



## SPECIAL TERMS & CONDITIONS FOR THE KITE SURFING COURSES IN PORTUGAL

### What happens when the wind conditions are not suitable for the practice of kite surfing?

Kite surfing is a sport that needs certain weather conditions to be practiced safely. Normally, due to our geographic location, we have great conditions for kite surfing all year round. However, as in any other weather dependant sport (such as skiing, snowboarding, windsurfing, surfing, etc.), conditions might not be suitable for the practice of the sport in some reduced cases. Only a very small number of clients don't get the chance to complete their scheduled course due to weather conditions and complete their contracted lessons.

The kite school is open all year with the exception of Christmas and New Year's season (20/Dec to 03/Jan).

If wind conditions are not suitable and clients lose class time on some days, we can offer extra hours on the remaining days in order to recover lost time. This makes the chances of losing any of the kite surfing lessons very low. Still, as exposed above, the situation might arise and that is why the client must be informed of the policy and choices available in case wind conditions do not allow holding the kite lessons.

**The Kite Surf School policy on the few cases when the kite surfing class cannot be held due to weather conditions is as follows:**

1. **The kite surf school offers the option to practice alternative sports – surf or stand up paddling (SUP).** A surf/SUP class includes 1,5h of surf/SUP from 10h00 to 11h30 or 14h to 15h30, instructors and equipment. **One kite surfing class day missed is worth 2 surf/SUP classes (3 hours).**
2. **In case the kite surfing student does not wish to take part on the surf/SUP lessons** and his/her vacation time runs out before completing the kite surfing course, the client has 3 options:
  - a. **WAVEPALS will issue a voucher or a refund for the deposit:**
    - **Voucher:** The voucher will be issued with the amount correspondent to the number of hours missed and can be used by the client to recover the missing class time in the same kite surf school. The voucher is valid for the period of 1 year, starting from the date of the contracted services.
    - **Refund:** If the client does not want the voucher and prefers to be refunded for the deposit, WAVEPALS will issue a refund via PayPal for the amount equivalent to the number of hours missed **minus 25 Euros** for administrative fees.
  - b. **The surf school will issue a voucher** for the value of the missed classes that can also be used to buy material on the school's online shop.



**The Kite Surf School policy in case of a client's "no show" or delay is as follows:**

1. A "no show" to a class without **at least 24h notice** will be counted as a class given in full (3h).
2. **Failure to show up on time** to a transfer/pickup is counted as a class given in full (3h).
3. If a client makes his/her own way to the beach, **class time starts counting from agreed scheduled time**, and not from the time of arrival of the client to the beach.

**The Kite Surf School lessons policy is as follows:**

1. Minimum age of our kite surfing courses is 12 years old. Anyone under the age of 18 years must be accompanied by a responsible adult who must remain on site for the kite surfing lesson duration.
2. All equipment is included in the kite surfing lesson.
3. The course duration includes time spent getting changed/unchanged.
4. If weather/tide conditions are not favorable we may have to delay the start time, or even change class date.
5. Our kite surf courses are sold in packs of hours. **Achievement on the course always depends on student's learning curve.**

**The Kite Surf School transfer/pickup policy is as follows:**

1. Transfers between Estoril train station and Guincho beach have an additional cost of 5€/person/day.
2. An extra fee of 15€/person/day will be charged to cover travelling expenses if the school has to go outside Guincho area for more favorable wind conditions.

**Note on equipment:**

All necessary equipment for the kite course (kite, board, bar lines, leash harness, wetsuit, life vest and helmet) is supplied by the kite surf school. Nevertheless, please bring a sensible and sturdy pair of shoes (e.g. tennis shoes), towel, bathing suit/bikini, sunscreen, sunglasses and warm clothes if it's cold.