

## **General Terms and Conditions of Sale**

**(terms applicable to all surf packages offered by RIDE Surf Resort & Spa)**

### **1. Introduction**

These General Terms and Conditions of Sale (“Terms”) govern the sale of surf packages (“Packages”) offered by RIDE Surf Resort & Spa (“RIDE”, “we”, “our”, or “us”) to customers (“Customer”, “you”, or “your”). By booking a Package, you agree to these Terms.

### **2. Packages**

RIDE offers the following Packages:

- **Surf Weekend:** A 3-day surf experience including accommodation, surf lessons, and breakfast.
- **Surf Flow:** A 7-day surf retreat including accommodation, surf lessons, and breakfast.

RIDE reserves the right to update Package content, availability, or pricing. Full details of each Package, including inclusions and exclusions, are provided on our website or through the booking platform.

### **3. Booking and Payment**

- Payment is required at the time of booking unless otherwise stated.
- Additional payments may apply for local taxes, tourist fees, or other mandatory charges.
- Once a booking is confirmed, you will receive a confirmation email with all relevant details.

### **4. Changes and Cancellations**

- Free cancellation is allowed up to 14 days before the scheduled arrival.
- Cancellations after this period, or in case of no-show, will incur the full Package price.
- All cancellations or changes must be requested through the platform or intermediary through which the booking was made.
- RIDE reserves the right to cancel a booking due to unforeseen circumstances. In such cases, Customers will be offered a full refund or an alternative Package of equal value.

### **5. Inclusions and Exclusions**

**Included in the Packages:**

- Accommodation as specified in the Package
- Surf lessons as described in the Package
- Breakfast (if specified)

**Not included in the Packages:**

- Flights and airport transfers
- Meals other than breakfast
- Additional surf lessons or equipment rental not included in the Package
- Personal expenses, tips, insurance, and other optional services

**6. Liability and Force Majeure**

- RIDE's liability is limited to the amount paid for the Package.
- RIDE is not liable for events beyond its control, including but not limited to natural disasters, strikes, governmental actions, or adverse weather conditions that may affect surf sessions.
- Customers are responsible for their own travel insurance covering health, accidents, and trip cancellation.

**7. Health and Safety**

- Customers must follow all instructions from RIDE staff and surf instructors.
- Participation in surf lessons and other activities is at the Customer's own risk.
- The surf school provides individual insurance coverage for participants during surf lessons only.
- RIDE reserves the right to refuse participation in any activity if it considers that a Customer's safety may be at risk.

**8. Data Protection**

RIDE complies with applicable data protection laws. Personal data collected during booking will only be used to provide the booked services and will not be shared with third parties except as required by law.

**9. Governing Law and Dispute Resolution**

- These Terms are governed by Portuguese law.
- Any disputes shall be resolved by mutual agreement; if not possible, disputes will be settled by the courts of Portugal.

**10. Contact**

- **Email:** sales@ridesurfresort.com
- **Phone:** +351 967449429