

WINKI WAVES – GENERAL TERMS AND CONDITIONS OF SALE (B2C)

Last updated: 03/04/25

These Terms and Conditions apply to all trips and experiences provided by Winki Waves and sold via the Decathlon Travel platform.

1. What's Included

Each package may vary depending on the option selected, but typically includes:

- Accommodation in a private or shared room at Winki Waves Surf Lodge
 - Progressive surf lessons with ISA-certified instructors
 - Daily breakfast
 - Local transport to surf spots and activities
 - Additional services depending on the package, such as:
 - Yoga & meditation sessions
 - Guided hike to Errigal Mountain
 - Surf photo/Video analysis
 - Social events like pizza night
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2. Extras Available On-Site

The following extras may be purchased during your stay, subject to availability:

- Additional surf lessons
- Surf photography / Video Analysis session

- Pizza night at the lodge
 - Extra meals
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3. Cancellation Policy

The following cancellation rules apply unless otherwise stated by Decathlon Travel:

- **Free cancellation** up to **30 days** before check-in
 - **30% charge** for cancellations made between **21 days and 7 days** before check-in
 - **50% charge** for cancellations made between **7 days and 48 hours** before check-in
 - **80% charge** for cancellations made **within 48 hours** of check-in or in case of no-show
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4. Modifications

We will do our best to accommodate changes to your booking (e.g., date adjustments), depending on availability.

Any changes made **less than 21 days before arrival** may incur administrative fees or partial charges.

5. Participant Requirements

All guests must:

- Be able to swim
- Feel comfortable in ocean environments
- Be in good health and physically able to participate in surf and outdoor activities

We may request information prior to arrival to help us tailor the experience, including:

- Age and gender
 - T-shirt size (for equipment and merch)
 - Level of ocean awareness
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6. Languages & Group Experience

- Our surf instructor and founder is fluent in **French, Italian, and English**.
 - We offer **French-speaking group weeks** tailored specifically to French-speaking clients.
 - Lessons and daily briefings can be conducted entirely in French if requested.
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7. Arrival & Transport

- Guests are responsible for their own transportation to the lodge.
 - Lodge Address: **F92YD45, Carlan Lower, Kerrykeel, County Donegal, Ireland**
 - Local transport is provided only for included activities such as surf lessons and hikes.
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8. Responsibility & Insurance

- Winki Waves is not liable for any personal injury, illness, loss, or damage incurred during your stay or during any associated activity.
 - We strongly recommend all guests obtain **personal travel insurance** covering surfing and outdoor adventure activities.
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9. Behaviour and Code of Conduct

We reserve the right to refuse service or terminate a guest's stay without refund in the event of:

- Behaviour that endangers themselves, other guests, or staff
- Disrespectful or inappropriate conduct
- Non-compliance with safety rules or local regulations

We value a positive and inclusive environment where everyone feels welcome, safe, and respected.

10. Force Majeure

Winki Waves cannot be held responsible for trip interruptions or cancellations due to events beyond our control (weather conditions, natural disasters, strikes, government restrictions, etc.).