

Terms & Conditions

1. General Information

The following terms and conditions apply to all stays booked with **Surf Soul Adventure**, operated by **SARL SURF COMPANY S.S.A.**

Surf Soul Adventure and **Salty Goats** are brands owned by **SARL SURF COMPANY S.S.A.**

All bookings and purchases made through *Surf Soul Adventure* and/or *Salty Goats* are made with **SARL SURF COMPANY S.S.A.**

2. Cancellation Policy

Guests must inform **SARL SURF COMPANY S.S.A.** as soon as possible in case of cancellation.

- **4 weeks or more before arrival**
→ Free rescheduling within **6 months**
- **4 to 0 weeks before arrival**
→ **100% of the deposit is forfeited**
- **Shortened stays or cancelled add-ons during the stay**
→ No refunds for unused days or pre-booked add-ons
- **Group bookings**
→ If one or more guests cancel, the price per remaining guest may increase. Remaining guests are responsible for this difference.
- **Company right to cancel**
→ **SARL SURF COMPANY S.S.A.** reserves the right to cancel a booking (before arrival or on site) if a guest fails to follow guidelines or behaves in a way that negatively affects safety, service quality, or the experience of others.

3. Insurance & Liability

- All guests must have **adequate travel insurance**. **Insurance must cover medical expenses, repatriation, cancellation, accidents, illness, and pre-existing medical conditions.**
- Guests traveling without adequate insurance do so at their own risk. No refunds will be issued for activities provided by **SARL SURF COMPANY S.S.A.** or its partners.
- **SARL SURF COMPANY S.S.A.** is not responsible for theft, loss, or damage to personal belongings.
- Guests are liable for any damage caused to company equipment or property.

4. Airport Transfers

- Transfers may be shared with guests arriving or departing on different flights.
- This may result in additional waiting time.
- **Maximum waiting time at the airport: 60 minutes**

5. Surf Lessons & Surf Guiding

- All activities are undertaken **at the guest's own risk**.
- **SARL SURF COMPANY S.S.A.** is not responsible for injury, accident, or death.
- Surf guiding does **not** include instruction or coaching. Guests must be able to surf independently and assess their own ability.
- Guides will recommend surf spots, but guests remain responsible for their decisions in the water.

Instructor Ratio

- Maximum **1 instructor per 6 guests**
- In exceptional cases (e.g. last-minute changes or instructor illness), up to **7 guests** may be assigned to one instructor at the discretion of **SARL SURF COMPANY S.S.A.**, subject to safety and availability.

6. Upgrades & Excursions

- No discounts are offered if a guest chooses an excursion instead of daily surf lessons or surf guiding.
- Refunds for upgrades or excursions are only possible if:
 - The activity cannot be organized due to unforeseen circumstances, or
 - The minimum number of participants is not reached.
- The final decision rests with **SARL SURF COMPANY S.S.A.**