

TERMS & CONDITIONS

All reservations for sport and accommodation will be confirmed in writing (email/whatssapp) and will require a deposit. Once this has been paid and the confirmation sent the reservation becomes a contract between the provider (Flag Beach) and the customer subject to:

Deposits: the initial payment in NON refundable

Remaining balance: should be paid in advance of service booked (time frame confirmed in writing at time of booking). Failure to receive payment will mean booking is compromised.

Cancellation: All deposits on sport or accommodation are NON refundable. Early departures on accommodation are non refundable. All sport packages are NON refundable in any of their parts as they include reduced rates throughout the package.

Weather conditions for Sport:

Sport is scheduled depending on conditions and we reserve the right to reschedule if necessary. We reserve the right to know if the conditions are apt for each session.

Our instructors will decide the validity of each session. We will refund kitesurf and wing foil courses ONLY due to lack of wind during guests stay (accommodation packages NOT included but in this case the guests can do surf courses).

Refunds will change course duration and therefore pricing. Flexibility is required when dependant on wind.

Flag Beach have taken all reasonable steps to ensure that all component parts of their reservation with us are supplied s relevant info/prices and that all suppliers of these are of an acceptable standard. Flag Beach have no direct control over such organisations/persons not directly employed and will not be liable for acts or omissions by them or their employees.

Complaints: If a client wishes to complain about any aspect of their reservation this should be taken up with a responsible member of the Flag Beach Team in RESORT to be able to find a real solution; we will not be liable for any complaints after guests' departure.

Insurance: Flag Beach have a third party and public liability insurance for all sport reservations however it's the clients responsibility to have an adequate holiday insurance cover for personal accident and injuries.

Force Majeure: Flag Beach will not be responsible for Force Majeure