



Fins Surf School
1 Beacon Road,
Newquay,
Cornwall,
TR7 1HH

contact@finssurfschool.co.uk
www.finssurfschool.co.uk

Booking Terms and Conditions including Refund Policy for Fins Surf School (Updated March 2023)

By booking surfing lessons, and participating in surfing lessons, you agree to the following Terms and Conditions:

Payment:

- When booking surf lessons via the website, full payment is required by Fins Surf School 48 hours before the scheduled lesson.
- Lessons booked by phone or in store are required to make full payment at the time of booking.
- Other terms may be applicable for larger groups, but these will be discussed with the client at time of booking. In all cases, full payment for all bookings will be required 48 hours before lesson, unless agreed otherwise by staff members at Fins Surf School.
- The prices printed on the website or on other media are valid at the time of publication. Fins Surf School reserve the right to increase or reduce any of the prices any time after publication. Any changes will be made clear at the time of booking.

Changes to Lesson Time or Cancellation

- Lesson times are occasionally subject to change depending upon tides and sea conditions, any changes will be notified in advance via email, phone or text message.
- Should Fins Surf School have to cancel a surf lesson, due to adverse weather, beach closure or flat conditions, then an alternative time / session will be offered. If this is not suitable, then Fins Surf School will offer a voucher credit or a full refund to the Client of any monies paid for surf lessons.
- Please refer to the Flat & Extreme Condition Policy below Eligibility for Surf Lessons
- An indemnity / registration form must be filled in and completed prior to/or on arrival at the Surf School before a person can participate in a lesson, this can be found in your email booking confirmation or in a paper copy when you arrive for your session. Fins Surf School do not accept any liability for loss caused by failure to complete the indemnity / registration form.
- Participants in surf lessons must be at least 8 years old and be able to swim at least 50 metres unaided. Due to the physicality of the activity, all children aged between 8 & 12 should be accompanied by a parent / guardian, either on the surf lesson or joining them in the water. If the parent / guardian is not joining the surf lesson, then we can provide a wetsuit so they can enter the water with the children.

- Fins Surf School management withhold the right to refuse participation in Surf lessons, due to and not limited to: abusive & unreasonable behaviour, alcohol or drug influence, injury or health reasons.
- Fins Surf School assume no liability in respect of personal injury, loss, damage or third-party claims which occur through no fault of their own or their instructors and cannot accept responsibility for any of the reasons cited above that a person may incur whilst participating in any of the activities unless Fins Surf School can be proven negligent.

Cancellation & Refund Policy

- Please notify us at least 14 days in advance of any changes to number of guests. We cannot guarantee that extra guests can be accommodated, unless pre-booked.
- Refunds for lesson cancellations are as follows: 28 days or more to lesson date = full refund (via original payment method)
2-27 days or more to lesson date = 50% refund.
0-48 hours to lesson date = no refund
- Fins Surf School will not offer refunds to customers wishing to cancel surf lessons from 48 hours to lesson date.
- Fins Surf School reserve the right to cancel or change course dates subject to notification of those persons booked on to course. Agreement to Terms
- By taking part in surf lessons supplied by Fins Surf School I agree to the following:

I accept that I participate at my own risk, and I confirm that I have my own insurance to cover any such injury, loss or damage or have chosen not to take out such insurance even though I understand that this is my responsibility. I have declared any medical conditions (e.g. asthma, epilepsy etc.) or any other special needs that may affect mine or others' safety whilst participating and accept Fins Surf School do not accept any responsibility for any conditions not disclosed. I will not be permitted to consume alcohol or drugs prior to or during the surf lessons. Staff reserve the right to refuse participation to anyone considered to be under the influence of alcohol or drugs. I agree to allow Fins Surf School to use photographs, of the surf lessons, taken by them or any nominated third party, for their promotional purposes e.g. social media use etc. I agree to abide by all decisions and adhere to all instructions that Fins Surf School staff and instructors make whilst under their supervision. Fins Surf School staff may require any participant to leave the surf lesson without compensation if that person acts in such a manner as to endanger him/herself or any other user or staff member. Permission is given for participant's contact details to be entered into the Fins Surf School database and held in accordance with the Data Protection Act 1998. This information will not be forwarded to third parties Flat and Extreme Conditions Policy. At Fins Surf School we endeavour to give all our students a first class surfing experience, however due to external factors we occasionally have to assess whether the conditions are suitable to run a surfing lesson. We will always seek the advice of the RNLI Lifeguards (if available) when deciding to cancel a lesson. Flat Conditions Should the conditions at Fistral Beach or Towan Beach be unsuitable then the Refund & Cancellation Policy (due to flat or extreme conditions) below will be applied. The size of the waves will be judged by the

Head or Senior Coach, and he/she will decide whether the size is suitable for a lesson, taking into account these factors: Are the waves big enough to propel a surf board forward? Is the length of ride long enough to allow standing up Is the level of surfing to be taught suitable to operate a lesson (i.e. paddling practice for more advanced lessons) The body size & physical ability of the surfer and group size can also affect this Extreme Weather Conditions (i.e. high winds, big seas) In the situation of extreme weather condition, the Head / Senior coach will assess whether it is safe and practical to operate a lesson. She / he will address the following factors: Are the lifeguards on duty and is the beach "red flagged" Is the wind direction / swell size such to cause danger (i.e. off shore winds) What is the experience of the clients (i.e. beginners or more advanced surfers?) Refund & Cancellation Policy (due to flat or extreme conditions) In case of lesson cancellation due to adverse weather conditions or flat surf, we will offer the ability for our pre-paid customers to come back on an alternative day when weather conditions are suitable for a surf lesson. We may also offer alternative ocean-based activities where possible. If a cash refund is required, then Fins Surf School will only offer this when the lesson has been cancelled by the Head coach due to adverse or flat conditions. A cash refund will not be offered to customers who choose to cancel their lessons for other reasons – please refer to the Booking Terms and Conditions (above) for further information