



Terms & Conditions

1. Feral Surf Tours is a business that offers different forms of sports services, including learning, tutoring and practice. Feral Surf tours Ltd provides transfers from London (UK) as well as all transport to and from accommodation, beaches or other place of activity for the duration of the holiday. Transfers back to London (UK) and Hossegor (F) will also be undertaken by Feral Surf Tours Ltd.

2. Due to the risks that sports activities carry, it is advisable that each client has his or her own sufficient health/travel insurance from their country of residence. It is the sole responsibility of the client to arrange this.

3. The client is aware that the practice of sports activities carries a risk to their person. Activities such as surfing, skiing, scuba-diving, hiking, mountaineering, climbing, cycling, mountain biking, caving, horse-riding and para-gliding, amongst other sports activities, carry a risk. As a consequence, the client accepts all responsibility for any accident, serious or otherwise, suffered by them whilst doing a sporting activity or using sports equipment, and absolves Feral Surf Tours Ltd of all responsibility for these accidents. Because of this, the client declares themselves to be over 18 and has no impediment, physical or psychological, in the undertaking of any activities which could put themselves or others at risk. In case of any existing impediment that requires special attention, prior written communication is required by Feral Surf Tours Ltd. Minors of less than 18 years are able to participate in family or school orientated activities with written authorization from a parent, tutor or guardian of said minor. Feral Surf Tours Ltd recommends that clients seek out detailed information regarding the risks associated with the sports activities included on this holiday.

4. It is the responsibility of the client to have all the correct and valid documentation including passport and visa (if required) for the duration of their stay in France. It is the responsibility of the client to have in their possession the said documents. Feral Surf Tours Ltd takes no responsibility for clients' documents and/or other valuables.

5. Feral Surf Tours Ltd reserve the right to postpone activities due to weather or land conditions and look for alternative places to undertake the same activities, transporting the clients to these places. When alternative places cannot be found, Feral Surf Tours Ltd will offer another activity in its place. These alternative activities that are offered due to the weather or land conditions do not give the client any rights to discounts or refunds.

6. Clients agree to treat fellow travellers with respect and to look after all equipment provided by Feral Surf Tours Ltd - and to comply with the safety instructions as imparted by the employees of Feral Surf Tours Ltd. Those who do not comply will be excluded from all activities without the right to a refund.

7. After booking and paying for activities or holidays with Feral Surf Tours Ltd, the client is not entitled to any refund, in part or in whole, for any part of his or her booking, if they cancel less than one month prior to the activity or holiday. However, the client has the right to substitute his or her place with another person.

8. In case of trips booked that imply a journey through different regions, Feral Surf Tours Ltd reserve the right to alter the route prior to the start of the trip, even if this means undertaking the trip in only one region. In this case the client has the right to accept the change or request a full refund.

9. Once the trip is underway, if a client decides to leave and not continue with the remaining days, Feral Surf Tours Ltd will take the client to the nearest place where he or she can pick up whatever form of transport necessary to return to their departure point. This transport must be arranged by the client.

10. All participants in tours operated by Feral Surf Tours Ltd are expected to obey the laws and regulations of the countries visited and any failure to do so will relieve Feral Surf Tours Ltd of all obligations that they may otherwise have under these booking conditions. Any damage or loss caused by a Client is the responsibility of the Client. Full payment for any such damage or loss must be paid at the time direct to the accommodation owner or manager or other supplier. If the Client fails to do so, the Client will be responsible for meeting any claims (including legal costs) subsequently made against Feral Surf Tours

Ltd as a result of the Client's actions. Feral Surf Tours Ltd expects the Client to have consideration for other people. If, on a Feral Surf Tour, any Client behaves in such a way as to cause or be likely to cause danger, annoyance or distress to any third party or damage to property, Feral Surf Tours Ltd is entitled, without prior notice, to terminate the tour of the Client concerned. In this situation, the Client concerned will be required to leave the tour. Feral Surf Tours Ltd will have no further responsibility towards the Client including any return travel arrangements. No refunds will be made and Feral Surf Tours Ltd will not pay any expenses or costs incurred as a result of the termination.

11. i. Anyone suffering from illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of any medication or other treatment required during the tour. Failure to make such disclosure will constitute a breach of these booking conditions and result in such persons being excluded from the tour in which case all monies paid will be forfeit. If the chosen holiday includes a cruise or excursion or transfer by boat of any sort the Client must make it known at the time of booking if he / she is unable to swim. This will not prevent the Client from participating in the tour but will enable Feral Surf Tours Ltd to take additional precautions for the Clients safety at such times as may be appropriate.

ii. Illness or absenteeism

In the event of your withdrawal from a vacation after the commencement as a result of illness, you must obtain a medical certificate in support of any insurance claim. Unfortunately no refunds can be made for absences from a tour, including but not limited to missed meals or sightseeing.

12. If the Client has a complaint about any of the tour arrangements the Client must bring it to the attention of the tour leader at the time so that they may use their best endeavours to rectify the situation. It is only if the tour leader is made aware of any problems that there will be the opportunity to put things right. Failure to complain on the spot will result in the Client's ability to claim compensation from Feral Surf Tours Ltd being relinquished. Any complaint made to us after the holiday should be made in writing within 28 days of holiday completion. In the event you do not notify us in writing within 28 days, this may affect the company's ability to investigate your complaint and may impact on the way that your complaint is dealt with.

13. The tours operated or supplied by Feral Surf Tours Ltd have been designed to provide participants with an exposure to the true nature of the environment visited and therefore involve an element of potential risk and exposure to potential hazards over and above those associated with normal tours. All bookings are accepted on the understanding that such risk and hazards are appreciated by the Client and that they undertake all tours, treks and other activities at their own volition.

14. Please be assured that Feral Surf Tours Ltd have measures in place to protect the personal booking information held by us. However, in order to make your booking and ensure that your travel arrangements run smoothly, we need to use the information you provide and pass it on to the operator or other relevant suppliers. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Feral Surf Tours Ltd will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.)

15. Feral Surf Tours Ltd operate a non-smoking policy on our coaches (although we make frequent stops for breaks), and in our accommodation, including all tented accommodation.

16. If you have reserved you Feral Surf Tour with a deposit full payment for your holiday must be made 2 weeks prior to arrival. Failure to do so will result in the loss of your deposit.

* Itinerary subject to change depending on weather and sea conditions and surfing ability of the group.