

Please read pocean's terms and conditions carefully

Insurance

All clients booking holidays with pocean must have full travel insurance and must provide details on request. Pocean does not accept responsibility for loss theft or damage to persons or property during their stay.

A non-refundable deposit cheque of 100 pounds sterling is payable on booking.

Once we have received your deposit we will issue you with confirmation of your reservation and an invoice

for the balance of your holiday payment. The balance is payable 6 weeks prior to departure.

Bookings

These are the Booking Conditions applicable to holidays booked with pocean and should therefore be read carefully.

Pocean requires a non refundable 30% deposit to confirm your booking. Once we have received your deposit we will then send you confirmation of your holiday by email.

The balance 70% of the holiday must be paid 6 weeks prior to departure. If the final payment has not been received by this date we reserve the right to treat the booking as a cancellation. Should the booking be made within 6 weeks of the departure date the full amount is payable immediately.

Cancellations by pocean clients

If you are obliged to cancel your booking you should write to pocean immediately.

The following scale determines if your holiday is refundable:

- Cancellation over 6 weeks before departure date- loss of deposit only
- Cancellation 4 - 6 weeks before departure date- loss of 50% of holiday cost
- Cancellation 2 - 4 weeks before- loss of 75% of holiday cost
- Cancellation under 2 weeks before- loss of 100% of holiday cost

Cancellations by pocean

Pocean reserves the right in any circumstance to cancel your holiday. However, in no cases will we cancel your holiday less than 8 weeks before the scheduled departure except for reasons of 'force majeure' which include war, political unrest, strikes, acts of God, epidemics, natural and technical disaster, closure of ports and aircraft or unless the clients default in the payment of the balance of the holiday price. In circumstances where we are unable to provide the holiday you have booked we will return to you all your money paid, or offer you an alternative holiday of similar standard.

Alterations to your holiday by pocean: It is unlikely that we will have to make any changes to your holiday, but occasionally small changes may be made, which we reserve the right to do at any time. Most of these changes are minor and we will advise you at the earliest possible date. Our contract with you is deemed to be made at the offices of Pocean R.1º de Maio nº 23 Lugar Figueiredo Santo Isidoro - C.P. 2640 - 081 Santo Isidoro - Mfr. Portugal. All our conditions are subject to British Law. General: pocean holidays start and finish where stated on your invoice or booking confirmation. We are not responsible for your travel to or from this point or for any expenses, including travel accommodation, subsistence and loss of earnings, caused by delayed return to your departure point, however caused.

Airport transfers: It may sometimes be necessary to combine, on certain transfers, customers arriving or departing on more than one flight, which may require additional waiting time at your airport or accommodation. Sometimes our airport transfers are contracted to a local agency. Please note departure times are 3hrs prior to your flight departure from your accommodation.

Holiday contract

Your contract is with pocean R.1º de Maio nº 23 Lugar Figueiredo Santo Isidoro - C.P. 2640 - 081 Santo Isidoro - Mfr. Portugal. The person filling the booking form must read and accept these terms and conditions.

In the case of a group booking the group leader or « lead name » must have the authority to accept responsibility on behalf of everyone in the group. The lead name will be responsible for the full cost of the holiday including insurance premiums, cancellations and amendment charges. No booking contract exists between Pocean and the client until the booking form has been received. We reserve the right to refuse to accept bookings in our absolute discretion without stating the reason for doing so. Please inform us immediately if there are any discrepancies in the costs or details of your booking.

Prices

All prices are stated in GBP and EUROS. The prices published on the prices and bookings section of our website are the prices you will be charged when booking your holiday with Pocean. We reserve the right to change prices through out the season. Any price changes will be published accordingly on our website.

Surf guiding / instructing

- 1 All clients attending any of our courses should be able to swim 25 meters OR have some form of water confidence. Non swimmers may participate in some of the activities, but this would be subject to the type of activity and the conditions on that particular day. This will be at the discretion of the centre Manager or Chief Instructor.
- 2 For safety reasons all clients must abide by and follow instructions given by pocean's staff.
- 3 Insurance against accident, personal injury, loss or damage is the personal responsibility of the individual or group leader. Pocean will accept NO liability for any such accident, injury, loss or damage howsoever caused.
- 4 We will supply a wetsuit and buoyancy aid. Please insure that you have adequate clothing to put on after your water sports session particularly in the early part of the season and if the weather happens to be wet.
- 5 If you or any member of your party have any specific medical conditions e.g. (Diabetes / epilepsy / asthma etc) please notify us by filling in the medical form and advise the Chief Instructor or Centre Manager on arrival at the centre.
- 6 If you are a non-swimmer please bring this to our attention when you arrive at the centre.

Self catering holidays

Our self catering apartments are not, in most cases, owned by Pocean. They are rented independently or through letting agencies such Beach Tours Ericeira. The apartments provided for self catering holidays are not always the same apartments as are shown on the website. Liability: Pocean accepts responsibility for ensuring the holiday you book with us is as described in the brochure and the services offered reach a reasonable standard. If any part is not provided as promised, we will pay you the appropriate compensation if it has affected your enjoyment of the holiday. Complaints: If you wish to make a complaint or claim whilst on holiday you must report it to the relevant supplier of the problem in question and to our Pocean representatives, thereby giving them the opportunity to remedy the problem. We cannot accept any liability whatsoever if we are not informed immediately, of any problem during your stay. Complaints not resolved completely in resort should be made in writing within 28 days of the end of the holiday. We will not accept liability for claims received after this period.

Holiday termination and indemnity

While staying with Pocean, clients are expected to behave in an orderly and acceptable manner and are expected to accept responsibility for the conduct of themselves and their party.

Should their behavior threaten the condition of the accommodation or vehicles or seriously impair the enjoyment of other guests, Pocean reserves the right to refuse to further accommodate the guilty party and contractual obligations will be terminated. The guilty party will be liable for the cost of any damage caused.