

TERMS AND CONDITIONS

privacy policy

- We will not disclose your personal data, including your email, to third parties. However, we reserve the right to send information about our current promotions and offers via email in the future.

Photography and video

- Our services include video analysis and photography sessions. By agreeing to the terms and conditions, Special Surf 78 reserves the right to use video and photo material for any advertising activity.

Booking conditions:

- The reservation is guaranteed after payment of 20% of the total amount due at the time of booking. If reservation is made one month before arrival, payment is made of 40% of the total amount due. The person making the reservation is responsible for paying the value of all persons included in the reservation ensuring that they are aware of the terms and conditions.
- Remaining payment is made upon arrival.

Payment conditions:

- For paypal payments use the email specialsurf78@gmail.com

- By Bank transfer:

Name: Special Surf 78 LDA

IBAN: **PT50 0035 0120 00012101230 87**

SWIFT/BIC: **CGDIPTPL**

We ask that you always send us the proof of transfer by email. Only after receiving the receipt, the reservation is completed.

Cancellation policy

- In case of cancellation, the booking confirmation is non-refundable, in case of no-show, Special Surf 78 is authorized to charge all reserved services.

Surf Lessons Policy:

- Lessons are usually in the morning from 11am to 1pm and in the afternoon from 3pm to 5pm. There may be changes in schedules, in order to guarantee the best sea and tidal conditions for the realization of our lessons.
- The price includes two hours lesson, all the equipment to practice (board and wetsuit adjusted to the size and client level), personal / sports accident and liability insurance.
- The client must show up 20 minutes before the lesson.
- When the customer reserves a package of lessons, it will be assumed that the customer will take one lesson per day, day after day at the same time, until he consumes all the lessons in the package. If the client wants a different time or some day without classes, he must inform the team of the surf school Special Surf 78 24 hours in advance.
- If the customer does not show up and does not warn the team 24 hours in advance, Special Surf 78 has the right not to take a replacement class and not to refund the customer.

- The lessons program is defined at the time of booking, after checking in at the Special Inn 78 help desk at the Star Inn Hotel, or at the Bocaxica beach bar.
- The lessons are not refunded by Special Surf 78 when they cannot take place due to adverse weather and sea conditions, in the absence of waves, in the presence of excess waves, due to heavy fog or strong wind. The Special Surf 78 team will plan one or more alternative activities if one of these very rare cases happens.
- The video-correction or photo-correction when included in the pack or acquired later, will be scheduled at the time of the preparation of the lesson plan, however it can be anticipated or postponed according to the student's evolution and the teacher's suggestion.
- Surfing is a beautiful sport, full of good emotions and much appreciated by all, but it can be very dangerous, the client must strictly follow all the teacher's instructions, respecting the safety rules and taking precautions against injuries to others and his physical health.
- If the client gets hurt during the class, he must communicate at the moment and quickly inform the teacher so that he can activate sports insurance and support service if necessary. If the customer does not express any complaints at the time he gets hurt in the lesson and only communicate after, Special Surf 78 is not required to activate the sports insurance.
- The customer should be responsible for his equipment when transporting it and during the time he uses it on the beach and at sea. Must be careful not to damage it and get it cleaned back to school after finishing the lesson.
- If the customer wants to keep the equipment after class, will have to pay an extra fee for their rental. (see surf equipment rental conditions).

Policy equipment rental (surf gear, skateboards and bicycles)

- The Special Surf 78 team consists of experienced natural surfers of Peniche and surf coaches accredited by the Portuguese Surfing Federation, physical education teachers with specialized training in special education and people with special needs. Every day we do our best to ensure that all your wishes and needs are met, ensuring that you have the right material, as well as the ideal place to enter the sea according to your level. The experienced Special Surf 78 team is always available to help you.
- The customer must present the citizen card, passport or driving license and fill out the equipment rental form (<https://specialsurf78.com/rentals/>), before payment and effective rental of equipment.
- All equipment is carefully checked by the Special Surf 78 team, ensuring that it is in good condition.
- The customer is financially and personally responsible for the material rented during the rental period (from the moment he picks it up until the moment he delivers it). Be careful not to leave the equipment on the street at night.
- In the event of theft or loss of the rented material, the commercial value of the material must be assessed by the special surf 78 responsible and the customer must pay the entire amount.
- Payment for equipment rental is made before you start using it.
- The rental hours are from 9 am to 8 pm.
- The material must be returned in the same condition as it was collected, without damage.
- The customer must be responsible for keeping the equipment washed and clean at all times.
- Whenever the customer wants to keep the equipment in his possession for a long period of time, the Special Surf 78 team has the right to ask for a deposit of € 250 or to take other measures to ensure the equipment is returned and safeguard the Special Surf 78 and the client interests.

- The return of the equipment after the contracted period implies the payment of a fee according to the duration of the delay, 30 minutes 1 hour, 2 hours, 5 hours, 1 day, or several days.
- The use of rental equipment is the sole responsibility of the customers and Special Surf 78's insurance does not cover damage to the equipment, loss, theft, as well as any personal injury or inflicted on third parties.
- Penalties are applied for damages caused to the equipment, partial or total loss, as shown in the table below.

Penalties for damage / Partial or total loss of rented equipment			
Equipment	Damage	Total loss	
Surfboard	25€	250€	Damage is considered to be: any holes, cuts, rips or dings
Longboard / Malibu / Softboard	25€	350€	
Fins	-	25€ by fin	
wetsuit	25€	100€	Total loss is considered to be: any equipment or part of the equipment returned damaged, unusable or with altered parts
Bodyboard	20€	60€	
Bicycle	Sanction according to the damage caused to the bicycle.	250€	
Skate	Sanction according to the damage caused on the skateboard	100€	

Accessibility and features at the surf school facilities at the Beach Bar

Surf school at the beach bar:

- Bar / restaurant with terrace
- Surf school
- Bathroom
- free wifi
- Television / music
- shower
- Lockers
- changing room
- Sunbeds
- Place to dry the suit
- Rack for boards
- Rack for bicycles
- Direct access to the beach
- lifeguard
- Free parking

Escola de surf no hotel Star Inn (apenas para clientes do hotel):

- Help Desk
- Salas de reuniões e congressos
- Piscinas exterior e interior
- Wellness Center (salas de tratamento, jacuzzi , ginásio)
- Cacifo para prancha de surf
- Balneários com cacifos e chuveiros
- Chuveiro exterior
- Espaço para bicicletas
- Wi-fi gratuito
- Telefone com acesso direto ao exterior
- Restaurante
- Bar
- Bilhar / Sala de jogos
- Estacionamento Gratuito

Room reduction policy:

- Up to 7 days before arrival, the number of rooms reserved can be reduced, however, all payments made so far are non-refundable.
- Less than 7 days before arrival, you will be charged for the total amount of reserved rooms requested at the time of booking.

Star Inn Peniche Hotel Policy:

- Check-in is from 15.00 and check-out is until 12.00.
- The Special Surf 78 team and the Hotel Star Inn Peniche are not responsible for the personal property of the customers during their stay, regardless of where they are. The customer is responsible for their goods, and can always use the safe to store their most valuable belongings.
- If there is any damage to the structure and / or any object of the hotel, the customer must inform the reception.
- The client must contribute to the proper use of the spaces, not damaging any structure or object of the hotel and the surf school.
- The client must wash the surf equipment well and avoid taking it to the room, making use of the board lockers and other equipment that are available free of charge.
- The client must respect the other clients of the hotel, namely in the use of accessibility and facilities, as well as in noise control after 24h.
- Any problem or need that the customer has, should go to the hotel reception where you will have at your disposal a friendly team ready to help you and respond to your needs.