

## Flat and Extreme Conditions Policy

- At the Escape Surf School we endeavour to give all our students a first class surfing experience, however due to external factors we occasionally have to assess whether the conditions are suitable to run a surfing lesson. We will always seek the advice of the RNLI Lifeguards (if available) when deciding to cancel a lesson.

### Flat Conditions

Should the conditions at Towan beach be such that it is too small to operate a lesson, then the conditions will be assessed at Fistral Beach. If this is also too small, then the Refund & Cancellation Policy (due to flat or extreme conditions) below will be applied

- The size of the waves will be judged by the Head or Senior Coach, and he/she will decide whether the size is suitable for a lesson, taking into account these factors:
  - Is the wave big enough to propel a surf board forward?
  - Is the length of ride long enough to allow standing up Is the level of surfing to be taught suitable to operate a lesson (i.e.paddling practise for more advanced lessons) The body size & physical ability of the surfer and group size can also affect this

### Extreme Weather Conditions (i.e. high winds, big seas)

- In the situation of extreme weather condition, the Head / Senior coach will assess whether it is safe and practical to operate a lesson.
- She / he will address the following factors:
  - Are the lifeguards on duty and is the beach "red flagged"
  - Is the wind direction / swell size such to cause danger (i.e. off shore winds)
  - What is the experience of the clients (i.e. beginners or more advanced surfers?)

### Refund & Cancellation Policy (due to flat or extreme conditions)

- In case of lesson cancellation due to adverse weather conditions or flat surf, we will offer the ability for our pre-paid customers to come back on an alternative day when weather conditions are suitable for a surf lesson. We may also offer alternative activities (for example, coasteering, SUP, paddling) where possible.
- If the customer is unable to change their surfing lesson to a different day / time we will offer an Escape Surf School voucher to the value of the surf lessons missed. This voucher is then valid for one year and can be used at any time.
- If a cash alternative is required, then Escape Surf School will only offer this when the lesson has been cancelled by the Head coach due to adverse or flat conditions.
- A cash refund will not be offered to customers who choose to cancel their lessons for other reasons – please refer to the **Booking Terms and Conditions** for further information

### Covid-19 Refund Policy

If you book a surf lesson and are unable to attend for one of the following reasons, then a "no questions asked" refund will be issued (unless of course you wish to reschedule to another date):

- You are ill and unable to attend the surf lesson
- Government advice means you are unable to travel to take part in the surf lesson.

You must contact us at least 24 hours prior to the surf lessons for this policy to apply.