



## **Booking Policy**

It is the policy of Lanzasurf that in order to retain a reservation a deposit of minimum 55,-€ must be made within the 48 hour period following the confirmation of availability and price.

If the customer fails to make this deposit within this time, Lanzasurf will not hold the reservation and consider it cancelled.

## **Cancellation Policy**

It is the policy of Lanzasurf that in order to retain a reservation a minimum deposit of 55,-€ must be made within the 48 hour period following the confirmation of availability and price.

If the customer fails to make this deposit within this time, Lanzasurf will not hold the reservation and consider it cancelled.

Cancellations made 30 days or more before arrival: 100% refund minus bank or PayPal commissions.

Cancellations made 21 – 30 days prior to arrival: 50% refund minus bank or PayPal commissions.

Cancellations made 10 – 21 days prior to arrival: 25% refund minus bank or PayPal commissions.

For cancellations made up to 10 days prior to arrival there will be no deposit refund.

The possibility of a credit valid for one year from the original start date is subject to management discretion and may only be redeemed subject to prior reservation and availability.

## **Cancellation Of Activities**

If contracted activities may not proceed due to adverse weather or inadequate conditions, Lanzasurf will offer the following:

- Change of date for the contracted activity
- An alternative activity
- A voucher to the value of the cancelled activity valid for one year from the issue date. Vouchers may only be redeemed subject to prior reservation and availability.

If a client decides not to attend an activity there will be no refund for this.

If a client is not able to attend an activity due to illness a voucher to the value of the activity missed will be issued and valid for a 1 year period from the issue date. Vouchers may only be redeemed subject to prior reservation and availability.

The client may offer vouchers to 3<sup>rd</sup> parties for their use subject to the conditions of the voucher.