car transport — an additional cost will be added to the total price if required.
19. It is strictly prohibited to lend, sell, or exchange the rented surf equipment.
20. The Lessor may unilaterally terminate the rental agreement before its scheduled end in case of serious breach of contract by the Renter, particularly regarding proper use and maintenance of the equipment. In this case, the Lessor has the right to recover the rented equipment, and the Renter may not make any claims or requests for compensation.
21. The Renter may request an extension of the rental period. In such a case, the Renter must inform the Lessor in advance, before the end of the initial contract.
22. The Renter agrees to pay the Lessor the prices specified in this contract, including all legally applicable taxes, as well as any replacement costs or other charges mentioned above.

TERMS AND CONDITIONS FOR THE SURF EQUIPMENT RENTAL AGREEMENT

23. All legal costs arising from the Renter's failure to fulfill the obligations set out in this contract shall be borne by the Renter.

24. The rented surf equipment must be returned in the same condition and clean, as it was delivered at the time of collection. Otherwise, the Renter must inform the Lessor of any damages.

25. The following replacement costs are accepted by the Renter under this contract:

Replacement / Equipment Damage Costs:

Surfboards

Severe damage, breakage, loss, or theft will incur an additional fee of €500 for beginner or intermediate boards, and up to €600 for performance boards up to 6'6".

Dirty boards will incur an additional fee of €10 (cleaning service). Partial damage, such as holes, dents, scratches, etc., will be evaluated and charged according to the severity of the damage [between €60 and €250].

Leashes [Safety Cords]

Loss or theft will incur an additional fee of €40. Breakage or minor deterioration will not incur any additional cost, as they are considered normal wear and tear.

Fins

Breakage, deterioration, or loss will be evaluated according to the damage [between €50 for a single fin and €150 for the complete set]. In most cases, item replacement will be required.

Wetsuits [Neoprene Suits]

Partial damage will be evaluated and charged according to the condition presented. Major breakage or deterioration [such as damaged zippers], as well as theft or loss, will incur an additional fee of €100.

TERMS AND CONDITIONS FOR THE SURF EQUIPMENT RENTAL AGREEMENT

Bodyboards

Partial damage, such as holes, dents, etc., will be evaluated and charged according to the severity of the damage [between €50 and €150].

Fins (Flippers)

Major breakage or deterioration, theft, or loss of one or both pairs will incur an additional fee of €60. Partial damage, such as holes, dents, etc., will be evaluated and charged according to the damage [between €20 and €50].

Car Roof Rack and Straps

Major breakage or deterioration, theft, or loss will incur an additional fee of €70.

Partial damage, such as holes, dents, etc., will be evaluated and charged according to the damage [between €20 and €30].

Surf Skates

Severe damage, breakage, loss, or theft will incur an additional fee of €350, applicable to any type of skate. Dirty skates will incur an additional fee of €10 [cleaning service].

Partial damage, such as holes, dents, etc., will be evaluated and charged according to the severity of the damage [between €80 and €250].

Surf Boots

Major breakage or deterioration, theft, or loss of one or both boots will incur an additional fee of €60. Partial damage, such as holes, dents, etc., will be evaluated and charged according to the damage [between €20 and €50].

26. The Renter declares that they have read the above conditions and accept all their provisions.

27. This contract is subject to Portuguese jurisdiction.

TERMS AND CONDITIONS - MADEIRA SURF LODGE

1. OBJECT AND SCOPE

This document establishes the General Terms and Conditions applicable to the booking and use of the Madeira Surf Lodge tourist accommodation, located in São Vicente, Madeira Island, Portugal. These Terms govern the contractual relationship between Madeira Surf Lodge and its guests, applying to all stays, bookings, payments, cancellations, use of facilities, and additional services.

2. ACCOMMODATION CAPACITY AND USE

- 2.1. The accommodation is intended exclusively for tourist and leisure purposes; its use for commercial, professional, illegal, or public order-contrary purposes is prohibited.
- 2.2. The maximum occupancy of each room/unit must be respected.
- 2.3. The guest is responsible for the behavior of all persons included in their reservation and must ensure compliance with these conditions.

3. BOOKINGS AND PAYMENTS

- 3.1. Bookings are confirmed only after full payment of the total stay amount.
- 3.2. Payments must be made exclusively through authorized sales platforms (such as Booking.com, Airbnb, Expedia, or the official website), and full prepayment is always required.
- 3.3. Madeira Surf Lodge reserves the right to refuse bookings made with incorrect data, suspected fraud, or non-compliance with payment policies.

TERMS AND CONDITIONS - MADEIRA SURF LODGE

4. CANCELLATIONS, CHANGES AND NO-SHOW

- 4.1. Cancellations made less than forty (40) days before the check-in date are non-refundable.
- 4.2. In case of no-show or early departure, the full booking amount will be charged, with no refund.
- 4.3. Date changes are subject to availability and may incur additional costs.

5. CHECK-IN E CHECK-OUT

- 5.1. Check-in: from 3:00 PM; Check-out: until 11:00 AM.
- 5.2. A self check-in system is used, with codes and instructions sent via email/message on the day of arrival.
- 5.3. For arrivals outside check-in hours, guests must follow the self check-in instructions provided by management.
- 5.4. Failure to comply with check-out times may incur additional charges.

6. CLEANING, TOWELS AND BED LINEN

- 6.1. Cleaning service is provided every four (4) days.
- 6.2. Bed linen and towels are provided and replaced according to the internal schedule.
- 6.3. Extra towel changes are available upon request, for an additional fee of €30.
- 6.4. Additional cleaning may be requested for a fee of €50.
- 6.5. Towels are intended exclusively for personal hygiene; their use for the beach, makeup, footwear, or cleaning surfaces is prohibited.

TERMS AND CONDITIONS - MADEIRA SURF LODGE

6.6. Beach towels may be provided upon request.

7. CONDUCT AND GOOD PRACTICES

7.1. Guests agree to use the facilities appropriately and responsibly, respecting other guests and internal regulations.

7.2. Smoking is prohibited inside houses, rooms, and indoor common areas. Smoking is allowed only in designated outdoor areas with ashtrays. Disposing of cigarette butts in the garden is prohibited.

7.3. Quiet hours must be respected from 9:00 PM to 8:00 AM.

7.4. Any abusive behavior, excessive noise, damage, or disturbance may result in immediate termination of the stay without refund.

8. RESPONSABILIDADE POR DANOS

8.1. Guests are responsible for any damage, loss, or negligence caused to the accommodation, facilities, or equipment.

8.2. Madeira Surf Lodge may charge for the repair or replacement of damaged property [according to the internal replacement table when applicable].

8.3. Normal wear and proper use are not considered damage.

8.4. Any damage or anomaly must be reported to management immediately.

TERMS AND CONDITIONS - MADEIRA SURF LODGE

9. BREAKFAST

9.1. Self-service breakfast is included in the room rate and served daily in the main house between 8:00 AM and 10:30 AM.

9.2. Product choices and usage rules are detailed in the Accommodation Information Book.

10. USE OF FACILITIES AND SERVICES

10.1. The accommodation has shared common areas: living room, dining room, kitchen, patio, garden, and jacuzzi.

10.2. The jacuzzi can be used between 9:00 AM and 9:00 PM, following hygiene and safety rules indicated in the Information Book.

10.3. Cooking, eating, or storing food in rooms is prohibited.

10.4. Laundry service is available upon request (additional cost of €10 per use).

10.5. An outdoor area is provided for cleaning and drying surf equipment; waxing ["wax"] inside houses/rooms is prohibited.

10.6. The Honest Bar operates on a responsible consumption principle; payment is made in cash (identified box) or by card with staff.

11. SECURITY AND CCTV

11.1. Outdoor common areas are equipped with CCTV systems in compliance with data protection laws, solely for security purposes.

11.2. Madeira Surf Lodge is not responsible for theft, loss, or damage to personal belongings on the premises; safeguarding valuables is the guest's responsibility.

TERMS AND CONDITIONS - MADEIRA SURF LODGE

12. WEATHER CONDITIONS AND FORCE MAJEURE

12.1. The accommodation is not responsible for electricity, water, communications failures, strikes, natural disasters, or events beyond its control.

12.2. Reasonable measures will be taken to minimize disruptions and restore services as soon as possible.

13. ENVIRONMENTAL POLICY

13.1. Madeira Surf Lodge adopts sustainable practices, requesting guests to: **(i)** turn off lights and equipment when not in use; **(ii)** close taps properly; **(iii)** avoid unnecessary towel changes; **(iv)** separate recyclable waste (paper, plastic, glass, and metal).

14. COMPLAINTS AND DISPUTE RESOLUTION

14.1. A physical and electronic Complaints Book is available at www.livroreclamacoes.pt

14.2. For alternative consumer dispute resolution in the Autonomous Region of Madeira, guests can contact the Consumer Arbitration Center of the Autonomous Region of Madeira [CACC-RAM]: www.madeira.gov.pt/cacc

14.3. Electronic Complaints Book: www.livrodereclamacoes.pt

TERMS AND CONDITIONS - MADEIRA SURF LODGE

15. COMPANY LEGAL INFORMATION

Ruben Afonso Unipessoal, Lda.

NIF 515 733 113 • RNAAT 295/2020 • 93949/AL, 44166/AL • Surf School n.º 707 (FPS)

Headquarters: Estrada da Calçada n.º 38, 9240-218 São Vicente, Madeira, Portugal

Contacts: +351 911 986 083 • book@madeirasurfcenter.pt • www.madeirasurfcenter.com

16. ACCEPTANCE OF TERMS

Booking, check-in or staying at Madeira Surf Lodge implies full and unconditional acceptance of these General Terms and Conditions, as well as the Information Book, which complements this document.

TERMS OF USE AND PRIVACY & COOKIES POLICY

Madeira Surf Center

Registered trademark at INPI No. 722437 · Surf School No. 707 – Portuguese Surfing Federation

Tourism Animation Agent RNAAT 295/2020 – Turismo de Portugal

Ruben Afonso Unipessoal, Lda. · Tax ID [NIF] 515 733 113

Head Office: Estrada da Calçada 48, 9240-218 São Vicente, Madeira, Portugal

book@madeirasurfcenter.pt · www.madeirasurfcenter.com

1. PURPOSE

These Terms of Use, Privacy and Cookies Policy regulate the access to and use of the website www.madeirasurfcenter.com, owned by Ruben Afonso Unipessoal, Lda., which operates under the registered trademark Madeira Surf Center. By accessing and using the website, the user fully accepts the conditions described herein and undertakes to comply with them. If you do not agree with any of these provisions, you should refrain from using this website.

2. INTELLECTUAL PROPERTY

All content available on the website — including texts, images, logos, videos, icons, design, software and source code — is the exclusive property of Ruben Afonso Unipessoal, Lda. or of duly authorized third parties.

It is protected under national and international Copyright and Industrial Property laws. The reproduction, copying, modification, distribution, publication or any other use of the content is prohibited without the prior written authorization of the rights holder.

TERMS OF USE AND PRIVACY & COOKIES POLICY

3. USE OF THE WEBSITE

The user undertakes to use the website in a responsible, ethical and lawful manner, refraining from carrying out any actions that may damage, overload or interfere with its operation.

The following is not permitted:

- Using the website for unlawful or fraudulent purposes;
- Introducing viruses, malware or any other malicious code;
- Collecting personal data from other users;
- Using the website for commercial purposes without written authorization.

Madeira Surf Center reserves the right to suspend or block access to users who violate these conditions.

4. CONTENT AND EXTERNAL LINKS

The website may contain links to third-party websites [for example, SumUp, Amenitiz, Bookingkit or others]. Madeira Surf Center is not responsible for the content, privacy policies or practices of those websites.

These links are provided solely for convenience and do not imply any endorsement of the external content. The user assumes full responsibility for the use of third-party websites.

TERMS OF USE AND PRIVACY & COOKIES POLICY

5. INFORMATION AND UPDATES

Madeira Surf Center strives to ensure that all information presented on its website is accurate and up to date; however, errors or omissions may occur. The company does not guarantee the absolute accuracy of the information and may change, update or remove it at any time without prior notice. Images and descriptions of products, services or experiences are merely illustrative and not binding.

6. PRIVACY POLICY AND DATA PROTECTION

The processing of personal data is carried out in accordance with Regulation [EU] 2016/679 [GDPR] and Law No. 58/2019, which ensures its implementation in Portugal. The entity responsible for the processing of personal data is Ruben Afonso Unipessoal, Lda. [Madeira Surf Center].

Contact: book@madeirasurfcenter.pt

The personal data collected is used only for legitimate and necessary purposes, such as:

- Processing reservations and contact requests;
- Communicating information related to the services;
- Complying with legal obligations;
- Improving the browsing experience and quality of service.

Personal data may be shared with third-party platforms used by Madeira Surf Center for reservation and payment management [SumUp, Amenitiz, Bookingkit, among others], which have their own privacy policies and security measures.

TERMS OF USE AND PRIVACY & COOKIES POLICY

Data is not transmitted to other third parties without prior consent, except when required by law.

The user may, at any time, exercise their rights to:

- Access;
- Rectification;
- Erasure;
- Restriction of processing;
- Data portability;
- Object to processing.

Requests must be sent by email to book@madeirasurfcenter.pt. The user also has the right to file a complaint with the Portuguese Data Protection Authority (CNPD) via www.cnpd.pt.

Personal data is retained only for the period necessary to provide the services, comply with legal obligations, or until the exercise of the right to erasure.

7. COOKIES POLICY

What are Cookies?

Cookies are small text files stored on the user's device when visiting a website. They help improve the browsing experience, remember preferences, and collect anonymous statistical data about website usage.

Types of Cookies Used

The website www.madeirasurfcenter.com may use:

- Technical or functional cookies: essential for the website to function;

TERMS OF USE AND PRIVACY & COOKIES POLICY

- Analytical cookies: for anonymous statistical analysis (e.g., number of visits, most accessed pages);
- Third-party cookies: potentially managed by external platforms associated with reservations or payments (such as Amenitiz, Bookingkit, or SumUp).

No personal data is collected through cookies unless the user provides explicit consent.

Cookie Management

The user can configure their browser to block or delete cookies. However, by doing so, some website functionalities may no longer be available. For more information on cookie management, please refer to the “Help” section of your browser.

8. ONLINE RESERVATIONS AND PAYMENTS

Reservations made through the website are subject to the General Conditions of Madeira Surf Center.

Payments are securely processed through certified platforms, such as SumUp, Amenitiz, or Bookingkit, which use appropriate encryption and security protocols.

Madeira Surf Center does not have access to, nor stores, card data or banking information.

9. DISCLAIMER

Madeira Surf Center does not guarantee that the website will operate without interruptions or errors, nor that it will be free of viruses or other harmful elements. It is not responsible for direct or indirect damages resulting from the use or inability to use the website. Access and use are entirely at the user's own risk.

TERMS OF USE AND PRIVACY & COOKIES POLICY

10. MODIFICATIONS TO THE TERMS

Madeira Surf Center reserves the right to change or update these Terms, the Privacy Policy, and the Cookies Policy at any time without prior notice. Changes take effect from the moment they are published on the website. Regular consultation of this page is recommended.

11. APPLICABLE LAW AND JURISDICTION

These Terms are governed by Portuguese law. For the resolution of disputes related to the use of the website, the competent court is the Judicial Court of the Funchal District, waiving any other jurisdiction.

In the case of consumer disputes, the user may appeal to the Consumer Dispute Arbitration Center of the Autonomous Region of Madeira [CACC-RAM] – <https://www.madeira.gov.pt/cacc>

12. CONTACT INFORMATION

Madeira Surf Center

Ruben Afonso Unipessoal, Lda. • Tax ID [NIF] 515 733 113

Estrada da Calçada 48, 9240-218 São Vicente, Madeira, Portugal

Email: book@madeirasurfcenter.pt

Website: www.madeirasurfcenter.com