

Terms & Conditions

At Algarve Surf School, we are a small, owner-managed surf house — not a large hotel chain. Every booking truly matters and helps us plan surf sessions, team schedules, accommodation, and meals.

Last-minute changes are difficult to fill and can affect the overall experience for everyone. To keep things running smoothly and fairly, we've created the cancellation policy below — simple, transparent, and fair for both sides.

Thank you for your understanding and support.

1. Bookings

When making a booking, the lead guest (the first person named on the booking) confirms on behalf of all participants that:

- a) They have read, understood, and agree to be bound by these Terms & Conditions.
 - b) They consent to the use of personal data in accordance with our Privacy Policy and confirm they are authorised to provide personal details of all guests, including any relevant information such as health conditions, disabilities, or dietary requirements where applicable.
 - c) They are over 18 years of age and confirm that all members of the group meet any age requirements for the booked services.
 - d) They accept full financial responsibility for the booking on behalf of all guests.
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2. Surf Lessons

2.1 Responsibility & Liability

While using our equipment (wetsuit, rash vest, and surfboard), customers agree to use it responsibly and with care.

Surfing is an outdoor activity that involves inherent risks. Algarve Surf School cannot be held liable for injuries, damage, loss, or costs resulting from risks inherent to surfing, customer negligence or misconduct, or failure to follow safety instructions.

Personal accident insurance is included in surf lessons. In cases of negligence or misconduct, customers are responsible for repair or replacement costs of damaged equipment.

2.2 Negligence or Misconduct Includes (but is not limited to):

- Using soft boards outside the white-water area unless instructed by a qualified instructor
 - Using hard boards in the white-water area unless instructed by a qualified instructor
 - Walking or sitting on a surfboard while it is upside down (fins facing upward)
 - More than one person sitting or standing on the board at the same time
 - Dragging surfboards or wetsuits
 - Intentional damage to equipment
 - Failure to follow safety instructions provided by the on-duty surf instructor
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2.3 Cancellations, Changes & Refunds (Surf Lessons)

Cancellation Policy

When You Cancel	What Happens
24 hours or more before start time	✓ 100% credit for future surf lessons
Less than 12 hours before start time	✗ No credit or refund

Important Notes

- All refunds are issued as credit only.
 - Credits can only be used for services provided by Algarve Surf School.
 - This policy does not apply to the promotional package “Surf Camp Week.”
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2.4 Surf & Weather Conditions

Your safety always comes first. If surf or weather conditions are not suitable, Algarve Surf School will do its best to reschedule your lesson.

If rescheduling is not possible, a voucher valid for one year will be issued. Bookings are subject to availability and must be made in advance.

Gift vouchers are non-refundable but may be transferred to another person.

3. Accommodation & Surf Full-Week Packages

3.1 Responsibility & Liability

Guests agree to treat the accommodation and all equipment with care.

Algarve Surf School cannot be held liable for injury, damage, loss, or costs incurred by guests or third parties due to guest negligence, misconduct, or failure to follow house rules.

Guests are responsible for any repair or replacement costs resulting from negligence or misconduct.

3.2 Negligence or Misconduct Includes:

- Damage caused by misuse of property or equipment
 - Intentional damage to property or equipment
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3.3 Age Requirements

All guests must be 18 years of age or older.

3.4 Right of Admission

Algarve Surf School reserves the right to refuse admission or terminate a stay in exceptional circumstances.

3.5 Cancellations, Changes & Refunds (Accommodation)

Cancellation Policy

When You Cancel	What Happens
20 days or more before arrival	✓ 30% deposit converted into a voucher
Less than 20 days before arrival	✗ 30% deposit retained
After full payment (100%)	✗ 30% deposit retained ✓ 70% refunded by bank transfer

Important Notes

- Deposits are non-refundable.
- Vouchers are issued only for cancellations made 20 days or more before arrival.
- Vouchers can be used only for future bookings.
- Refunds (when applicable) are made by bank transfer only.
- Bank transfer fees are paid by the customer.

- Surf Week Packages: Surf lessons are scheduled from Monday to Friday and cannot be rescheduled.
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4. Equipment Rental

4.1 Responsibility & Liability

Customers renting equipment (wetsuit, rash vest, surfboard) agree to use it responsibly.

Algarve Surf School cannot be held liable for injury, damage, loss, or costs incurred during rental use. In cases of negligence or misconduct, customers are responsible for all repair or replacement costs.

4.2 Negligence or Misconduct Includes:

- Walking or sitting on a surfboard while upside down
 - Multiple people using the same board at the same time
 - Dragging surfboards or wetsuits
 - Intentional damage to equipment
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4.3 Cancellations & Refunds (Equipment Rental)

- 24 hours or more before start time: ✓ 100% credit
- 12–24 hours before start time: ✓ 50% credit
- Less than 12 hours before start time: ✗ No credit

All refunds are issued as credit only. No cash or alternative payment refunds are provided.

5. Unforeseen Events

Algarve Surf School does not offer refunds in the event of unforeseen circumstances such as natural disasters, pandemics, wars, extreme weather, or similar events. However, we will always do our best to find a fair solution where possible.

We strongly recommend travel insurance that covers such situations.

6. If We Have to Cancel

Algarve Surf School reserves the right to cancel a booking in exceptional circumstances. In this case, 100% of the deposit will be refunded.

Thank you for your understanding and trust.

We can't wait to welcome you to Algarve Surf School 🏄🏻‍♀️🌊