

TERMS & CONDITIONS 2021

Surf Lessons / Group and Private Bookings / Surf Safe Days / Surf Clubs

Booking Policy

- i. It is advisable to make any bookings in advance to avoid disappointment
- ii. Our main surf school base is at Gwithian Towans beach. However, Global Boarders Surf Co. Cornwall can still operate as a mobile surf school and will notify you of your lesson location and meet time via a text message or phone call the day before your lesson(s). This will ensure that you are able to surf the best and safest conditions on your chosen day(s)
- iii. To secure and finalise your booking you must have completed a booking form, a parental consent form if applicable, and a 50% deposit as minimum
- iv. All clients must disclose any medical issues during the booking process that may impact or prohibit their participation in a surf lesson
- v. All bookings must be paid in full, or a minimum deposit of 50% taken, at the time of booking
- vi. Any outstanding monies owed will be due upon arrival of your first lesson
- vii. All participants, whilst using or renting our surf equipment, take full responsibility of said equipment for the entire duration of use. It must be returned to us in the same condition you received it. Should there be any damage to the equipment whilst in your use, you will be liable to pay for any repairs or replacements
- viii. In the event that during our surf safe days we are faced with flat conditions, then we will put in place our flat-water plan, including beach and sea-based games, lifeguarding, swimming and beach environmental awareness activities
- ix. Global Boarders Surf Co. Cornwall will show the upmost duty of care to all individuals in our surf lessons in accordance with our health and safety policy, EAP and NOP. However, we will not be responsible for damage to a third party (person or property)
- x. Global Boarders Surf Co. Cornwall will put safety above all other concerns. If we deem any individual or group unfit to surf, or to be a danger to yourself or others, then you will be refused participation, or asked to leave
- xi. Global Boarders Surf Co. Cornwall and its staff will not accept foul language or abusive behaviour towards staff or others
- xii. When booking online, you shall receive email confirmation of any bookings you have made. Should you make a booking over the phone or face to face, upon request we can email you confirmation of your lesson booking alongside these terms and conditions

Cancellation Policy

- i. Should you cancel your booking, we require at least 48 hours' notice. Failure to do so will result in all monies paid to date, in full or deposit, being non-refundable. Any cancellations up to 14 days prior to the booking full receive a 50% refund. Cancellations 14 days and more before your booking will receive a full refund.
- ii. If you wish to rearrange a lesson, we require at least 48 hours' notice, and will do our best to find a suitable time and location for you
- iii. Should Global Boarders Surf Co. Cornwall cancel your surf lesson(s) and are unable to rearrange, all monies paid to date will be refunded in full
- iv. Should you not turn up on time for your lesson, your coach(es) will not be able to wait for you as this will impact other customers, and as a result you will have forfeited your lesson and will not be eligible for a refund. However, upon request we will try to rearrange should we have availability
- v. Global Boarders Surf Co. Cornwall will not cancel as a result of the rain. However, we will cancel if the surf and sea conditions are deemed detrimental and unsafe
- vi. A school will be liable for payment in full should they cancel a surf safe day within 28 days (including weekends) of the surf safe day date
- vii. In the event of a national pandemic, such as COVID-19, and you are unable to attend, or we are unable to deliver any of your surf lessons due to government travel restrictions and guidelines, we will issue you with a full refund for any monies paid to date
- viii. If you are affected by COVID-19, either primarily or secondary, and are unable to attend your lesson due to self-isolating or similar, and we are unable to rearrange your booking, we will issue you with a full refund for any monies paid to date

Complaints Policy

- i. Global Boarders Surf Co. Cornwall, as an accredited Centre of Excellence with Surfing England, is committed to offering the very best in surf provision and customer service, and thus committed to effectively, efficiently, and fairly handling all complaints
- ii. If you are unhappy with any of our surf school services, then any complaint will be treated seriously, investigated thoroughly, and dealt with accordingly
- iii. Customers can make a complaint in writing, email, or by telephone to:

Steve Hancock
2 Trevelyan Close
Goldsithney
Cornwall
TR20 9JA
info@globalboarders.com
07817 202656

- iv. The circumstances and results of any complaint are analysed thoroughly by senior management for their implications, and acted on appropriately so to remove any grounds for complaint in the future by improving the relevant services