

# Booking Policy

Last updated: 06/20/2025

## **PAYMENT POLICY:**

To validate your stay and to confirm your booking at Wave Nest Surfcamp, the total amount of the required services must be paid. After you fill in the form on our website, you must pay the required amount in order for your booking to be processed. Once the required amount has been transferred to our bank account, you will receive a confirmation email from our team. For payments by credit card, we accept VISA, Mastercard and Paypal. With the payment, you agree to all the terms and conditions.

## **TERMS AND CONDITIONS:**

All personal details must be filled in as shown on your official travel document. Solo booking minimum age is 18 years old. Underage must be accompanied by an adult. The prices and variations of your booking depend on season and availability. In case of unexpected situations, Wave Nest Surfcamp has the rights to make modifications. Modifications will only be made if these do not change the essential service, also we take full responsibility if there is an issue from our side. Wave Nest Surfcamp will have all rights of Photos and Videos taken of you during your stay and are only used for publicity or promotional purposes.

## **USE OF CAMP EQUIPMENT:**

Each client is responsible for the camp equipment during its use. In case of loss or major damage by wrong usage, the client has to take full responsibility to replace or cover the cost for each item.

Some items may have a special time of use, to not disturb others or for your own safety.

This time will be communicated at your arrival.

Use of equipment while being in the lessons or supervised by our team, Wave Nest Surf Camp will take full responsibility for any damage done. In case of being advised to not take action, the client will take full responsibility for any damage done.

All equipment should be used with care and respect for the owner.

### **TRANSFERS:**

Transfers can be booked within the packages, additional bookings of transfers can be only made till 7 days before arrival. To make the transfers more economical, we will make group pickups. Pick up and drop off times may vary, but should not lead to missed flights, buses, trains etc. In any case of unexpected and uncontrollable delays, Wave Nest Surfcamp will not take responsibility or refund transfers or flights. The price will be paid within the booking and be aware that the prices mentioned are always for one way.

Our transfer services won't be refunded with cancellations less than two weeks in advance. Modifications of pickups and drop off can only be made till 1 week before the arrival, later modifications cannot be guaranteed and may cause extra charges.

### **HEALTH AND INSURANCE:**

The customer has to confirm that they're from a medical and point of view, fit to participate in our surf and yoga Lessons.

In any case of health issues like injuries, surgeries or allergies that cause complications and or affect your stay should be communicated with us, before arrival.

For medical assistance during your stay at Wave Nest Surfcamp, each client ought to have:

- Medical card and insurance (or)
- Contract a travel insurance

Wave Nest Surfcamp will not take responsibility or cover the cost of injuries, caused by uncontrollable or unexpected situations.

**PET POLICY:**

Pets are allowed with no extra charge and only in private rooms. Upon arrival, you will be required to sign our pet responsibility document stating that you are in charge and responsible for your furry friend. If you want to read this in advance, send us an email.

Wave Nest Surfcamp will not take responsibility or cover the cost of damages caused by the pet, these will be redirected to the pet owner, who holds sole and whole responsibility.

Uncontrolled situations can lead to a last case scenario of a cancellation of the service for both pet and owner.

Be aware that Wave Nest Surfcamp is a place where all our guests share spaces and time, do not bring your pet if it is going to be difficult in these everyday situations.

**CANCELLATIONS:**

Wave Nest Surfcamp recommends each client books their own travel insurance, in case of unexpected or uncontrollable situations that lead to cancellations.

Cancellations will be valid from the day your reservation is made successfully. If you cancel your reservation, we will refund 100% of the amount until three months before your arrival date, 75% of the amount until two months before your arrival date and 50% of the amount until one month from the arrival date. Within less than one month before your arrival date, we will not refund.

**RESPONSIBILITIES:**

Wave Nest Surfcamp does not accept any responsibilities or will issue refunds in the following circumstances:

- When the clients are responsible for anything that causes problems with our service.
- When a third party is responsible for anything that causes problems with our service.
- Due to unpredictable conditions with unexpected consequences like weather, surf conditions, traffic or higher causes etc.

- Due to situations beyond the control of the company.
- When the client chooses not to follow the regulations and rules of our camp or the campsite.

We highly recommend having travel insurance in case of damage or loss to any personal items due to anything that happens out of our program time. 23:00pm – 7:00am.

In case of irresponsible behaviour, Wave Nest Surfcamp will take necessary steps to prevent any further problems, and in worse case scenarios a cancellation of the service.

### **IMAGES:**

Please note that some of the images on our website are artistically created using advanced AI technology to represent our vision for Wave Nest Surf Camp. While these images closely align with our plans and the experience we intend to offer, they may not precisely reflect the current state of our facilities and surroundings. We are constantly working towards making our vision a reality and we appreciate your understanding that the actual environment may vary from these conceptual representations.

### **CHANGES TO THIS BOOKING POLICY:**

We may update our Booking Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let You know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the “Last updated” date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

### **COUNTRY OF JURISDICTION: SPAIN**

By booking our services you automatically accept the previous Terms and Conditions.

Wave Nest Surfcamp.

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