

TERMS & CONDITIONS

Please read carefully and let us know if you or your group have any questions relating to these terms and conditions.

The Booking

Full payment will be required at the time of making any bookings. Bookings will only be confirmed and guaranteed once full payment has been received. The person making the booking accepts responsibility for payment for everyone listed on the booking. You are also responsible for ensuring that all other persons listed on the booking form read these booking conditions and are fully aware of the booking conditions and course details and requirements, St Ives Surf School does not accept any liability for any loss caused by failure to do so.

Payment

Payment in full is required at the time of all bookings. Only once this payment has been received will the booking be guaranteed. If you have booked via email, we will ask you to call us at your convenience and make payment over the phone or pay via online banking or by a payment link prior to the start date of the activity. We accept cash, card or BACS payment. Please note we DO NOT accept American Express.

Discount

No discount code or voucher can be added to any discounts or promotions that we may already have in place.

Changing your booking

We will make every effort to re-arrange any activities you have made with us up until 48 hours of the start of the activity at no extra cost. Please note this is absolutely no guarantee and is subject to schedule and availability. In the event that a booking cannot be changed then please refer to our cancellation policy below.

Cancellations

If any named person or group on the booking form need to cancel the booking once it has been confirmed we will refund the following amounts depending upon the amount of notice that has been given.

28 days or more - 100% refund

Less than 28 days - 50% refund

less than 48 hours - No refund

Weather & surf

In the rare event that we cannot run an activity due to poor or adverse weather or sea conditions, we will contact you at the earliest possible opportunity to explain why and try to reschedule to a more suitable time. If you are unable to reschedule then we will issue a full refund of payments made.

Course participation and liability

The activities of surfing, stand up paddleboarding, kayaking and coasteering carry a degree of risk both to people and property, even if enjoyed under proper supervision by qualified instructors. All participants must make us aware of any medical conditions, illnesses or allergies they may have and any prescribed medication they are taking at check in for each activity or before. Parents or guardians must sign in for participants who are under 18 years of age. In certain groups where applicable a group leader/ guardian can sign i.e. schools, teachers can sign on behalf of the group.

In no circumstances should participants be under the influence of any alcohol, drugs or medication at the time of the lesson which may adversely affect their physical abilities. All participants must agree to abide by all instructions and guidance offered by St Ives Surf School staff. Participants will have the use of St Ives Surf School equipment during their lessons. We take all reasonable measures to ensure the safety and good condition of our equipment, however participants are responsible for immediately reporting any damage caused to the equipment or which becomes apparent whilst the equipment is in their possession.