Terms and Conditions of Sale

Surf Saunton 2025

By booking a lesson or purchasing a service from Surf Saunton, you agree to the following Terms and Conditions of Sale.

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1. Booking and Payment

- All lessons and services must be booked in advance via our website, phone, email, or in person.
- Full payment is required at the time of booking unless otherwise agreed.
- Payment can be made via credit/debit card, online payment services, or cash.

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2. Cancellations

a. Customer Cancellations

- Cancellations made **more than 72 hours** before the scheduled lesson will receive the option to reschedule.
- Cancellations made **within 72 hours** of the lesson start time are **non-refundable**.
- No-shows or late arrivals (15+ minutes) will be treated as cancellations and are non-refundable.

b. School Cancellations

- We reserve the right to cancel or reschedule lessons due to unsafe weather, surf conditions, instructor availability, or other operational reasons.
- If we cancel, you will be offered the choice of a credit, or rescheduling.

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3. Participant Requirements

- Participants must be in good health and able to swim.
- You must notify us of any medical conditions, allergies, or injuries that may affect your participation.
- Participants under 18 must have signed consent from a parent or legal guardian.

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4. Safety and Liability

- All lessons are conducted under the guidance of experienced, qualified instructors.
- While we take every precaution to ensure safety, **surfing is a physically demanding and potentially hazardous activity**.
- By participating, you acknowledge and accept the **inherent risks** of surfing, including injury, drowning, or contact with boards and other participants.

a. Liability Waiver

- You will be required to sign a liability waiver before participating in any lesson.
- We are not liable for loss, damage, or theft of personal belongings during your time with us.

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5. Equipment Use

- We provide surfboards, wetsuits, and other necessary equipment as part of the lesson fee (unless otherwise stated).
- You are responsible for the care of any equipment provided **when renting equipment from Surf Saunton**. Damage caused by negligence or misuse may result in a repair or replacement fee.

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6. Gift Vouchers

- Gift vouchers are non-refundable and valid for 24 months from the date of purchase.
- Vouchers must be presented when booking or attending a lesson.

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7. Photography and Media

- During lessons, we may take photos or videos for promotional purposes.
- By participating, you grant us the right to use these images unless you specify otherwise.

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8. Force Majeure

We are not responsible for failure to perform our obligations due to events beyond our control, including weather, natural disasters, strikes, or pandemics.

Questions or Concerns?
Please contact us at:
📧 info@surf-saunton.co.uk
📞 (+44) 07719105500
🌐 surf-saunton.co.uk

Privacy Policy for Surf Saunton

2025

At Surf Saunton, your privacy is important to us. This Privacy Policy explains how we collect, use, and protect your personal information when you visit our website, book a lesson, or interact with us in person or online.

1. Information We Collect

We may collect the following types of information:

a. Personal Information

When you book a lesson, fill out a contact form, or sign up for updates, we may collect:

- Name
- Email address
- Phone number
- Emergency contact
- Payment information (processed securely through third-party providers)
- Age (for safety and legal reasons)

b. Health & Safety Information

To ensure a safe surfing experience, we may collect relevant health or fitness information, such as:

- Swimming ability
- Existing medical conditions or allergies

c. Automatically Collected Data

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Pages visited

- Time spent on the site
- Cookies (see section 6 below)

2. How We Use Your Information

We use your information to:

- Schedule and manage surf lessons or events
- Contact you about your booking
- Respond to inquiries
- Ensure participant safety
- Send newsletters or promotions
- Improve our website and services

3. Sharing Your Information

We do **not** sell or rent your personal information. We may share your data with:

- Instructors and staff for safety and lesson planning
- Payment processors (e.g., Stripe, PayPal) for secure transactions
- Emergency services, if necessary for your health or safety
- Service providers who help us operate our business (under strict confidentiality agreements)

4. Data Security

We take your privacy seriously and implement appropriate security measures to protect your data. While no system is 100% secure, we strive to use industry best practices to safeguard your personal information.

5. Your Rights

You have the right to:

- Access, update, or delete your personal information
- Withdraw consent to marketing emails at any time
- Request a copy of the data we hold about you

To exercise these rights, please contact us at:
📧 info@surf-saunton.co.uk

6. Cookies

Our website uses cookies to improve user experience. You can choose to accept or refuse cookies in your browser settings. Some features of the site may not function properly if cookies are disabled.

7. Children's Privacy

Our services are available to children under 18 only with parental or guardian consent. We do not knowingly collect personal information from minors without this consent.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with the updated effective date.

Questions or Concerns?
If you have any questions about this policy or how we handle your data, please reach out at info@surf-saunton.co.uk

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