



Terms & Conditions

Surf Lesson Booking Platform

International English version adapted for an online surf lesson marketplace, with a separate 14-day cancellation clause and EU-compliant consumer wording.

Version prepared for publication • PDF deliverable

Included products. Group lessons (adults), group lessons for children aged 9–13, Wave Garden / kids lessons for ages 5–8, private lessons, Weekend Package, 5-Day Package, 10-Day Package, and May Deal Package.

1 - Scope

These Terms & Conditions govern the relationship between the surf lesson booking platform (the “Platform”), the operating surf school or provider (the “Provider”), and any person making a reservation (the “Customer”).

They apply to all services offered through the Platform, including single surf lessons, children’s lessons, private lessons, multi-day packages, promotional offers, vouchers, and related booking services.

2 - Booking Process

Bookings are made exclusively online through the Platform or its authorized partners. The booking flow includes service selection, date selection, review of the applicable conditions, and secure payment.

A booking becomes final only once payment has been successfully processed and a confirmation email or confirmation screen has been issued.

The Platform reserves the right to refuse, suspend, or cancel a booking in case of fraud suspicion, payment failure, abusive behavior, manifest booking error, or inaccurate participant information.

3 - Services & Packages

The Platform may offer the following single-session services:

- Group lessons (adults)
- Group lessons for children aged 9-13
- Kids lessons / “Wave Garden” for children aged 5-8
- Private lessons

The Platform may also offer the following packages or promotional products:

- Weekend Package
- 5-Day Package
- 10-Day Package
- May Deal Package

Unless stated otherwise on the booking page, packages are personal, non-transferable, and must be used within the validity period indicated at the time of booking. Unused sessions are non-refundable and availability of preferred time slots is not guaranteed until each session is scheduled.

4 - Pricing & Payment

All prices are shown in euros (€) and include applicable taxes unless expressly stated otherwise.

Payment is processed online through the payment methods made available on the Platform. The Provider and/or Platform may update prices at any time, but any confirmed booking remains governed by the price displayed at the time of purchase.

Promotional prices, discounts, or bundled offers are subject to specific conditions displayed on the relevant product page.

5 - Participation Requirements

Customers must ensure that each participant is physically fit to take part in surfing activities and does not suffer from any medical condition incompatible with such activity.

For minors, the legal parent or guardian confirms that the child is fit to participate and authorizes the booking. Where required by law, federation rules, or the Provider’s operational rules, a valid medical certificate or additional documentation may be requested before the first lesson.

All participants must follow safety instructions, instructor directions, and local sea and beach regulations at all times.

6 - Scheduling & Operational Changes

Lesson times are communicated through the Platform, by email, or by another official communication channel. Timetables may remain provisional until final confirmation because surf instruction depends on tides, swell, weather, and safety conditions.

The Provider may reasonably adjust schedules, lesson start times, instructors, lesson locations, lesson formats, or participant group composition whenever necessary for operational reasons, participant level, or safety.

7 - Weather & Safety Conditions

Surf activities depend on ocean and weather conditions. If the Provider considers that conditions are unsafe or unsuitable, the session may be rescheduled, adapted, shortened, relocated, converted into a credit or voucher, or otherwise reorganized.

No refund is due where a reasonable alternative is offered, including a rescheduled slot or a booking credit usable under the conditions communicated by the Provider.

8 - Cancellation Policy (Separate Clause)

8.1 Standard cancellation policy:

- Up to 14 days before the start date: full refund.
- Less than 14 days before the start date: no refund.
- No-show: no refund.

8.2 Promotional offers, discounted packages, and special deals (including May Deal Package or similar campaigns) may be non-refundable or non-changeable where clearly stated at checkout.

8.3 Cancellation requests must be submitted through the Platform or through the official support channel identified in the booking confirmation. The date of receipt of the cancellation request is decisive.

8.4 Personal circumstances such as illness, injury, travel disruption, missed transport, change of plans, or other personal impediments do not entitle the Customer to an automatic refund unless mandatory law provides otherwise. Customers are encouraged to obtain appropriate personal travel, sport, or cancellation insurance.

9 - Late Arrival & No-Show

Late arrival may reduce the effective lesson duration. The Provider is not obliged to extend a session beyond its scheduled end time or to reschedule a missed lesson.

Where a participant fails to attend without timely cancellation, the session or booked service is deemed consumed in full.

10 - Minors & Supervision

The Provider is responsible for minors only during the expressly supervised lesson period. Parents or legal guardians remain responsible before handover and after the end of the lesson, including changing time, transport, and beach supervision outside the instructed activity.

11 - Equipment & Conduct

The Provider may make boards, wetsuits, and related equipment available as part of the booked service. Customers must use such equipment carefully and strictly in accordance with instructions.

The Provider may refuse participation or terminate a session without refund in case of dangerous behavior, intoxication, refusal to follow safety instructions, or conduct that endangers the participant, instructors, or third parties.

12 - Insurance

Basic insurance coverage may be included where expressly stated for the booked service and under the terms of the applicable insurer or federation policy. Such coverage may be limited in scope, duration, territory, or insured risks.

The Customer remains responsible for verifying whether personal insurance, travel insurance, accident insurance, or sport-specific insurance is adequate for their situation. Optional additional coverage may be offered separately.

13 - Liability Limitation

To the fullest extent permitted by applicable law, the Platform and the Provider shall not be liable for indirect or consequential damages, including loss of enjoyment, loss of opportunity, loss of income, travel costs, accommodation costs, reputational damage, or similar indirect losses.

Surfing is an outdoor sport involving inherent risks, including falls, collisions, currents, changing sea conditions, and equipment-related risks. By booking and participating, the Customer acknowledges and accepts these inherent risks.

In any event, and except in the case of gross negligence, willful misconduct, death, personal injury, or any liability that cannot lawfully be excluded or limited, the aggregate liability of the Platform and/or Provider is limited to the amount actually paid by the Customer for the relevant booking.

14 - Force Majeure

Neither the Platform nor the Provider shall be liable for failure or delay in performance caused by events beyond reasonable control, including severe weather, storms, dangerous swell, natural disasters, fire, epidemics, pandemics, public authority restrictions, strikes, transport disruption, war, civil unrest, or interruption of utilities or communications.

In such cases, the Provider may postpone the service, issue a credit, or otherwise propose a reasonable alternative, subject to applicable mandatory consumer law.

15 - Consumer Rights & EU Compliance

Nothing in these Terms excludes mandatory consumer rights applicable under the laws of the Customer's country of habitual residence where such rights are mandatorily applicable.

Where EU consumer law requires additional rights, information duties, or remedies, those provisions shall prevail over conflicting contractual language to the extent required by law.

If the Platform facilitates bookings on behalf of an identified Provider, the Provider remains responsible for the actual delivery of the surf service, while the Platform remains responsible for its own role in payment processing, booking interface, and information provided in its own name.

16 - Data Protection (GDPR)

Personal data is processed for booking management, customer support, legal compliance, fraud prevention, operational communication, and service improvement.

Data is handled in accordance with applicable data protection legislation, including the General Data Protection Regulation (GDPR), where applicable. Customers may exercise rights of access, rectification, erasure, restriction, objection, and portability in accordance with the law and the Platform's privacy notice.

17 - Governing Law & Dispute Resolution

These Terms are governed by French law, without prejudice to overriding mandatory consumer protections that may apply under EU law.

Any dispute that cannot be resolved amicably may be submitted to the competent courts under the applicable rules of jurisdiction. Where legally permissible, the courts of Bordeaux, France shall have jurisdiction.

18 - Acceptance of Terms

By completing a booking through the Platform, the Customer confirms that they have read, understood, and accepted these Terms & Conditions.