

## **TERMS AND CONDITIONS**

Surf Lisbon - House & School undertakes to provide you with a range of quality services, as described on its website, in order that you can have a pleasant stay. Any guest staying with Surf Lisbon - House & School agrees with the terms & conditions below as well as the statement of responsibility and equipment usage terms and conditions.

### **Weather conditions**

Weather conditions are entirely beyond our control, and, therefore, we cannot guarantee you ideal surfing conditions at all times, either on account of bad weather or because there simply are no waves. However, and should that happen, we will try and create alternative schedules.

### **Cancellations**

Should you cancel after having effected payment for your booking, your deposit is not refundable. Nevertheless, the value of your deposit will remain as a credit that you can use to book an alternative date of your choice for up to a maximum of 1 year after the date of the original booking arrival date.

### **Insurance**

Our sports accident cover only covers accidents that may happen during our surf classes. Surf Lisbon - House & School holds a civil responsibility insurance demanded by Portuguese Law that covers accidents occurring from transportation on vehicles belonging to the Surf Lisbon - House & School. In any event, we advise you to take all risks cover with regard to your trip, as the necessary legal insurances we are obliged to hold do not cover all types of medical assistance that can occur during the time with us.

### **Privacy policy**

Your email address will not be made available to third parties under any circumstances. And that is a guarantee. However, we reserve the right to include you in the distribution list for our newsletter (advising promotions and interesting news) which you may decline to receive at any time if you wish so. Costumers participating in surf courses and other activities promoted by Surf Lisbon - House & School authorize the recording of photo and video material to be used on the website and other media. Any customer holds the right to refuse to have his or her photos or videos used by Surf Lisbon - House & School and must present in writing such wish.

### **Conduct**

The lodging regime is self-catering and therefore costumers are responsible for keeping the kitchen, cooking utensils and dishes clean after cooking meals. It is expected from guests to respect each other as they share the lodging. It is forbidden to smoke inside the facilities (but you are allowed to in the garden / barbecue area). Damage caused to equipment or disregard for conduct rules is motive for reservation cancellation without refund and Surf Lisbon - House & School holds the right to invite guests to leave the camp.

**Equipment hiring and usage general conditions (only applicable to Surf Rental Package)**

Equipment hire requires the deposit of valid ID (Passport, Identity Card or Driver's License Document or Card) and a security deposit relative to the hired equipment. Payment of equipment hire on location is made in cash or paypal with 4% surcharge, payment must be made before starting using. Equipment hire usage is of the exclusive responsibility of the clients and Surf Lisbon - House & School Insurance does NOT cover equipment damages and or stolen and or total loss. Hired equipment must be returned without damages, penalties apply for damages caused to equipment, partial or total loss according to table available on reception or online.

**Statement of responsibility & Liability Exclusion** Guests participating in surf classes or courses and or hiring equipment must agree that they participate on their own risk.

Surf Lisbon - House & School (Surf Is On, Lda.) insurance does NOT cover any injuries suffered or inflicted to third parties. Surf Lisbon - House & School (Surf Is On, Lda.) is excluded of any liability of any kind that may derive from using hired equipment and or from any accident occurred during our surf classes.