



Terms and Conditions

Shaka Surf School, January 2026

1. SUBJECT OF THE AGREEMENT

These Terms and Conditions govern the provision of equipment rental services, surf lessons, summer camps, extracurricular classes, activities, and events organized by Shaka Surf School, and apply to all clients, whether individuals or groups, who make reservations with the school.

2. EQUIPMENT RENTAL

2.1 Terms of Use

2.1.1 The Renter agrees to use the rented equipment responsibly and only for surfing and bodyboarding, respecting beach and sea safety regulations.

2.1.2 The rented equipment must be returned in the same condition in which it was delivered, except for normal wear and tear resulting from proper use.

2.1.3 Any modification, repair, or customization of the equipment without the authorization of Shaka Surf School is prohibited.

2.2 Tenant's Responsibility

2.2.1 The Renter assumes full responsibility for the equipment during the rental period, agreeing to cover any damage, loss, or theft of the material, and must also notify Shaka Surf School immediately.

2.2.2 In the event of irreparable damage, loss, or theft, the Lessee agrees to pay the replacement cost of the rented equipment.

2.2.3 Shaka Surf School reserves the right to require a security deposit before delivering the equipment.



2.3 Risks and Safety

2.3.1 The Renter declares to be aware of the risks inherent in surfing and bodyboarding and assumes full responsibility for any accidents or injuries resulting from its use.

2.3.2 Shaka Surf School is not responsible for any physical or material damage resulting from the use of rented equipment.

2.3.3 Shaka Surf School is not responsible for any accidents that may occur while using the rented equipment.

2.3.4 Shaka Surf School reserves the right to refuse rentals to customers who appear to be under the influence of alcohol or other substances.

2.4 Equipment Return

2.4.1 The Renter must return the equipment on the agreed date and time or before the school closes. Late returns may incur additional costs.

2.4.2 The equipment must be returned clean and in good condition.

2.5 Age and Minors

2.5.1 Minors may only rent with the express authorization of their parents or legal guardians.

2.5.2 Shaka Surf School may set minimum age requirements for certain equipment.

3. SURFING LESSONS

3.1 Surf conditions

3.1.1 Surf lessons depend on weather conditions and sea state.

3.1.2 If the conditions are deemed unsafe by the instructors or Shaka Surf School, the activity may be canceled or rescheduled.

3.1.2.1 In these cases, the customer will be entitled to rescheduling or a refund of the amount paid, with no additional compensation due.



3.1.3 The Client acknowledges that there are inherent dangers, both apparent and hidden, associated with surfing. The Client's participation in surf lessons and other related activities may result in injury. No refunds will be given in the event of an accident.

3.1.4 When participating in surf lessons, the client is covered by Personal Accident Insurance provided by Shaka Surf School, which is included in the lesson price.

3.1.5 The Client acknowledges and agrees that Shaka Surf School has no control over weather and sea conditions.

3.1.6 Shaka Surf School reserves the exclusive right to decide if beach, weather, and ocean conditions (or other factors) make the surf lesson unsafe and has the right to end the lesson at any time without refund.

3.1.7 When Shaka Surf School provides equipment to any client for a surf lesson, Shaka Surf School guarantees that the equipment is in good condition. The client is responsible for the equipment provided by Shaka Surf School and must return the equipment in the same condition. The client will be charged in case of damaged equipment.

3.1.8 During the surf lesson, the Client must obey all instructions from the surf instructor and must not disturb other participants or interfere with the surf instructor's ability to conduct the lesson safely. Shaka Surf School reserves the right to remove any Client from the surf lesson who does not comply with these terms, without refund.

3.1.9 No client may participate in a surf lesson if the instructor suspects that the client is under the influence of alcohol or drugs. Shaka Surf School reserves the right to exclude the client from the surf lesson without a refund.

3.2 Scheduling of classes

3.2.1 Lessons begin at the pre-scheduled time. In case of lateness on the part of the client, Shaka Surf School reserves the right to start the lesson at the scheduled time, out of respect for the other participants. Late students may forfeit the lesson without the right to a refund or rescheduling.



3.2.2 If you fail to attend a previously scheduled class, the class will be considered completed and charged in full, with no right to a refund or rescheduling.

4. RESERVATION POLICY

4.1 Booking classes

4.1.1 All bookings are subject to confirmation by Shaka Surf School.

4.1.2 All listed prices do not include VAT or other applicable taxes.

4.1.3 A deposit of 25% of the total amount must be paid up to 48 hours (two days) before the event to guarantee the reservation.

4.1.4 Reservations are made only through the official website, by phone, by message on an official social media account, and by email to Shaka Surf School.

4.2 Group Reservations

4.2.1 Shaka Surf School considers any booking of 10 or more people to be a "group booking".

4.2.2 A deposit of 25% of the total amount must be paid up to 2 months before the event to guarantee the reservation.

4.2.3 The remaining 75% must be paid up to 12 days before the event to complete the booking, or before the start of the class or event if both parties agree during the negotiation phase.

4.2.4 The deposit is non-refundable, except in the situations expressly provided for in these Terms and Conditions.

4.3 Cancellation of Reservations by the Client

4.3.1 Cancellations of classes or activities by the client must be communicated at least 48 hours (two days) in advance of the date and time of the event.



4.3.2 If the cancellation is made within the deadline stated in item 4.3.1, the customer will receive a refund of the deposit.

4.3.3 Cancellations made less than 48 hours in advance, no-shows, or withdrawals on the day of the class will result in the total loss of the deposit and may lead to the full charge of the lesson.

4.4 Cancellation of Reservations by Shaka Surf School

4.4.1 Shaka Surf School reserves the right to cancel lessons up to 24 hours (one day) before the scheduled date, for logistical, operational, safety, or other relevant reasons.

4.4.1.1 In the event of cancellation by Shaka Surf School, the deposit paid will be fully refunded or, by agreement with the client, may be used for rescheduling.

4.5 Cancellation of Group Reservations by the Client

4.5.1 Cancellations of classes or activities by the client for group bookings must be communicated at least 12 days in advance of the event date to be entitled to a refund of the deposit paid.

4.5.2 In case of cancellation after the deadline mentioned in item 4.4.1, the client will lose the 25% deposit paid, with no further refund being given.

4.6 Cancellation of Group Reservations by Shaka Surf School

4.6.1 Shaka Surf School reserves the right to cancel group activities up to 24 hours (one day) before the event date for logistical, operational, safety, or other relevant reasons.

4.6.1.1 In the event of cancellation by Shaka Surf School, the amounts paid as a deposit will be fully refunded or, by agreement with the client, may be used for rescheduling.

5. SAFETY AND RESPONSIBILITY



5.1 All participants must strictly follow the instructions of the instructors and staff at Shaka Surf School.

5.2 Participation in the activities is the sole responsibility of the client, who declares that they are in adequate physical and health condition for surfing.

5.2.1 Except for summer camp program classes and extracurricular activities, Shaka Surf School is fully responsible for the participation of minors.

5.3 Shaka Surf School is not responsible for losses, damages, or theft of personal belongings during lessons or activities.

6. LESSON PACKAGES

Shaka Surf School offers lesson packages, subject to the conditions described below.

6.1 Lesson Package Categories

- Package of 5 group lessons
- Package of 10 group lessons
- Package of 5 private lessons
- Package of 10 private lessons

6.2 Package Validity

6.2.1 All lesson packages are valid for 1 (one) year, starting from the date of purchase.

6.2.1 After the expiration date, any unused classes will be considered expired, and no refunds, extensions, or compensation will be provided.

6.3 Terms of Use

6.3.1 The lesson packages are shareable and can be used by the purchaser and/or any other person designated by the customer.



6.3.2 Each booking always implies a discount of 1 lesson from the package, regardless of the participant's identity.

6.3.3 The packages are non-refundable and cannot be converted into cash.

6.4 Booking and Cancellation

6.4.1 The scheduling and cancellation of classes included in packages are subject to the same rules applicable to regular bookings, as defined in these Terms and Conditions.

6.4.2 Failure to comply with cancellation deadlines, delays, or no-shows will result in the corresponding class being deducted from the package, with no right to a make-up class.

7. EXTRACURRICULAR CLASSES PROGRAM

The Extracurricular Classes Program is designed for students who want to practice wave sports regularly and continuously.

7.1 Payment and Methods

7.1.1 The program operates on a monthly fee basis, and payment is mandatory for continued participation.

7.1.2 The program runs from September to June.

7.1.3 Each student can choose the monthly fee that best suits their needs, according to the following options:

- Once a week or twice a week;
- With or without pickup and/or drop-off.

7.1.4 The monthly fee will be charged monthly until the 8th of each month, via contact by email or WhatsApp.

7.2 Class Organization

7.2.1 Classes will be organized according to the students' availability and surfing level, ensuring safety and proper progression.



7.2.2 Shaka Surf School reserves the right to adjust schedules or group sizes whenever necessary for educational, logistical, or safety reasons.

7.3 Communication

7.3.1 All relevant information regarding schedules, changes, sea conditions, and warnings will be communicated through the respective program's WhatsApp group.

7.4 Absences and Make-up Classes

7.4.1 A student's absence from class does not entitle them to a make-up class.

7.4.2 Rescheduled classes will only be offered if a class is cancelled by Shaka Surf School.

7.4.3 Whenever a replacement is needed, it will be made as quickly as possible, subject to availability.

7.5 Program Content and Sea Conditions

7.5.1 The Extracurricular Lessons Program is a surfing program that may include surfing, bodyboarding, and/or skimboarding lessons.

7.5.2 If sea conditions are unfavorable or do not allow for safe sports practice, the instructor may opt for alternative methods, namely: Physical training; Recreational activities in the water; Surfskate lessons.

7.5.3 The decision regarding the adaptation of lesson content rests exclusively with the instructor, who must always prioritize the safety and development of the students.

8. SUMMER CAMPS

8.1 Context and Duration

8.1.1 The Holiday Camp service is offered exclusively during children's school holidays.

8.1.2 Holiday camps generally last for 1 (one) week.



8.1.2 During the summer period, holiday camps take place every week in July and August, as well as during the first week of September.

8.2 Payment and Booking

8.2.1 Payment can be made on a weekly or daily basis, depending on the option chosen.

8.2.2 To complete and guarantee your reservation, a 25% deposit will be required and must be paid up to 48 hours (two days) before the start of the camp. The remaining balance can be paid on the first day of activities.

8.2.3 Failure to pay within the indicated deadline may result in the loss of the place.

8.3 Responsibilities and Schedules

8.3.1 Shaka Surf School is responsible for the minors throughout the entire scheduled hours of the Holiday Camp.

8.3.2 Parents or guardians are responsible for dropping off and picking up children at the pre-established times.

8.3.2.1 The late arrival of the child may result in the loss of the start of activities, and these cannot be made up.

8.4 Program of Activities

8.4.1 The Holiday Camp program focuses primarily on surf sports, and may include surfing, bodyboarding, and/or skimboarding.

8.4.2 In addition to surfing activities, other recreational, sporting or educational activities may be included, as previously announced in communication and advertising materials.

8.5 Sea and Weather Conditions

8.5.1 Activities at sea are always dependent on sea and weather conditions.



8.5.2 Whenever conditions do not meet the minimum safety requirements, the instructor may decide not to carry out the sea component, replacing it with other active activities in a controlled environment.

8.5.3 The final decision regarding the execution or adaptation of activities rests solely with the technical team of Shaka Surf School.

8.6 Equipment, Health, and Behavior

8.6.1 Unless otherwise indicated, the technical equipment necessary for the activities will be provided by Shaka Surf School.

8.6.2 Parents or guardians must inform Shaka Surf School in advance about any medical conditions, allergies, medication, or special needs of the child.

8.6.3 Shaka Surf School reserves the right to exclude from the program any participant whose behavior jeopardizes their safety, the safety of other participants, or the safety of the staff, without refund.

9. IMAGE RIGHTS

9.1 During classes and activities, videos or photographs may be taken for promotional purposes.

9.2 If the client does not authorize the use of their image, they must communicate this decision in advance and in writing.

10. CHANGES TO TERMS AND CONDITIONS

Shaka Surf School reserves the right to change these Terms and Conditions at any time, with the version in effect on the date of booking being applicable.

11. APPLICABLE LAW AND JURISDICTION

These Terms and Conditions are governed by Portuguese law. In the event of a dispute, the court of the district where Shaka Surf School's headquarters are located shall have exclusive jurisdiction, with express waiver of any other jurisdiction.



By making a reservation, the customer declares to have read, understood, and fully accepted these Terms and Conditions.