

Surf Inn – General Terms and Conditions of Sale (B2C)

1. Company Information

Surf Inn Travel & Experiences LTDA

Registered in Brazil – CNPJ: 60618278/0001-59

Registered address: Avenida Genaro de Carvalho 2048, 302, Recreio dos Bandeirantes, Rio de Janeiro – RJ, Brazil

Operational address: Avenida Paulo Tapajós 616, Recreio dos Bandeirantes, Rio de Janeiro – RJ, Brazil

Rua Amendoeira, 7, Conchas, Itacaré - BA, Brazil

Email: surfinnrio@gmail.com

Website: www.visitsurfinn.com

2. Scope of Services

Surf Inn offers:

- Accommodation and Surf Camp packages (Surf n' Stay)
- Surf lessons, surf guiding, and equipment rentals
- Yoga classes, massages, and wellness experiences
- Outdoor activities and cultural tours (e.g., hikes, Rio City Tour, Samba Percussion Experience)
- Transfers and logistics services related to your stay

Each service is described in its respective product or booking page.

3. Booking & Confirmation

A booking is confirmed only after payment of the required deposit or full amount, depending on the product and platform.

You will receive a booking confirmation via email or messaging app, containing all relevant details (dates, inclusions, contact info).

Surf Inn reserves the right to refuse a booking if the requested service is not available or if payment is incomplete.

4. Prices & Payment

All prices are in Brazilian Reais (BRL) unless otherwise stated.

Prices include only the services explicitly mentioned. Extras or optional services are

charged separately.

Payments can be made via credit card, bank transfer, Wise, Revolut, or as specified on the platform used.

Prices may vary depending on season, availability, or third-party platform policies.

5. Cancellations, Changes & Refunds

By the Customer

Cancellations must be communicated in writing to Surf Inn (via email or WhatsApp).

Refunds are subject to the following conditions:

- More than 30 days before arrival: 100% refund.
- 15–29 days before arrival: 50% refund.
- Less than 14 days before arrival or no-show: no refund.

Date changes may be accepted subject to availability and potential fare adjustments.

By Surf Inn

The Company may cancel or reschedule services in case of unforeseen events (weather conditions, instructor unavailability, safety concerns, force majeure).

In such cases, Surf Inn will offer alternatives, a credit valid for 12 months, or a full refund for the cancelled activities.

6. Responsibilities & Liabilities

Surf Inn acts as both service provider and local operator, coordinating accommodations, surf instruction, and other experiences.

Guests must comply with safety instructions from instructors and guides at all times.

Surfing and related activities carry inherent risks. Participants confirm that they are in good physical condition and able to swim.

Surf Inn is not liable for:

- Injuries, losses, or damages resulting from participant negligence or non-compliance.
- Loss or theft of personal belongings.
- Delays or changes caused by third parties, traffic, weather, or local events.

7. Insurance

Guests are responsible for having valid travel and personal accident insurance covering surf and outdoor activities.

Surf Inn may request proof of insurance before participation.

8. Force Majeure

The Company is not responsible for failures or delays due to circumstances beyond its control, such as natural disasters, strikes, political instability, or government restrictions. In such events, guests may receive a partial refund or credit, depending on the case.

9. Image Rights

By participating in Surf Inn activities, guests grant the Company the right to use photos and videos taken during the stay for promotional purposes (website, social media, etc.), unless the guest explicitly requests otherwise in writing before the activity.

10. Conduct & Safety

Guests must respect local customs, other guests, and staff.

The Company reserves the right to expel any participant whose behavior endangers others or disrupts operations, without refund.

Consumption of illegal substances is strictly prohibited on Surf Inn premises or during activities.

11. Complaints

Complaints must be submitted in writing within 7 days after the end of the trip to surfinnrio@gmail.com.

Surf Inn will respond within 10 working days and seek a fair resolution.

12. Governing Law & Jurisdiction

These Terms are governed by Brazilian law.

Any dispute will be submitted to the courts of Rio de Janeiro, RJ, unless otherwise required by consumer protection law.

13. Contact

For any questions regarding these Terms or your booking, contact us:

- surfinnrio@gmail.com
- www.visitsurfinn.com
- Rio de Janeiro / Itacaré – Brazil