



Terms & conditions

Terms and conditions Family Surf Travel

When booking with Family Surf Travel (FST), you agree on the Family Surf Travel terms and conditions. Therefore it is important to thoroughly read these before booking.

When booking with Family Surf Travel you agree upon the following articles:

Art. 1 Booking procedure

The travel-agreement is established by FST's acceptance of the electronic or written booking of the traveler. Electronic bookings are exclusively to be made via www.familysurftravel.com Or by an e-mail to bookings@familysurftravel.com.

FST's acceptance of the booking will be handled via e-mail or phone by FST's office in Amsterdam and will be followed by an invoice via e-mail. A person booking a holiday for a second and/or more parties (main booker) is jointly and severally liable for (financial) commitments of the (co-)travelers.

Art. 2 payment

Within 10 days after receipt of the invoice and booking confirmation, the deposit payable for the fare is to be transferred to (account number: IBAN BIC, Family Surf Travel, Amsterdam). The deposit payable depends on the booking conditions of the actual accommodation and can be propagated with the cancellation insurance.

The remainder of the total fare is to be transferred completely at least 6 weeks in advance of departure. With bookings less than 6 weeks in advance the entire fare is to be transferred at once. If these terms are not met, FST reserves the right to cancel the booking, which does not exempt one from financial obligations. Any costs made with the collection process will be borne by the traveler.

Art. 3 Alterations by the traveler

Requests for modifications by the traveler are possible if made known to FST in advance of departure and modifications are only possible in consultation with FST. FST is not obliged to accept any modifications requested and will charge a minimum of €25 if accepting modification of the booking. Modifications requested within 6 weeks before departure may entail higher costs.

Art. 4: Cancellation by participant and the substitution

Family Surf Travel only accept cancellations by email. The date of receipt is the cancellation date. If there is no response from Family Surf Travel at the end of the subsequent working day after the sending of the cancellation, then you must contact us by telephone. If you are unable to attend it

is possible to find a replacement yourself. This request must be submitted no later than seven days before the day of arrival, one that replaces take on all obligations and pay the substitution fee of the modification costs. However, the initial (main) booker remains responsible for the fulfillment of (payment) obligations of the party who shall observe any obligation takes over the place and pay the substitution fee of the modification costs. However, the initial (main)

booker remains responsible for the fulfillment of (payment) obligations of those placed in its place. In all other cases it is obligatory to pay Family Surf Travel the premium for any cancellation, the reservation fee and the following cancellation fees: -Cancellations More than 1 month before the occurrence of the activity(ies), the participant must pay at least 20% of the reservation price to Family Surf Travel

-For Cancellations less than 1 month before the occurrence of the event(s) the participant is held accountable for 100% of the Reservation Value, this must be paid to Family Surf Travel

Art. 5: Cancellation by Family Surf Travel

All our accommodations are organized via private sector, if it should occur that for which ever reason an accommodation needs to cancel, this accommodation is fully liable for the cancellation and not FST. However FST will try to find a suitable solution to continue your holiday at the destination of your choice. FST will give the client other accommodation options.

Art. 6: Insurance

Participants are required to have a travel insurance which covers the particular risks of accidents in sports. These obligations, which we as a tour operator set only serve to protect the participant (due to high medical, SOS or transport abroad). It may of course be that you are already insured elsewhere. If that is accurate, we advise you to check if the 'water sports risk on these items is sufficiently covered. If your insurance does not cover such risks, we advise you to get one that does.

Art. 7: Liability of Family Surf Travel

Participation in an organized trip by FST is at your own risk. FST nor its collaborative partners, may accept any responsibility for the following situations:

- situations caused by force majeure (weather conditions, governmental strikes, nature disasters);
- damage caused by delays, including shorter stay at the destination.
- personal injury or damage to third parties during the entire trip.
- Family Surf Travel is not liable for calamities of any nature.
- Family Surf Travel is in now way liable for damage or injuries which occur at the accommodation.
- Family Surf Travel is in now way liable for damage or injuries which occur during taking part in any activities offered by second or third parties (surfing, climbing, etc.)

Art. 8: Family Surf Travel and Accommodation

Family Surf Travel organizes the accommodation at your chosen destination, once arrived at the location you are always able to contact FST for question or complaints. FST will always try to solve any problems that might occur at the accommodation and try to find a fitting solution, how ever FST is in no way liable for any mall functions

at the location. The accommodation remains liable for any mall functions of the actual accommodation.

Art. 9: Complaints

Complaints must be reported immediately to a representative at the destination. If the complaint is not resolved to your satisfaction, then you must submit a written complaint, or via E-mail, including a signature of a representative at the destination, submit the complaint within one month after the end of the trip to our Family Surf Travel office or email address. Of course you are always able to contact the FST office via phone or E-mail during any moment of your trip, however, complaints that are not recorded on destination and bear a signature can not be considered.

Art. 10: Liability of the participant

A participant who uses rent materials or articles offered for use at no cost by FST should these items upon receipt or if there is not a uitreik time at the start of use, check for damage. Should there be any damage to any article, this must be reported immediately to a representative of FST spot. Participant must arrange for the item he / she has been provided, he / she is responsible and liable for any damage to the article regardless of the cause of the damage or personal involvement in the damage. The responsibility for the article until the intake and approval of a representative of FST spot.

Art. 11: Activities

Family Surf Travel does not recommend people with severe health difficulties taking part in any of our trips with out first having personal contact with FST, this to ensure the health and safety during a trip. FST also advices pregnant women to seek personal contact with FST before booking a trip for health and safety reasons.

Art. 12: Participation and pictures

Family Surf Travel (FST) reserves the right to use any photograph/video taken at any event sponsored by FST, without the expressed written permission of those included within the photograph/video. FST may use the photograph/video in publications or other media material produced, used or contracted by FST including but not limited to: brochures, invitations, books, newspapers, magazines, television, websites, etc.

To ensure the privacy of individuals and children, images will not be identified using full names or personal identifying information without written approval from the photographed subject, parent or legal guardian. A person attending a FST event (or participating party in an FST event) who does not wish to have their image recorded for distribution should make their wishes known to the photographer, and/or the event organizers, and/or contact FST at: Doornenburg 17, 1121 GR, Landsmeer, in writing of his/her intentions and include a photograph. FST will use the photo for identification purposes and will hold it in confidence.

By participating in a FST event or by failing to notify FST, in writing, your desire to not have your photograph used by FST or participating party in an event, you are agreeing to release, defend, hold harmless and indemnify FST from any and all claims involving the use of your picture or likeness.

Any person or organization not affiliated with FST may not use, copy, alter or modify FST photographs, graphics, videography or other, similar reproductions or recordings without the advance written permission of an authorized designee from FST. Thank you for your understanding and cooperation!

Zoe & Olly
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