



Booking Terms and Conditions 2025

These Booking Terms and Conditions govern the booking of surf lessons and related services (e.g., rentals, private lessons, events) provided by Gwithian Surf School, a trading name of St Ives Bay Adventure Group Ltd. By booking with us, you agree to these terms and conditions. Please read them carefully.

1. Booking and Reservations

- **Booking Requirements:** To reserve a surf lesson or service, you must complete the booking process via our website, over the phone, or in person at our surf school.
- **Age Restrictions:** Surf lessons are available for individuals of all ages. Participants under 18 years of age must have written consent from a parent or legal guardian at time of booking.
- **Booking Confirmation:** Once your booking is confirmed, you will receive an email confirmation with the details of your booking, including the date, time, and location of the lesson, as well as any necessary instructions.

2. Payment

- **Payment at time of booking:** Full payment is required at the time of booking to confirm it. If you do not pay, we cannot guarantee your lesson availability or your place within that lesson.
- **Payment Methods:** We accept payments via credit/debit card online, over the phone or in person, bank transfer, or other approved payment methods.
- **Pricing:** All prices are quoted in GBP and include VAT where applicable. Prices may be subject to change, but once your booking is confirmed, the price remains fixed.
- **Additional Costs:** There are no additional costs when booking a surf lesson, or on arrival for your lesson. Any additional costs (e.g., equipment rental, merchandise) are organised and paid for separate to your surf lesson booking.

3. Cancellations and Changes

- **Cancellations by You:**
 - **Beginner and Improver Lessons:** If you cancel more than 48 hours before the lesson start time, you will receive a full refund. Cancellations within 48 hours of the lesson, no refund will be given, however we would be happy to rearrange your lesson, or offer you a surf lesson voucher to be used within 2 years.
 - **Private Lessons or Group Bookings:** For cancellations within 7 days of the booking, a 50% charge will apply. If you cancel less than 48 hours before the lesson, no refund will be provided.
 - **Late arrivals and no-shows:** We are unable to wait for late arrivals, regardless for the reason you may be late, so please arrive by the stated time in your confirmation email. If you do not show up for your lesson, no refund or rebooking will be provided.
- **Cancellations by Us:** If we need to cancel your lesson due to weather conditions, unsafe surf conditions, or other circumstances beyond our control, you will be offered an alternative lesson date, a surf lesson voucher, or a full refund.

- **Changes to Bookings:** If you wish to change the date or time of your lesson, we will try to accommodate your request, subject to availability. Changes must be made at least 24 hours in advance.

4. Health and Safety

- **Health Declaration:** By booking a lesson with Gwithian Surf School, you confirm that you are physically fit and able to participate. If you have any medical conditions (e.g., heart conditions, epilepsy, pregnancy) or other health concerns, you must notify us in advance or clearly state when booking.
- **Medical Emergencies:** If you experience any health issues during the lesson, please inform your instructor immediately. In the event of an emergency, we will take appropriate action, including calling emergency services if needed.
- **Liability Waiver:** All participants are required to sign a liability waiver before taking part in a surf lesson. The waiver acknowledges that you are aware of the risks associated with surfing and agree to release Gwithian Surf School from liability in the event of injury.

5. Surf Equipment and Rental

- **Rental Equipment:** Surfboards, wetsuits, and other equipment are available for rent. All rental equipment is inspected for safety before each use. You are responsible for the care of the equipment during your lesson.
- **Loss or Damage:** You will be charged for any lost or damaged rental equipment. If you are responsible for damage to equipment, you will be required to pay for the cost of repair or replacement.
- **Return of Equipment:** If you rent equipment for use after your lesson, it must be returned by the designated time. Failure to return equipment on time will incur additional charges.

6. Weather and Surf Conditions

- **Weather Conditions:** Surfing is weather-dependent. Gwithian Surf School reserves the right to cancel or reschedule lessons if conditions are deemed unsafe or unsuitable. If lessons are cancelled due to weather conditions, you will be offered an alternative date, a surf lesson voucher, or a full refund.
- **Surf Conditions:** We aim to provide lessons in the best possible surf conditions for all abilities. If, at the time of the lesson, the surf is too small, large, or dangerous, we reserve the right to adjust the lesson content or cancel the lesson.

7. Code of Conduct

- **Respect for Instructors and Others:** All participants are expected to respect the instructions of our surf instructors and behave in a respectful manner towards other participants. We reserve the right to remove participants from the lesson if their behaviour is deemed inappropriate or disruptive, without refund.
- **Environmental Responsibility:** As part of our commitment to sustainability, we ask that all participants follow our environmental guidelines, including respecting the local wildlife and adhering to leave-no-trace principles.

8. Liability and Insurance

- **Liability:** Gwithian Surf School will not be held liable for any injury, loss, or damage arising from participation in lessons or other activities, except where required by law.
- **Insurance:** Gwithian Surf School carries public liability insurance. We strongly recommend that participants have their own personal accident insurance, especially if engaging in activities outside of normal surfing lessons (e.g., private lessons or surf trips).

9. Privacy and Data Protection

- **Personal Data:** Your personal data will be handled in accordance with our Privacy Policy. By booking with us, you consent to the collection, processing, and storage of your data as outlined in our policy.
- **Marketing:** By booking a lesson, you may receive marketing communications from us, such as offers and updates. You can opt-out at any time by unsubscribing or contacting us directly.

10. Miscellaneous

- **Force Majeure:** Gwithian Surf School is not liable for any failure to perform its obligations due to events outside of its control, such as natural disasters, strikes, or other force majeure events.
- **Governing Law:** These Terms and Conditions are governed by UK law, and any disputes will be subject to the exclusive jurisdiction of the courts in that region.
- **Amendments:** Gwithian Surf School reserves the right to modify or update these terms and conditions at any time. Any changes will be posted on our website, and the updated version will be effective immediately.

11. Complaints Policy

- Gwithian Surf School is committed to offering the very best in surf lesson provision and customer service, and thus committed to effectively, efficiently, and fairly handling all complaints.
- If you are unhappy with any of our services, then any complaint will be treated seriously, investigated thoroughly, and dealt with accordingly.
- Customers can make a complaint in writing, email, or by telephone to:

Contact Information

Gwithian Surf School

Email: info@gwithiansurfschool.co.uk

Phone: 01736 804700 (option 1)

Address: Sunset Surf Café, 10 Gwithian Towans, Gwithian, Cornwall, TR27 5BT