Shore Surf School Terms and Conditions

**Terms & Conditions**

Refund Policy

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* No refund shall be given less than 24 hours from your scheduled lesson. We can reschedule if there is a legitimate reason why you cannot attend the lesson on that day. If we are unable to reschedule, we can email you a voucher which is the value of your lesson for you to re-book with us at a future date.
* You can reschedule your surf lesson online through our booking system up to 7 days before date of lesson. If you need to reschedule your surf lesson within 7 days of the start date please contact us via landline or email and we will do our best to assist you.
* If we have to cancel your lesson e.g. storms, no waves, we will reschedule your lesson to another day that suits you. If this doesn't work, we can give you a full refund or voucher.

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Surf Lessons

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* You can only participate in a surf lesson if you are able to **swim 25 metres in a swimming pool unaided.**
* Anyone **7 years and above** can participate in a surf lesson.
* Children between 7-8 participating, we will insist on a private lesson, OR a parent or guardian joining in to help assist them in the water in a group lesson throughout – the parent or guardian will not need to pay an additional cost and we will provide the extra wetsuit if needed.
* All surfing and SUP lessons are subject to last minute change due to weather and surf forecasts.
* If there is anything medical wise we need to know about any of the surfers participating in a lesson, you must let a suitable member of staff know at the point of booking and or during check in.
* If we take your booking and payment over the phone none of our phone calls are recorded. Therefore we do not keep any of your banking information during the payment process.
* We may photograph the surf lesson, these photographs may be used for our own promotional purposes.

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Hire

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* When hiring out our equipment, we will require a deposit e.g. drivers license, accommodation number. This will be returned to you when you return the hire.
* All hire equipment needs to be treated with respect and must be carried (including leashes) at all times. If refused to do so, we will not hire it out to you.
* If you are going to be late returning your hire, please call us on 01736 755556 as soon as you can to inform us. \*There may be additional costs incurred for late hire returns.
* If any hire equipment returns back to us damaged, we will discuss with you an extra fee to pay for repairs.