

Flat and Extreme Condition Policy (incorporating Lesson Cancellation 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 Lifeguards when deciding to cancel a lesson, as well as using our extensive experience of operating within this environment

Flat Conditions

Should the conditions at Towan or Great Western 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 policy will be applied

The size of the waves will be judged by the Head coach and he will decide whether the size is suitable for a lesson, taking into account these factors:

- Is the wave big enough to propel 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 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 coach will assess whether it is safe and practical to operate a lesson. He or she 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?)

Cancellation Policy

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 will 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 be 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