

General terms and conditions

- To confirm your booking at "The Heinrichs Surf" a deposit is strictly necessary.
- You find our bank details in the booking confirmation which you receive after you filled out a booking enquiry.
- The booking is effective as soon as the requested deposit is paid.

Conditions

- All personal data is mandatory for the booking form.
- Participants must be at least 18 years old .
- The Heinrichs Surf reserves the right for alterations, but only in case the service is not altered considerably or in case of unexpected or uncontrollable situations.
- Changes in bookings are possible but depend on availabilities. In case the price rises or falls the difference has to be adapted by either of the partys.
- Photos of your stay at The Heinrichs Surf will only be taken for promotional reasons such as website or marketing.
- Participants must be fit and be able to swim. The participant confirms that from a medical point of view nothing prevents her / him from going surfing. We request that you tell us any important medical aspects such as allergies or disabilities.
- The shuttle service depends on availabilities. We recommend to ask for this service when filling in your enquiry. The service charge is either paid with the regular booking or in cash when you get picked up. Please note that the price is per person and drive.
- Every participant is responsible for the equipment of "The Heinrichs Surf" and accepts the responsibility to replace it in case it breaks or gets lost. The participant has to pay for the damaged or lost equipment and the owner automatically recovers full ownership.
- A deposit of 50 € in cash per person is collected on the day of arrival to ensure a good treatment of the facility. The Heinrichs Surf will reimburse the deposit on your check-out day, under the condition that nothing was damaged.

Cancellations

Cancellations of services in part or in full become valid on the day of receipt of the written notification by us and the following reimbursement percentages apply:

We reimburse 100 % of the total amount for a cancellation three months before your arrival date.

We reimburse 75 % of the total amount for a cancellation two to three months before your arrival date.

We reimburse 50 % of the total amount for a cancellation four weeks before your arrival date.

We do not reimburse in case you cancel your booking in less than four weeks before your arrival date.

Responsibilities

The Heinrichs Surf does not accept liability for the following circumstances:

- In case the participant is responsible for the incorrect execution of a service.
- When faulty services occur due to unforeseen reasons or by third parties.
- When services could not be realised due to the fact that it was not in the control of the company. This can happen under the circumstances of natural catastrophes or meteorological aspects.
- When any event happens before or after a surf lesson.
- Participants have to listen to the instructions of the employees. In case you behave differently or irresponsible the company will draw the necessary consequences for example exclusion from surf lessons.

Insurance

For medical care during your stay at The Heinrichs Surf participants have to have the following documents:

- health card and insurance (or)
- contract for a travel insurance

Country of jurisdiction: Germany

After fulfilment of the payment for services of The Heinrichs Surf you automatically accept the previously mentioned terms and conditions.

Meyer und Thorlümke Gbr

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