

OceanaSurf: Policies & Retreat Registration Form

OceanaSurf Lesson Booking/Cancellation Policies A deposit of 50% is required to reserve your space for a future surf lesson. If a deposit has been made toward a single lesson or toward multiple lessons, the balance must be paid at the beginning of or prior to the first lesson in cash. Payment in the form of cash and PayPal is accepted. PayPal transactions will incur an additional 5% service fee per transaction. When purchasing a package or gift certificate and once full payment is received, you will receive your Confirmation. Lesson locations and exact times are not determined until a few days before lesson to ensure best conditions for surf lesson. Lesson information and directions will be sent within 24-48 hours of lesson date via email. Twenty four-hour advanced notice is required to cancel a surf lesson. Same-day cancellations are responsible for full cost of lesson or will forfeit one lesson if a package has been purchased. If a group lesson cancels less than 48-hours in advance, the cancellation fee will equal the 50% deposit or 50% of lesson cost and will not be refunded.

Absolutely no refunds are given for discounts, special offers, multi-lesson packages or gift-certificates. We will make every reasonable attempt to reschedule lessons due to illness or weather. However, if the lessons are not used within 1 year of the date of purchase, the lessons and payment will be forfeited. Lessons cannot be transferred without prior written consent of Owner. OceanaSurf reserves the right to cancel any lesson due to poor or unsafe weather conditions with no notice and will reschedule for a better day.

Surf Retreat Discount only applies to OceanaSurf's pre-determined Retreat dates and locations. You will receive a \$100 discount if full payment is made 90 days prior to retreat start date. All payments must be received and postmarked at least 90 days in advance. We do not offer discounts on private or customized surf trips. It is advisable to make your reservations as early as possible space is limited. **Prices do not include airfare. Please confirm availability before purchasing your flight, if applicable.**

Shared and Private Rooms

Shared and private rooms are available on first come, first served basis. The earlier you book, the more options available. Those who would like to secure a private room throughout the Retreat pay additional fees as noted. If you are not traveling with anyone you know and would like to share a room, please indicate your preferences for a roommate on the Registration Form. We will be happy to work to find you a suitable roommate. Registration for the tour will be held open until two weeks before the departure date in order to try to match everyone with a roommate. If by that date we have not been able to match you with a suitable roommate, you will be responsible to pay for the single supplement. Early registration facilitates this process.

Travel Information

Air transportation is not provided by OceanaSurf. Guests will be responsible for any additional travel costs incurred. You must bring your valid passport in order to enter Mexico or Costa Rica. All guests are responsible for proof of citizenship documents. Note: Your ID must have at least six months remaining before expiration to be valid. Minors must be accompanied by parent or legal guardian. OceanaSurf provides excellent surfboards, however you may bring your own. Contact your airline first to confirm additional baggage charges, where applicable.

Retreat Cancellation Policy

OceanaSurf is committed to providing excellent service to all who attend our surf retreats and look forward to continuing our relationship with our clients. Below are our guidelines if you must cancel your retreat.

We do not offer cash refunds. There is no refund for arriving late or leaving a retreat early.

If you must cancel your reservation, your cancellation fee will be determined according to the following formula: Cancellations over 60 days are subject to an administration fee to be charged against your deposit*. If you cancel your reservation between 40-59 days prior to the retreat date you will be charged a 25% cancellation fee with the remaining funds will be transferred to another OceanaSurf Retreat. If you cancel your reservation 15-39 days prior to the retreat start date, you will be charged a cancellation fee of 50% and your balance will be applied to another retreat within one year of your cancellation. If you cancel your reservation within 14 or less of the departure date you will forfeit 85% of your fees, the remainder may applied to another OceanaSurf Retreat.

There are no exceptions to our cancellation policy including weather or personal emergencies. OceanaSurf strongly recommends purchasing Travel Protection Insurance through your travel agent. If the trip should fail to achieve minimum participation OceanaSurf reserves the right to cancel the retreat and refund any deposits received. OceanaSurf will offer participants the opportunity to apply these funds to a similar OceanaSurf Adventure or Retreat. You may reschedule, with no penalty, another OceanaSurf retreat within one calendar year of trip cancellation. OceanaSurf is not responsible for expenses incurred in preparation for any cancelled trips, such as airline tickets, or for costs incurred due to travel delays, flight cancellation or illness.

Liability Release Forms: Guests who fail to provide personal information and signed "Release of Liability and Assumption of All Risks" forms prior to their departure will not be allowed to attend the retreat. Furthermore, the above cancellation policy will apply. Liability Release forms will be sent along with your Confirmation and Retreat Packet.

Confirmation and Retreat Packet: Once you have registered, you will receive a Confirmation and Retreat packet containing all trip information, detailed itinerary, suggested packing list, and waiver of liability form.

TOUR DATES, DELAYS AND ROUTE CHANGES

OceanaSurf reserves the right to cancel any retreat up to 2 weeks prior to departure, in which case any payment you have made to OceanaSurf will be refunded in full. You will not be entitled to make any further claims for compensation or damages, for any loss, consequential damage, expenses, and loss of time or inconvenience which may result from such cancellation.

RETREAT COSTS

Retreat costs and what they include are listed on the itinerary for each retreat. Retreat costs are based on group rates and no refunds will be given for unutilized services.

Items not Included in our costs:

- Visa and passport charges
- Departure taxes
- Gratuities
- Extra meals not included in itinerary
- Items of a personal nature (i.e. laundry, drinks, telephone calls, personal clothing)
- Emergency evacuation
- Personal travel insurance
- Any item that is not specified as being included

Acceptance of your payment constitutes acceptance of the booking and cancellation policies for OceanaSurf.. Payment or deposits are paid and accepted as an act of good faith. We value your business at OceanaSurf and look forward to continuing our relationship with you.

I have read and agree with all policies for OceanaSurf.

Signature_____

Date_____

Print Name_____

Address_____

City/State/Country/Zip_____

Contact telephone_____ Alternate #_____

Email Address:_____

I would like: Shared Accommodations _____ Private Accommodations_____

I am traveling alone and would like help finding a roommate_____ (please see policies re: single supplement)

My level of surfing is: new to surfing 1-4 years experience advanced 5 years+

Now that we have all of that out of the way. Let's go surfing!