

Salt Lips

Terms & Conditions

Effective: April 2026

These Terms and Conditions (“Terms”) govern all services provided by Salt Lips (“Salt Lips”, “we”, “our”, “us”), including Salt Lips-related sites, apps, products, communications and services (“Services”, “Booking”, “Surf Week”). By using our Services, you (“you”, “your”, “customer”, “participant”) agree to these Terms. Salt Lips may change these Terms at any time without notice.

1. Conclusion of Contract / Booking

Bookings must be made by email. A booking is accepted and becomes definite from the date we send a confirmation by email. If bookings for customers are made by third parties, those third parties are liable for both payment of the booked service and the customers’ agreement to these Terms. Salt Lips reserves the right to decline any booking at its discretion. Non-binding reservations are not accepted.

2. Rates and Payment

The price per person is stated in Euro. Please read the trip description carefully to understand what is included in the price. To confirm a booking, we require a 50% deposit of the total package cost. If the deposit is not received within 48 hours, the booking will automatically be cancelled. If the booking is full, the deposit is fully refunded immediately. If we are able to confirm your place, full payment will be due immediately.

Full payment is due 60 days before the start of your Surf Week. Any outstanding balance must be paid no later than that date. The amount received by us must be the exact price due, regardless of currency fluctuations or third-party transfer charges.

3. Cancellations and Changes by the Customer

Cancellations and changes must be made in writing by email and are legally binding upon confirmation by Salt Lips. We do not offer cancellation insurance. Your payment is refundable until 60 days before the start date of the Surf Week, subject to a Euro 200 handling charge.

If you cancel less than 60 days before the start of the week, or if you do not show up, we will retain 50% of the total cost. If another person takes your place, we may offer a discretionary 75% refund. Once the week has started, no partial refunds will be made for unused days.

4. Cancellation by Salt Lips

Salt Lips may cancel a Surf Week if it is jeopardized, hindered or made impossible by force majeure, meteorological hazards, official measures, political disturbances, strikes, demonstrations, difficult traffic conditions, closed roads or similar unforeseen events.

Salt Lips may also cancel the Vitality Yoga Retreat if the minimum required number of 8 attending guests is not reached, or for the same kinds of unforeseen events.

5. Price or Service Changes

Salt Lips reserves the right to change the booking price in extraordinary circumstances, including changes in third-party rates or newly introduced or increased taxes, charges or fees. Such changes will be communicated at least 3 weeks before the Surf Week begins. If the increase exceeds 10%, you may withdraw in writing within 5

days and receive a full refund, or book an alternative Salt Lips tour of equal value without a rebooking fee.

Salt Lips may also change the program, shorten the week, or offer alternatives in extraordinary circumstances. Accommodation or surf activities may be altered. Any additional costs caused by such changes are borne by the customer. If the alternative is more expensive or unreasonable, you may withdraw free of charge.

6. Participation Terms

Surf Weeks are subject to the terms published by Salt Lips, including language and guiding arrangements. You must inform Salt Lips of any health problems. Adequate health and accident insurance is your responsibility, including coverage for sports accidents. Participation under the influence of drugs, medicine or excessive alcohol is not permitted.

Salt Lips may exclude a customer immediately for health reasons, violation of these Terms, or failure to follow instructions. If exclusion happens before the Surf Week starts, the cancellation rules apply. If exclusion happens during the week, there is no refund.

7. Health and Fitness

It is your sole responsibility to ensure that you are fit to participate in activities such as surf classes, yoga, and other physical activities. You must notify Salt Lips of any medical conditions, pregnancy, disability, or other mental or physical condition that may affect your health or participation. If your health or fitness changes between booking and departure, you must notify us.

If you have injuries or illnesses, you are advised to seek medical advice before surfing. You should stop and rest if you feel pain or sickness. Salt Lips is not liable for medical or psychiatric conditions occurring during or after the Surf Week in connection with use of our facilities or participation in activities.

8. Accommodation

You may only use the property for permitted purposes and may not use it for offensive, noisy, dangerous, illegal, immoral or improper purposes. You must keep all fixtures, fittings, furniture and other property in clean and good condition and replace any destroyed or missing items with similar items of equal value.

Salt Lips may terminate your use of the property or any facilities at its sole discretion if you breach these Terms. In that case, you must vacate the property immediately, and no refund or consequential liability will apply.

9. Travel Arrangements

All travel arrangements are your responsibility and at your own cost. If you arrive before the first day of the week or stay beyond the booking period, you are responsible for the accommodation costs and all transfer costs to and from the trip.

10. Travel Documents and Insurance

You are solely responsible for having valid passports, visas and any other travel documents required for your trip. Your passport must be valid for at least 6 months after your departure date. Any fines, penalties or expenses resulting from missing or invalid documents are your responsibility.

You are also responsible for adequate travel insurance for the duration of the trip, and for ensuring that surfing is covered by your insurer. Salt Lips strongly recommends insurance that covers cancellation and other expenses arising from loss, damage, injury, delay or travel inconvenience.

11. Liability

All activities are undertaken at your own risk. Salt Lips' liability is limited to the Surf Week price and to direct damages caused willfully or by gross negligence. Liability for slight negligence, assistance obligations, consequential damages and lost profit is excluded. Salt Lips is not liable for failure to perform contractual obligations caused by customer omissions or breaches.

Salt Lips is not responsible for personal items, cash, valuables, luggage, photographic equipment, or for loss, theft, damage or misuse of checks and credit cards. Salt Lips also does not accept liability for third-party

services or for damages caused by force majeure, natural events, war, terrorism, civil unrest, transport delays, technical problems or other circumstances beyond our control.

12. Customer Responsibility

Any activities arranged through third-party providers or organized by customers themselves are undertaken at the customer's own risk. Salt Lips is not liable for the consequences of accidents, injury or illness. Customers are expected to exercise personal responsibility and only participate in activities compatible with their physical condition.

You are responsible for suitable equipment, including clothing, footwear, surf gear and sun protection.

13. Claims

Any claims against Salt Lips for non-performance or improper performance must be made in writing within 14 days after the agreed Surf Week date and must include a detailed explanation. A complaint to the guide is not sufficient. Claims submitted after the deadline will not be accepted unless you can prove you were prevented from meeting it without fault.

14. Amendments

Salt Lips may amend these Terms at any time. Such amendments become legally binding once notified to the customer or published on the Salt Lips website.

15. Written and Photographic Material

Any written feedback you provide may be used for marketing purposes. Photos and videos taken by Salt Lips of customers during the Surf Week may also be used in our services. If you do not want your written feedback, photos or videos to be used, you must notify Salt Lips in writing.

16. Severability

If any provision of these Terms is invalid, void or unenforceable, the remaining provisions remain in force. The invalid provision will be replaced by an enforceable provision that reflects the original intention as closely as possible. The same applies if a gap in these Terms becomes apparent.

17. Applicable Law and Jurisdiction

Portuguese law applies to the legal relationship between the customer and Salt Lips, excluding conflict of law rules. The exclusive jurisdiction for claims against Salt Lips is the ordinary courts at Salt Lips' seat.