

Terms and conditions for your booking and stay at the Oporto Surf Camp or Oporto Surf Lodge

Reservation Policy

- 1) Making a reservation: After we receive your booking request we will contact you as soon as possible to confirm. We will provide you with all the info you need and try to answer all your questions and ask you in case of confirmation for a deposit payment of 20% of the total value.
- 2) Confirmation: After payment of the deposit you will receive a confirmation email and further instructions.
- 3) In case you want to change your booking please contact us and we can see what is possible concerning availability. Cancellation charges may apply.

Payment options

Payment can be done by bank transfer

Account holder name:	Oporto Surfcamp Maos Douradas Unipessoal lda
Address:	Rua Gil Eanes N° 166 3885-582 Esmoriz
Bank Address:	Novo Banco, Av. da Praia 26, 3885-403 Esmoriz, Portugal
NIB:	000700000006286288823
IBAN:	PT50000700000006286288823
BIC/SWIFT:	BESCPTPL

After the transfer is done, it is required to send us by email the confirmation of your payment to confirm your booking

Cancellation policy

After confirmation is made we will accept the cancellation under the following terms:

- a) Until one month prior to arrival you will not lose your deposit, this deposit will be valid for this same destination during 12 months.
- b) Within 30 days before arrival we will charge 20% of the total price which equals the reservation deposit.
- c) Within 7 days until one day before arrival we will charge 50% of the total price.
- d) Within 1 day before arrival we will charge 100% of the total price except in case of a serious illness or injury.

Transfer policy

In case that you have booked the transfer from the airport our driver will wait for you with our logo at the arrival hall of Oporto Airport in the area reserved for the travel representatives.

The clients are required to show the confirmation of the reservation to the driver.

The transfer can be refused by the driver in case of drunkenness, intoxication or aggressive behavior of the clients. If so, Oporto Surf Camp has the right to charge 100% of the transfer price.

The client is required to provide a contactable phone number in Portugal. In case of delay caused by the traffic, weather conditions or any other factors which could not be influenced by Oporto Surf Camp, Oporto Surf Camp does not take any responsibility.

Accommodation policy

Check-in time is after 14:00h and Check-out is until 12:00h. At a holiday apartment the check in is at 16:00h.

But besides these hours check-in can be possible mostly anytime if the client provides the date and hour of the arrival.

We don't accept credit cards but there are 2 ATM machines very nearby to take the money for your final payment at Oporto Surf Camp.

Oporto Surf Camp is not responsible for any robbery or theft that occurs in or from its properties.

Please inform the reception if any damage to structure or objects is made at Oporto Surf Camp. In case of damage by your responsibility we will look together and see the costs which can be covered by your travel insurance.

Please inform us if you are running out of warm water or gas. We will replace the gas bottle for you. Don't do this yourself.

In case of loss of a key we charge €50 to replace the lock and its keys.

Concerning your stay at the Surf Camp or Lodge

- a) Clean your dishes etc. after use. As well as cleaning the bathroom after use.
- b) Keep it quiet after 23:00h and respect your roommates.
- c) Always keep the keys at the places reserved for them
- d) When leaving for surfing or dinner please close your window or the shield and if you are the last one leaving, lock the door of the surf camp or the outside door of the Lodge.
- e) Leave sand at the beach
- f) Don't leave valuable stuff outside in the night or when you leave.

Concerning your stay at a private apartment

- a) Respect your neighbours and respect the house and his furniture you stay in.
- b) You should clean the house before you leave otherwise you may be charged extra for cleaning services.
- c) Always lock your house when leaving and don't leave valuables outside.
- d) Leave sand at the beach
- e) Don't leave wetsuits and boards outside. Preferably close them at the Surfschool.
- f) Don't forget to return the key on departure.

Surf classes Policy

- a) Every student is obligated to inform the surf teacher about a health problem or injury.

Be aware that surfing is an extreme sport and that you have to be in a physical good condition. Oporto Surf Camp can not be held responsible for any injuries.

- b) You take good care of the surf equipment and when something is damaged by your own responsibility you'll pay the cost of the repair.

- c) After surf classes clean your board and wetsuit at the special places created for it

- d) Try to leave as much sand as possible at the beach.

Sand & Salt give you the ultimate surf holiday feeling but our cars, the surf house and bathrooms don't like it.

- e) Put your wetsuit and board inside the surfschool before dark or when you leave the Surf camp.

Surf rental policy

Before we rent the equipment we check the material to insure proper working conditions.

Be aware that you are personally and financially responsible for the rented material during the whole rental period.

Leave a passport or credit card before rental.

Bring the material back to the surfschool in good condition, make sure the wetsuit is rinsed and the board without sand.

Please inform us in case of a (little) damage. So we can make sure to fix it.

Aloha & Good vibes,

Oporto Surf Camp Team