

## GENERAL TERMS OF CONDITION OF DEEP CURL SARL

### 1. Payment

Client must fill out the form for committing the booking. Once the booking form is filled out the client commits himself to a sale and the cancellation procedure 2. Will apply as well as the payment rules 1.1.

1.1 Payment has to be done within 07 days after receiving the bookings form to keep the reservation.

At least 25% of total amount has to be transferred into the Deep curl Surf house Bank Account that is shown on the booking form.

Deep curl Surf house Morocco guarantees bookings only by fully payment. In case of transferring a deposit of 25% of the total amount we guarantee the booking up to 30 days prior to arrival date. To guarantee the booking 100% Deep curl requires fully 100% payment 30 days prior to arrival date. Please transfer the total amount on Deep curl account and please add the description. By filling out this form you (booker) are confirming the booking as a sale and accepting our (Deep curl) terms and conditions/ cancellation policy shown on our website. By filling out this form with your personal information you (booker) are agreeing to a sales contract. This is an sales agreement with Deep curl Surf house Morocco founded and based in Morocco registered as an Moroccan company.

1.2 Last Minute Deals & Early Bird Offers require FULL payment by bank transfer within 7 days of the booking form being sent.

1.3 NOTE: WITHOUT DEPOSIT YOUR BOOKING IS NOT CONFIRMED! After 7 days without deposit/payment or consulting us with payment enquiries/questions, we have the right to take other bookings.

Therefore your booking will no longer be valid.

To avoid any booking problems please follow our payment instructions or contact us and keep us informed about the situation.

1.4 Reservations are kept for 48 Hours only when the client confirms the reservation. After 48 hours or without a confirmation statement we are free to take any other booking.

### 2. Cancellation procedures

2.1 In case of cancellation the contractor is obligated to pay the following compensations to Deep curl Surf House:

- Cancellation before three months fee. - To be paid 25% of the total booking fee.  
Equal to the deposit.
- Cancellation within three till two months booking fee. - To be paid 50% of the total booking fee.
- Cancellation within two till one month fee. - To be paid 75 % of the total booking fee.
- Cancellation within one month fee. - To be paid 90 % of the total booking fee.
- Cancellation on arrival day or not showing up - To be paid 100% of the total booking fee.

In case of a full payment we will refund according to the schedule below:

- Cancellation before three months booking fee. - Refund 75% of the total
- Cancellation within three till two months booking fee. - Refund 50% of the total
- Cancellation within two till one month - Refund 25 % of the total booking fee.
- Cancellation within one month - Refund 10 % of the total booking fee.
- Cancellation on arrival day or not showing up - Refund 0% of the total booking fee.

If payments are left out without any notification of cancellation and paying we will prosecute the client by debt contractors or law. All costs will be for the client.

## 2.2 Cancellation & Refund

Refund by cancellation caused by decease of family or cancellation of flights we will refund according to \*2.1 we will need official evidence to accept these cancellations and refund the money.

## 3. Leaving / Arriving

When the client leaves earlier or arrives late then what initially has been booked, Deep curl will not pay any refund to the client or has to pay any kind of compensation!

## 4. Renting surfboards

4.1 Renting a surfboard requires a swimming certificate and at least 6 months surfing experience. With no surf experience you can only rent a surfboard by taking part in our surf school program first.

4.2 When damaging a surfboard renter must pay compensation for the daily value of the board or compensate repair costs.

4.3 We offer a insurance for just 25 euro a week that covers any damage or loss to our equipment (surf boards & leashes) while surfing. This includes breaking of boards, loss off fins, snapped leashes or dings / cracks on the boards caused by surfing in the water. The insurance does not cover any damage that is caused by sitting-on /standing-on /dropping the equipment on shore, the rocks, sand etc. In case of NO insurance we will ask you to compensate the caused damage.

Only if we NOTICE that our material is not handled carefully as instructed, the insurance will NOT apply for any caused damage. It is always necessary to treat our equipment like if it is your own!

## 5. Damage caused by the company

Any damage caused by the company and that is proven to be our responsibility we will compensate the damage, by repairing to the state it was or compensate the daily value when it is beyond repairable. In case that it is not repairable we will ask an opinion of a expert to confirm the state of the item. The expert is chosen by our company.

## 6. Own Risk

6.1 Taking part of our course and surf holiday is at your own risk. We expect to be informed about any type of allergies - health issues of our clients. We expect that all our clients have a swimming certificate or are decent swimmers. We expect that participants from our surf classes follow our surf teacher instructions carefully. In any case of an accident we are not responsible. You take part at the course at your own risk.

6.2 Our clients need to have their own travel insurance and are responsible to take care of it before they arrive.