

General Terms and Conditions of Sale

(B2C – Cari Surf Camp)
From 2025

1. General

These General Terms and Conditions of Sale (“Terms”) apply to all bookings made by guests (“Guest”, “You”) with **Cari Surf Camp** (“Cari Surf”, “We”, “Us”, “Our”), whether directly or through third-party platforms such as Decathlon Travel. By confirming a booking, you acknowledge that you have read, understood, and agreed to these Terms.

2. Booking and Payment

- a) To confirm your reservation, a deposit or full payment may be required as specified at the time of booking.
 - b) Bookings are not considered confirmed until payment has been received and a confirmation email has been issued by Cari Surf.
 - c) All prices are quoted in **EUR or IDR**, and may be charged in the most applicable currency depending on the payment method and location of the Guest.
-

3. Cancellation and Refund Policy

a) Cancellation by the Guest:

If you need to cancel your reservation, please notify us in writing as soon as possible. Cancellation charges will apply as follows:

- i) More than **30 days before your arrival date**: The deposit or any prepayment made will be **non-refundable**.
- ii) Less than **30 days before your arrival date**: The **full payment made will be non-refundable**.

b) Cancellation by Cari Surf:

In the unlikely event that we have to cancel your reservation, we will provide a **full refund** of any payment made by you. We will make reasonable efforts to inform you as early as possible and, if possible, offer **alternative arrangements**.

4. Changes to Your Booking

Any request to modify your booking (dates, participants, or other details) must be made in writing and is subject to availability. Additional costs or rate differences may apply.

5. Guest Responsibilities

Guests are responsible for:

- Providing accurate personal information during booking.
 - Holding valid travel documents, visas, and insurance.
 - Following all safety guidelines and instructions provided by Cari Surf staff and instructors.
Cari Surf reserves the right to refuse participation or continuation of service to any Guest whose behavior is deemed unsafe, disrespectful, or disruptive.
-

6. Liability and Insurance

Cari Surf will make every effort to ensure your safety and satisfaction. However, participation in surfing and related activities carries inherent risks. By booking with us, you acknowledge and accept these risks.

Guests are **strongly advised** to obtain **comprehensive travel and medical insurance** covering surfing and water activities, personal injury, and property loss.

7. Force Majeure

Cari Surf shall not be held liable or responsible for any failure or delay in performing its obligations under these Terms due to events beyond its reasonable control, including but not limited to natural disasters, pandemics, government actions, war, or other unforeseen circumstances.

8. Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of **Indonesia**. Any disputes arising out of or related to these Terms shall be subject to the exclusive jurisdiction of the **courts of Bali, Indonesia**.

9. Contact Information

Cari Surf Camp

Bali, Indonesia

 Email: hello@carisurf.com

 Website: www.carisurf.com
