

Termos e Condições / Terms & Conditions

1 - The person entitled "The Customer" participate in the Lost Caparica Surf House managed by ENJOY MORNING LDA on the dates of his reservation and it is described as "The Customer".

2 – Surf Conditions

- a) The Customer acknowledges that there are inherent dangers both apparent and hidden associated with surfing. Its participation in the Surf Lessons and other associated activities may involve injury. In case of serious injury / illness we will during your stay we will make a credit for you to use within one year.
- b) Lost Caparica Surf House reserves the exclusive right to decide if beach, weather and ocean conditions (or other factors) make the surf lesson unsafe and have the right to terminate the lesson at any time without refund.
- c) Lost Caparica provides the supplies equipment to any Customer for the surf lesson and guarantees that the equipment is in good condition.
- d) The Customer is responsible for the equipment provided by Lost Caparica Surf House and should deliver the equipment in the same conditions. The Customer will be charged in case of damage.
- e) During the Surf Lesson The Customer must obey to all instructions provided by the surf instructors and must not disturb other participants or interfere in the course of the class provided by the instructor. Lost Caparica reserves the right to remove any Customer that doesn't follow these rules without any refund.
- f) If you travel with your surf gear it should stay in the outside area of the Surf House in the area designated by our staff. Wetsuits and surfboards are only allowed outside's premises of the house. No wetsuits are allowed to be hanged in the room's balcony.
- g) No Customer will be permitted to participate in a surf lesson at any time if the surf instructor suspects the Customer is under any influence of alcohol or drugs. Lost Caparica Surf House has the right to exclude the Customer from the surf lesson without refund.
- h) The Customer hereby declares that the Customer does not suffer from any medical condition which may prevent the Customer undertaking surf lessons and other activities.
- i) Each Customer participates in Lost Caparica Surf House activities at his or her own risk.
- j) Lost Caparica Surf House is by law excluded from any liability to the Customer and is not responsible for any loss, damage or injury caused during the stay.

3 –Desk conditions

- a) Lost Caparica Surf House reserves the right to cancel any reservation and a full refund will be made.
- b) After confirmation is made we will accept the cancellation under the following terms:

Until one month prior to arrival we will refund the total of the deposit. Until two weeks prior to arrival we will charge 20 % of the deposit. Until one week prior to arrival we will not make any refund. Upon arrival and during your stay we will not make any refund. However, in case of serious injury / illness during your stay we will make a credit for you to use within one year.

- c) All prices and transactions are in EUROS.

- d) All personal information including name, contact number & email address is used only for Lost Caparica Surf House only and will not be disclosed to any other companies.
- e) Office hours are from 8h00am to 22hpm.
- f) Check – in 17h00.
- g) Check –out 11h30 (late check-out up to 3 hours 25% of the room rate up to 6 hours 50% of the room rate.
- h) Breakfast is served between 9h00 and 10h00.
- i) No Customer is permitted to bring any drugs to Lost Caparica Surf House.
- j) Smoking inside the rooms or in any other areas inside the house (even the balconies) are not allowed only in the patio area.
- k) Care is taken to protect personal property in Lost Caparica Surf House, but the Surf House cannot assume responsibility for loss or damage to such property through fire, theft, or any other cause. The Customer is therefore advised to keep their rooms and lockers locked when absent from them.
- l) A room key is issued to The Customer upon checking in. He or she must pick up keys in person—keys may not be picked up by friends or other acquaintances. If a room key is lost, our staff should be contacted for a replacement. A charge of 5 euros, billed to the Customer's account, will be assessed.

Terms and conditions for group reservations.

Lost Caparica Surf House considers a 'group reservation' a booking with more than 7 persons.

Group reservation up until 10 pax

20 % deposit of the total value of the booking needs to be paid to confirm the reservation. Latest 10 days after the booking.

The remaining 80% needs to be paid latest 30 days before arrival date if not Lost Caparica Surf House will cancel the reservation.

If the customer cancel the reservation more than 30 days prior to check in date Lost Caparica Surf House will refund the full value of the 20 % deposit paid by the customer.

If the customer cancels the reservation within 30 days prior to the check in date no refund will be made.

Group reservation between 11 and 16 pax

20 % deposit of the total value of the booking needs to be paid to confirm the reservation. Latest 10 days after the booking.

The remaining 80% needs to be paid latest 60 days before arrival date if not Lost Caparica Surf House will cancel the reservation.

If the customer cancel the reservation more than 60 days prior to check in date Lost Caparica will refund the full value of the 20 % deposit paid by the customer.

If the customer cancels the reservation within 60 days prior to the check in date no refund will be made.