

Cancellation Policy - Calima Surf

Cancellation Policy

If the client decides to cancel the booking, they must notify Calima Surf at least thirty (30) days prior to the start of the booking. In this case, the student is entitled to a full refund of all amounts paid, with no cancellation fee applied.

If the cancellation is notified with less than thirty (30) days before the start of the booking, the client will not be entitled to a reimbursement. However, the amount paid will be kept as credit for a future reservation within a period not exceeding one (1) year. During this time, the student can choose a new date to complete their courses or surf camp (subject to availability).

If the cancellation is notified less than seven (7) days before the arrival date or course start date, the client will incur a full penalty and will not be entitled to any refund of the amount paid.

Calima Surf considers that, with the payment of the deposit, both parties accept the terms outlined in the most recent correspondence. Modifications may be made upon arrival at the school, but cannot be for fewer days, people, or a lower value than originally booked. If so, Calima Surf reserves the right to not issue a refund for the difference.

Cancellation of Activities Due to Weather or Conditions

If contracted activities (Surfing, Kitesurfing, SUP, Windsurfing, Diving, etc.) are canceled due to weather reasons (e.g., heavy rain or extreme wind) or lack of appropriate conditions (e.g., waves for surfing or wind for kite/windsurf), Calima Surf will offer the client the following alternatives:

- Change of date for the booked activity
- An alternative activity
- If the customer is unable to reschedule or does not wish to do an alternative activity, a voucher equivalent to the value of the canceled activity will be issued. This voucher will be valid for one (1) year from the date of issue.