

Policies and Procedures

- I. Surf Camp Registration Policy:
 - A. Registration is subject to availability. A maximum of 25 campers are permitted to register for each day of camp. Availability beyond 25 campers is confirmed at the discretion of Flying Point Surf School office staff.
 - B. Registration must be completed online at <http://flyingpointsurfschool.com> or through the office via email or telephone. Availability is not guaranteed for online registration until confirmed via email or telephone by the office.
 - C. Failure to register **at least 48 hours in advance** will result in a \$50 convenience fee charged at the time of billing.
 - D. A camper registered online less than 48 hours in advance is not guaranteed availability. There are **NO REFUNDS** of prepayment made during online registration. If there is no availability for a camper who registered online, the prepaid, unused day of camp may be used as a credit for another day of camp within the same calendar summer, subject to availability.
 - E. A waiver must be completed by the client for each camper prior to his/her attendance at camp.
 - F. A camper who is not registered for camp or has not provided a completed waiver to a member of the staff will not be permitted to participate in camp activities until that camper is registered and/or the waiver is complete.
- II. Private Lesson Booking Policy:
 - A. Private lessons must be booked **only** through the office and at least 24 hours in advance, however we will try our best to accommodate day-of reservations depending upon availability. Availability must be confirmed with an office staff member for confirmation of the reservation.
 - B. Changes to lesson reservations must be made at least 24 hours in advance of the reservation time, however we will try our best to accommodate changes requested by the client closer to the time of the lesson. For safety purposes, surfers added to a reservation will be accommodated according to our availability of equipment and staff.
 - C. Reservations for parties of 6 or more require a 50% **NONREFUNDABLE** deposit upon booking. In the event that Flying Point must cancel a lesson for a party of 6 or more due to concerns with weather or water conditions, the deposit may be used toward another lesson within the same calendar summer, subject to availability.

III. Payment Policy:

- A. Surf Camp: Full payment for surf camp is due upon registration. Attendance of camp with a failure to register at least 48 hours in advance is subject to availability and will result in a \$50 convenience fee charged at the time of billing.
 - 1. The client will be charged in full for the camp services for which he/she has made a reservation. A client whose child attends camp will be charged in full regardless of early or late arrival or dismissal. There are **NO PARTIAL REFUNDS** for any services unused by the client and/or his/her child/children.
- B. Private lessons: Full payment for private lessons is due at the completion of the lesson. Valid payment information must be provided to the office prior to the lesson in order to confirm the reservation.
 - 1. If a reservation is made for more surfers than are in attendance, the client will be billed a no-show fee of 50% of the rate per person for each surfer that does not attend the lesson.
- C. Payment methods: Payment for surf camp or surf lessons may be made via credit card. Valid payment information must be provided to the office upon reservation for camp or a private lesson. Reservations of any kind are not confirmed if valid payment information is not provided by the client.
- D. Gratuity is not included in the rates for surf camp or private lessons. Gratuity may be given at the client's discretion directly to the recipient staff member, or through the office via the credit card on file.
- E. Refunds:
 - 1. There are **NO REFUNDS** for surf camp. There will be **NO PARTIAL REFUNDS** for unused services which a client had previously reserved, regardless of early or late arrival or dismissal. The client will be charged in full for the camp services which he/she has reserved and/or attended.
 - 2. There are **NO REFUNDS** of deposits for surf lessons for parties of 6 or more. The 50% deposit may be applied as a credit to another lesson within the same calendar summer, subject to availability, if proper notice of cancellation is provided by the client or if the cancellation is made by Flying Point Surf School.

IV. Cancellation Policy:

- A. Surf Camp:

1. Cancellations for surf camp may **only** be made due to illness or injury with proper written documentation from a camper's physician. In this event, the camper will be given a make-up day for each day of camp he/she misses due to that illness or injury excused by his/her physician.
2. In the event that Flying Point Surf School must cancel camp due to safety concerns regarding water conditions or weather, each camper registered for that day will receive a make up day to be used within the same calendar summer subject to availability. It is the responsibility of the client to confirm availability with the office in order to use the make up day and avoid being charged a convenience fee.

B. Surf Lessons:

1. Cancellations for surf lessons must be made **at least** 24 hours in advance of the time for which the lesson was reserved. Failure to notify the office of a cancellation **at least** 24 hours in advance will result in the client being charged a 50% cancellation or no-show fee.
 - a) Changes to lesson reservations, including the number of surfers who will attend, must be made **at least** 24 hours in advance of the reservation, however we will do our best to accommodate any changes the client requests closer to the time of the lesson. For safety purposes, surfers added to a previously made reservation are not guaranteed availability or service until confirmed by Flying Point staff.
 - b) In the event that a cancellation is made by the client **24 hours in advance** of a lesson reserved for a party of 6 or more, the client will not be charged a cancellation fee and the 50% deposit for that reservation may be applied as a credit to another lesson within the same calendar summer, subject to availability.
2. In the event that Flying Point Surf School must cancel a surf lesson due to safety concerns regarding water conditions or weather, the client will not be charged for the lesson and will have the option to reschedule the lesson for another day. In the event that Flying Point Surf School must cancel a lesson for a party of 6 or more due to safety concerns, the 50% deposit may be applied as a credit to another lesson scheduled within the same calendar summer subject to availability.

V. Attendance Policy:

- A. Absences: A camper absent due to illness or injury will be permitted to make up that day of camp within the same calendar summer given that the camper provides written

documentation from his/her physician to camp check-in staff or to the office. A camper without written documentation for his/her absence from his/her physician will not be given a make up day and the client will be charged in full for that day of camp.

- B. Make up days: Make up days **must** be used within the same calendar summer in which they are accumulated. Make up days will **only** be given with proper written documentation from a camper's physician, or if a cancellation is made by Flying Point Surf School. Make up days will **only** be applied to surf camp and will **not** be applied as a credit for private lessons.
- C. No-shows: The client will be charged a 50% cancellation or no-show fee for failure to comply with the above cancellation policy and not attending a reserved lesson.