



## TERMS & CONDITIONS

### SURF SCHOOL

1. The cancellation or change of schedule of booked lessons with less than one month prior notice shall not entitle the customer to the refund of charged booking amounts.
2. In case of no-show or arrival in the middle of the lesson, the customer shall not be entitled to a refund. If the customer arrives in the middle of the lesson and requests a change or cancellation, he/she shall not be entitled to the refund of half of the total amount paid for the missed lesson. To avoid paying two lessons, please respect the schedule.
3. You may request to change the day of your lesson, provided you do so at least 48 hours prior to the scheduled time. In order for us to analyse the feasibility of such change, you shall send us your request to the following email address: [info@madeirasurfcenter.com](mailto:info@madeirasurfcenter.com).
4. All experiences cancelled due to bad weather will be postponed to a later date or provided via other services made available by Madeira Surf Center.
5. Any transfer fees or bank commissions charged by banks shall be borne by the customer. Madeira Surf Center will not cover these fees and commissions in case of cancellation of the booking.
6. PayPal payments shall be subject to payment of administrative fees by the customer. Madeira Surf Center will not cover these fees in case of cancellation of the booking.
7. If students negligently or deliberately lose, steal or cause irreparable damage to the equipment provided by us during lessons, the security deposit shall be fully charged.
8. If the equipment is accidentally damaged (broken, cracked, etc.) during a lesson, the security deposit made by the customer shall not be charged.
9. If the equipment is accidentally damaged during a rental, the security deposit made by the customer shall be partially charged. However, if the equipment is lost or irreparably damaged during a rental, the security deposit shall be fully charged (or, alternatively, the customer shall replace the lost or damaged board with another of the same value).
10. Madeira Surf Center may change the price of the services and experiences it provides without prior notice. We will keep you updated through our website and our partners' sales channels. Bookings already made or contracted services shall not be subject to price changes without prior notice.



**11.** Disclaimer conditions unequivocally accepted by the customer when purchasing any of our products or services (where applicable):

As the parent or legal guardian of an underage participant, I acknowledge and accept the risks involved in surfing. On my behalf and on behalf of the minor, I agree that neither the owner of the company nor any permanent or temporary employee of Madeira Surf Center shall be held responsible or prosecuted for any damage arising from personal injury, including death and damaged or lost property, that the minor or I may sustain as a direct or indirect result of a surfing lesson.

Also, I take full responsibility for the equipment borrowed or rented from Madeira Surf Center. Therefore, I promise to take proper care of the equipment and return it in the same conditions in which it was delivered to me, otherwise I shall be liable for paying the abovementioned security deposit.

**12.** All lessons include insurance covering the accidents set out in these Terms & Conditions.

**13.** During lessons, instructors may collect audio-visual content for the sole purpose of promoting our company on all its websites and sales channels or through our partners' own means of communication. Students (or their legal guardians) consent to this right of the company when booking and paying for the lessons.

**14.** Student participation in the experiences provided is at their own risk.

–

## **EXTRAORDINARY MEASURES FOR PREVENTION OF COVID-19**

In order for all our guests and students to feel safe, we take all necessary measures to prevent the spread of COVID-19. As you may know, there are not many cases of the virus in our region and municipality. We comply with all health and safety recommendations provided by our national health organization (DGS) and by the Portuguese Surfing Federation aimed at maintaining the security of the Madeiran people and all those who visit us.

We recommend keeping a social distance of 1,5 metres, as well as using a face mask in closed spaces and public areas. Hand disinfection before lessons is mandatory and shall be performed with the disinfectant provided by us.

We comply with the limited number of five students per instructor. Each student shall keep a distance of about 4 metres from everyone else. The transport to the beach shall be performed in the student's own vehicle. The surf equipment is previously disinfected and shall not be shared with anyone.

After use, all boards, paddles, shops, etc. are disinfected and stored. During your stay, you shall use the same wetsuit, which will then be disinfected and set to dry in the sun for 72 hours. Only after this period may the wetsuit be used again.



## **SURF LODGE & SHAPE ROOM**

- 1.** We will not be held responsible for the loss of our guests' belongings at the Surf Lodge, but we will make sure all items found are submitted to the lost property office. The rightful owners of these items shall contact the reception desk and report the missing of their belongings. The person in charge will then verify whether any unknown object was found. In case of theft/robbery, such reporting shall be carried out as soon as possible to the person in charge or to the owner of the company.
- 2.** Board repairs shall always be subject to advance payment of a share of the total amount. Such share shall be established according to the budget submitted, corresponding to 50% of the budget submitted.
- 3.** Madeira Surf Center offers free quotes to customers who bring the damaged equipment to the Shape Room. Quotes received outside the Shape Room shall be subject to an extra charge paid on site or included in the final payment. The amount of such extra charge shall be communicated by the shaper at the time.
- 4.** Our guests or customers attending surf experiences will benefit from special discounts on the repair of their boards, as well as on the purchase of boards in stock.
- 5.** Our guests will be offered free quotes for repair of their boards.
- 6.** Customers will always be contacted once the board has been properly repaired, within the time-frame agreed between the parties.
- 7.** All customers shall respect the two-week period for picking up the repaired equipment and pay for the repair, otherwise the board will be sold to cover costs.