

# **TERMS AND CONDITIONS (UPDATED MARCH 2024)**

## **1. Booking Policy**

Coast to Coast Surf School is based at the Belhaven Surf Centre, 36 Back Road, Belhaven, Dunbar, EH42 1NX. The surf school operates lessons, courses and hires on Belhaven beach and the surrounding coastline. If you are participating in one of our mobile tours we will confirm locations in advance.

All participants must book online in advance of lessons, courses, hires or surf camps. We are unable to take bookings or receive payment over the phone. A 50% deposit is required for all activities which must be paid for the booking to be confirmed. Full payment must be received before participating in activities. You can either pay via your booking portal prior to your class or in person at our office. Our office accepts both cash and card.

All participants must be able to swim 50m and disclose any medical issues during the booking process that may impact or prohibit their participation in an activity. If we at Coast to Coast believe this information to be inaccurate we reserve the right to remove participants from classes at any time and a refund will not be offered.

Our minimum age for all classes and hires is 7 years old. The exceptions are for individual paddleboards where the minimum age is 13. It is the customers responsibility to check the ages for all of those participating ahead of the class. If at any point before or during the class we become aware of any participant being under age we reserve the right to remove those individuals from classes.

We require all participants to sign a customer waiver ahead of attending the class. If a participant is under the age of 18 this waiver must be signed by their guardian. If you are booking for a child who you are not the guardian of we will need to contact their parents to sign their waiver, please contact the office to arrange this.

### **1.1 Classes**

Our classes are predominantly divided into ability levels, please check your level requirement for your class prior to booking. If you are not sure about your level please contact the office.

Our instructors reserve the right to change your levelled class based on your ability and our availability on the day. Our instructors also reserved the right to remove participants from classes if they are deemed a safety risk. If this is the case we will not offer a refund or a reschedule. To avoid this please make sure your swimming ability on record and your medical information is accurate.

All of our classes take place at Belhaven beach with the exception of our coasteering sessions. Or coasteering classes can start at locations 15-25min walk from the surf centre. We can normally provide transport from the Belhaven Surf Centre. If you do not have transport though please notify us in advance and we can make arrangements and guarantee a space or meet you at location with equipment you will need.

## 1.2 Hires

All hirers must agree to follow the “conditions of hire” clearly outlined on our Equipment hire page. You will be asked on booking to tick that you understand these terms.

All hirers are responsible for their own well being in hire sessions.

To hire out our equipment you need to show a level of competency in the sport you are participating in and or/ are be with someone who is more experienced and has agreed to be your guardian for the session. If your use of the equipment is deemed dangerous or negligent by any Coast to Coast staff member we reserve the right to terminate the hire period and a refund will not be issued. If the behaviour of an individual is deemed severely dangerous or negligent we reserve the right to deny future equipment bookings. This includes Parental or guardian supervision being negligent

In the event of bigger surf conditions or stronger winds we may do further checks with hirers to ensure their level of competency is safe to proceed and we also reserve the right to change sports you may have booked a hire for or change the type of equipment. Eg if waves are big SUP maybe cancelled and surfing only offered. Or waves maybe of a size or shape where it is deemed only safe to hire soft boards. Our head instructor's decision is final.

In the event of small surf conditions if we deem it surfable for beginners hire sessions will run and longer boards will be provided for more experienced surfers. It is the responsibility of more experienced surfers to monitor surf forecast websites and contact to arrange in advance of arrival if they have any concerns. As we have no way of knowing standards of surfers in advance nor attitude to playing in and having fun in the sea with flat, small or big waves.

All of our equipment is regularly safety and quality checked by our trained instructors. If you are aware of an issue with the equipment it is your responsibility to bring this to the attention of our instructors ahead of leaving the surf centre. We require all equipment to be returned by the end of the hire period in the same condition that it was given, you are liable for any damages incurred during your hire and a cost may be incurred for the replacement or repair of the equipment.

All equipment hire bookings must be made by an adult aged 18 or over. If you are under the age of 18 and would like to participate in a hire you must be supervised by an adult at all times during your session. If this procedure is not followed we reserve the right to terminate the booking.

In order to hire equipment we require that you leave a deposit in the form of a photo ID. It is your responsibility to retrieve this deposit on the safe return of our equipment. We do offer a free return of IDs for UK mainland residence, please contact the office to arrange.

All of our hires take place at the Coast to Coast office at the Belhaven Surf Centre. We hire on Belhaven beach and use the local Dunbar coastline for SUP hire. This is the standard location for SUP and SURF daily hires. Customers are not allowed to transport our equipment to another venue without written permission from a senior

Instructor that is approved by our office, please email [surf@c2surfschool.com](mailto:surf@c2surfschool.com) for more information.

### **1.3 Surf Tours**

Please check the surf level requirement of each tour prior to booking. If you are not sure on your level please contact the office.

Our surf tours are not based out of the Belhaven Surf Centre so you will not be able to make payments or sign waivers in our office, this will need to be done by the participant online prior to your start date.

We expect all customers to follow or instructions and abide by our physical and digital no trace policies. (see environmental policies on our website)

You will be contacted ahead of your tour with all of the necessary safety and administration information for your tour. It is your responsibility to read this thoroughly and to respond to any information requests we may have.

### **1.4 Junior Courses**

Our Junior Courses run for children aged 7-16. If at any point before or during the course we are made aware that any individual is below the age of 7 we reserved the right to remove these participants from classes..

We require that all bookings of our Junior Courses are made by the parent or guardian of each child participating. If this is not possible you must contact the office with the contact information for the participant's parent or guardian. Ahead of your course you will be contacted with essential safety and administration information. It is up to the guardians of all of our participants to read this information thoroughly and abide by all relevant procedures.

### **1.5 Surf & SUP Courses**

Our Surf and Sup Courses have been designed with consistency in mind. On surf courses for example, if there are waves we surf, however if we have no waves on any day we will work on body mechanics via surf skate or run theory/video analysis sessions in the education room at the centre or fitness or flat day training on the beach. Courses are fixed date and cannot be exchanged for other days.

## **2. Cancellations (by customer)**

Customers are required to give 1 months notice to cancel a session and a full refund will be issued. To do this you must contact the office via email with your booking reference number.

You may also reschedule your class up to 2 weeks ahead of the class, you may do this by accessing your booking platform and making changes to the booking there. For reschedules or cancellations inside two weeks from your lesson start time – we cannot guarantee reschedules or refunds. If you are wanting to reschedule a class within the 2 week window please contact the office for more information.

## **3. Cancellations (by Coast to Coast)**

Due to the nature of our sports we may have to cancel sessions based on the weather conditions either present or forecasted. We contact customers in advance if activities are to be cancelled via text or email. If you do not hear from our office you can assume the session is going ahead. In rare circumstances this call may be made early on the day of bookings.

In the event of a cancellation by Coast to Coast you will be offered an alternative activity on the day, a reschedule of the booking or a full refund.

### **3.1 Alternative Activity due to Cancellation by Coast to Coast**

If you are offered an alternative activity on the day of your session you need to comply with the necessary requirements for the alternative activity which may vary from the original booking. Our office staff will check this with you ahead of your arrival.

### **3.2 Reschedule due to Cancellation by Coast to Coast**

If you would like to reschedule your class our office will make your booking “Open to Reschedule”, this then means it is your responsibility to log into your booking platform to reschedule your class. If you have any issues with this class please get in touch.

After this you will have 1 year after the original booking date to reschedule your course. If you do not use this booking within 1 year it will expire and you will no longer be able to use the session.

### **3.3 Refund due to Cancellation by Coast to Coast**

If we cancel your class due to weather conditions you are entitled to a full refund. If you opt in for the refund you will be contacted via email to confirm this refund and it will be processed in 5-10 working days. We are only able to refund the amount to the bank account of the original transactions. We do not offer refunds by way of voucher or cash.

You have 1 month after the cancellation of your class to request a refund. After this period we will not be able to issue refunds and your session will be moved to a reschedule. Please refer to the above for our reschedule policy.

#### **4. Vouchers**

Vouchers must be used within 12 months of purchase and may be used on any of our lessons, hires, tours or junior courses to the value bought. They cannot be used against retail.

Vouchers can be transferred to colleagues, friends, family members in the event of the original customer being unable to attend, due to injury, pregnancy, illness or moving out of the country.

#### **5. Multi Lesson Packages**

Multi Lesson Packages must be used within a 12 month period from the date they are purchased.

#### **6. Early Bird Offer and Discounts**

Discounts and Early Bird offers are specifically for the products and terms described in each offer. They cannot be transferred to other products or alternative times of the year.

#### **7. Retail**

Coast to Coast supplies new and second hand equipment from the Belhaven Surf Centre. We post to the UK mainland only and all orders are subject to customer communication first. We insist on sending all orders recorded delivery and postage costs (where applicable) are payable at point of sale.

Should there be an issue with your product or service and you wish to return at any stage please get in touch and we will try to sort out any problems as quickly as possible. For new equipment, we accept returns within seven days of receipt by the customer where the item is returned in original packaging and condition. We regret equipment cannot be returned after being used in water.

For second hand sales items are sold as seen. Unfortunately, no refunds are available. But items can be exchanged for an item of the same value if for example they don't fit, provided these are returned within 7 days of purchase and are in the same condition as sold. If the item is not in a similar condition as the alternative there may be a price difference to be paid on the day by either party.

For new or second hand equipment payment in full is required at point of order.

#### **8. Prices and Payment**

- The prices stated on our website are valid at the time of booking. We reserve the right to increase or decrease our prices from time to time, so please refer to the website for the most up-to-date price list. Payment will be made in full at the time of booking.
- We accept payment by all major credit and debit cards. We also accept payment by gift vouchers and cash.
- Child prices apply to persons who will be 16 years and under on the date of the booked Activity. Adult prices apply to persons aged 17 years and above.

## **9. Participation and Health & Safety**

All our activities can carry a degree of risk both to people and property, even if under proper supervision by qualified instructors. Our activities can involve strenuous activity that requires those taking part to have a reasonable standard of swimming and fitness. Our lessons can carry moderate risk of minor cuts and bruises and a very small risk of more serious incidents. Our instructors follow robust operational procedures to reduce these risks as far as possible without impeding the adventurous nature of the activity.

All customers participating in lessons must make the school aware of any medical conditions, illnesses or allergies which might affect the customers ability to safely participate in the lesson or course. No one should participate in a lesson if they are pregnant or suffering from a heart condition. We also expect customers to follow instructions at all times for your own safety. All customers must be able to swim 50m unaided. No customer should participate in the activities while under the influence of drugs, alcohol or medication.

We are an inclusive organisation and hope to offer all Activities to as many people as possible. However it is important that you let our office staff know if you may require additional equipment or support to participate safely in lessons. If you think that any member of your party may need additional support, please contact the office in advance of making your booking so that we can discuss your specific requirements.

## **10. Liability**

The company does not seek to limit or exclude any liability for personal injury or loss of life which may occur as a result of its own negligence or that of its employees, officers or agents however, the school assumes no liability in respect of personal injury, loss, damage, consequential loss or third party claims which occur through no fault of its own, its employees, officers or agents.

All other liability or conditions implied by law are excluded to the fullest extent possible.

We accept no responsibility for the loss of, theft or damage to any property or equipment. You are solely and personally responsible for the safety of your belongings.

We will not be liable to you for any indirect or consequential loss or damage. This includes, but is not limited to, consequential losses such as travelling or out-of-pocket expenses incurred due to a booking cancelled by you, or us. As an example,, we expect all surf tours customers to have their own insurance for all eventualities including 3rd party injury. Coast to Coast takes no responsibility for any extra costs the customer may face from cancellation of a surf tour subject to safety concerns caused by severe weather or external factors outside Coast to Coast Surf School's control. Coast to Coast does not own any of the accommodation we may stay in. Any complaints and liability claims should be made with the accommodation provider directly. Customers who to choose not to travel Coast to Coast Surf school vehicles in their own vehicle or fellow customers is at their own risk and with the driver of that vehicle and vehicles insurance. Coast to Coast does not accept any liability for customer vehicles nor their drivers decisions.

## 11. Insurance

Insurance. If you are travelling from abroad or any participant on our tours, we recommend that you have in place valid travel insurance to cover any eventuality including cancellation or any other travel, weather or “act of god” events such as pandemics, natural disasters or terrorism or war before the date of departure.

Coast to Coast Surf School maintains public liability insurance for public safety within our operations. This does not cover responsibility for any loss or damage to your personal belongings.

## 12. Privacy Policy Image Capture

Coast to Coast Surf School use photography and video as a training tool, to capture the beauty of your experience and to capture magical moments for our marketing.

We may take photographs or recordings of sessions on the beach when your lesson may be on. It is important that if **you do not wish** to be featured in images or recordings made by Coast to Coast Surf School for training or promotional purposes, please contact the Office **in advance** of your booking. As we can for example give a different coloured rash vest to you while participating so that this is a clear guide to our photographer and or editor that your image is not to be captured or reproduced.

Please refer to our full Privacy Policy for more information.

## 13. Complaints Policy

Coast to Coast Surf School is an accredited Scottish Surf Federation surf school. It is committed to offering the very best in lessons and customer service, and is committed to effectively, efficiently and fairly handling all complaints. If you are unhappy with any of our Coast to Coast services then any complaint will be treated seriously, investigated thoroughly, and dealt with accordingly.

Customers can make a complaint in writing by email, or by telephone to:  
Sam Christopherson, Director, Coast to Coast Surf School  
sam@c2csurfschool.com or 07971 990361

The circumstances and results of any complaint are analysed thoroughly by senior management for their implications and acted on appropriately.

## **14. Financial Information**

### **14.1 Privacy Policy**

We do not store credit card details nor do we share financial details with any third parties.

### **14.2 Payment**

Coast to Coast accept payment as cash or card at point of sale or for online transactions we accept bacs, credit card, debit card or PayPal payments.

### **14.3 Balance of Payment**

All activities must be paid in full before participation. All balance of payments must be settled on the day of or prior to lessons, courses or hires taking place.

### **14.4 VAT**

All products and services shown on this website are inclusive of VAT.

### **14.5 Price Changes**

Occasionally we will increase prices during the season.

All bookings made before the price change and vouchers bought within the year to that date will be honoured at the original price.

## **15. Changes to these Terms and Conditions**

We reserve the right to make amendments to these terms and conditions from time to time at our sole discretion. A copy of the latest version of our terms and conditions (as amended, if appropriate) will always be available on our website. We shall notify you of such changes by email if they materially affect your rights as a consumer.