

# Liability Form

## **Reservations:**

**(Reservations steps to be ignored if booking threw another agent other than directly with the Underdog Surf House... follow your travel agent's booking process)**

### **Step # 1 CONTACT AND INFO EXCHANGE**

- An e-mail or telephone call request is made by you to [underdogsurf@gmail.com](mailto:underdogsurf@gmail.com) or 00351 912214416.

E-mail can be sent through the Underdog Surf House web site ([www.underdogsurf.com](http://www.underdogsurf.com)) by clicking on the bookings button and sending through the little window that pops up.

After analysing the request the Underdog Surf House "bookings" manager will then reply asking for some more information about your request and providing you with any information you may need in order to finalise your reservation.

Once the necessary information is exchanged the Underdog Surf House bookings manager will then check the vacancy for the date you plan to check in and check out. If space is available for you and/or your group your spot/s will be blocked.

You and any other persons included in your reservation are then asked to fill out the "Client Info" form found on the Underdog Surf House web site by clicking on the "bookings" button and then on the "fill out the form" button.

### **Step # 2 PAYMENTS**

- After all necessary contact and information is exchanged the Underdog Surf House bookings manager will then send you an e-mail with the total amount of your reservation.

You and any other persons included in your reservation are then asked to either make a 30% down payment of the total amount of each person's reservation price or pay 100% of the total amount of each person's reservation price.

For those who decide to make the 30% deposit they have until one month before the arrival date to pay the remaining 70%.

If the remaining 70% is not paid until one month before your arrival date you will automatically lose your spot with 0% money refund.

You and all other guests included in your reservation are required to ask for a receipt or proof of transfer from the bank and send it to us via e-mail along with the name of the person that made each and any transfer.

The Underdog Surf House does not hold responsibility for bank trans-action costs.

Please take care of that with your bank in order to assure all trans-action costs *if any* are paid by you before hand.

Once we receive your payment we will e-mail you our confirmation e-mail and only then your reservation is confirmed.

### **BANK INFORMATION**

- All bank transfers are made to the following bank account:

CULT OF WATER

IBAN: PT50 0036 0275 99100016086 26

SWIFT/BIC: MPIOPTPL

Bank name and address:

Caixa Económica MG

Av. António José de Almeida

12 B, Lourinhã

1530-113 Lourinhã

Portugal

### **Reservation Cancellation Policy:**

With regards to any cancellation, the payment return is done as follows:

Cancellation until 1 month before arrival date === 100% return.

Cancellation until 2 weeks before arrival date === 50% return.

Cancellation until 1 week before arrival date === 0% return.

### **House rules:**

Any breach of the house rules, unacceptable behaviour or damage in the Surf House may result in the loss of the 50.00€ deposit money left at the reception desk on arrival day.

If the extent of damage of the property and/or items exceeds the 50.00€ deposit, you are responsible for paying the remaining amount.

For any of the reasons mentioned above, the person in question may even be asked to leave the surf house thus discontinuing your accommodation at the house with 0% money refund.

### **ROOMS:**

**-You are asked to respect other** guests staying in the same room as you. Make sure your belongings; garbage; clothes and luggage are not lying around occupying the other guest's space.

If you are coming in late at night and notice that there are other guests sleeping, make sure you keep noise to a minimum. Use your bedside lamp and not the main bedroom light to avoid disturbing other guests that are asleep.

-**Make sure** you leave the sand at the beach. DO NOT ENTER THE ROOMS WITH SAND ON YOUR FEET. If you notice sand, dirt or any other type of unwanted residue in the room you must clean it up immediately!

-**When leaving** the House daily, make sure all windows are closed enough that rain will not wet the wooden floors.

We ask that you remember to close the room entrance door if you have an open window. This will prevent a draft from slamming the door.

-**WET FEET** ARE EXTREEMLY PROHIBITED IN THE ROOMS!

-**Drinks and food** are not allowed on top of beds.

-**Kitchen material** is not to be left in the room.

-**Blinds in the room** are to be opened with caution. Too much force will over-lap the blinds leaving them stuck and unable to close.

-**Remember to turn off lights** when leaving the room. Surfers are energy savers.

NOTE: The Underdog Surf House management does not hold responsibility for any stolen belongings you may keep in your room. You may use a locker with key for safe keeping.

#### WASH ROOMS:

-**Respect other house guests** by leaving the washrooms clean and tidy. Your personal belongings are to be put away into the washroom shelving and not left lying around.

-**Do not clog the toilets** with too much toilet paper. If you need excessive amounts of toilet paper, flush the toilet once before finishing and again after you are done.

-**Garbage cans** are to be emptied by the house guests. If you notice the garbage can is full, you are asked to take the bag down to the outdoor bins and replace with a new garbage bag.

-**Remember to turn off the light** when leaving the washroom. Surfers are energy savers.

#### KITCHEN:

-**The Kitchen is to be** maintained as a clean environment. This means, when cleaning, a quick round-up won't do...

All cleaning must be done with the correct products that will assure a proper disinfection and cleanliness.

This includes: Kitchen counter; Oven & Stove; Microwave; Fridge; Pantry; floor, etc.

-**After use** all utensils must be put to wash in machine or washed right away by hand and then put away into their place in the cabinets so that the next person can find everything ready for use.

-**Garbage cans** are to be emptied by the house guests. If you notice the garbage can is full, you are asked to take the bag to the outdoor bins and replace with a new garbage bag.

NOTE: The Underdog Surf House management does not hold responsibility for any stolen belongings

you may keep in the Underdog Surf House Kitchen.

#### LIVING ROOM AND GAME ROOM:

**-Respect other House guests** by keeping these areas clean and tidy. Your personal belongings, garbage, kitchen material and other things that were not there before you arrived are not to be left lying around.

**-All things** (games; entertainment items; ext...) that are in these areas for the use of all house guests are to put back into proper places after use.

**-Time schedule** is to be respected!

If all house guests are OK with the noise factor, the time schedule can but stretched.

In normal format, loud amounts of noise are not to be made between the hours of 23:00h and 11:00h.

**-No dirty feet or shoes** are to be on couches and sofas.

**-Drinks and food** are not to be put on the Pool Table and Football Table.

**-If you drop** food or drinks, or, if you cause a mess you must clean it up immediately.

**-Wet feet** are extremely prohibited in these areas and in the entire house for that matter. All floors are very slippery when wet!

**-If you move** any of the furniture, remember to put back in place when you leave the room.

#### INTERNET/CHILL-OUT ROOM:

**-Respect other House guests** by keeping this area clean and tidy. Your personal belongings, garbage, kitchen material and other things that were not there before you arrived are not to be left lying around.

**-The computer** is to be turned off after each use.

**-No dirty feet or shoes** are to be on "French sofa".

**-When leaving** this room make sure the window sliding door closed enough that rain will not wet the floor.

**-Remember to turn off the light** when leaving the Internet/Chill-Out Room. Surfers are energy savers.

#### SWIMMING POOL AREA:

**-Respect other House guests** by keeping this area clean and tidy. You're personal belongings (including towels), garbage, kitchen material and other things that were not there before you arrived are not to be left lying around.

**-TIME SCHEDULE IS TO BE RESPECTED!!**

Outdoor noise affects neighbours. In order to respect our neighbours we keep noise levels to an

absolute whisper between the hours of 22:00h and 08:00h.

**-No running** allowed. The Underdog Surf House management does not hold responsibility for any injuries in or around the House.

**-Showers are to be taken** before and after every time you choose to go for a swim or dive in the swimming pool.

**-Do not take wetsuits** into swimming pool. Chlorine will destroy the materials.

**-No nudity** is allowed.

#### SURF BOARD ROOM AND OUTDOOR WETSUIT AREA:

**-All rental equipment** belonging to the Underdog Surf House (Wetsuit, Surfboards, etc...) is to be put into the board room after each day.  
Even if your wetsuit is not dry yet, we urge that you place it into the board room to prevent them from getting stolen.

**-The Underdog Surf House** management does not hold responsibility for any Surf equipment not belonging to us, although, you may put your things along side our equipment over night.

**-Wetsuits** are to be washed and hung out of the sunlight.

**-Surfboards** are to be washed and placed out of sunlight.

## Checking In and Checking Out:

### **ARRIVAL DAY:**

Rooms are ready for arriving guests at 14:00h

### **CHECK-IN:**

1. Check-in is done at the office reception desk in the Underdog Surf House.
2. You will be asked to fill out some personal information forms.
3. All guests are required to leave a 50.00€ deposit (that will be returned to you at check out as long as the House rules are followed).
4. You will then be shown to your room.

NOTE: Lockers are available free of charge.

### **DEPARTURE DAY:**

Guests departing must abandon their rooms until 11:00 am. The failure in complying with this schedule means you will be charged an extra night.

## CHECK-OUT:

1. Check-out is done at the office reception desk in the Underdog Surf House.
2. All material (Wetsuits, towels, locker keys and other Surf House Items) rented or lent to you must be returned at check out.
3. Your room and all material will be checked for any damage. If everything is OK there will be no deduction on your 50.00€ deposit for damage on these items. In the event of any damage or if the breach of house rules is noted you will lose part of or the total amount of your 50.00€ deposit. If the extent of the property and /or items exceeds the 50.00€ deposit you are responsible for paying the remaining amount.

## Rental:

**-All rental equipment** is to be treated with care. Carelessness will result in damage.

When you pick up any equipment for rent it is of your responsibility to check in what condition the equipment is in.

All equipment is rented out in good condition and is checked before and after you rent it. If you notice any defects or irregularities, it is of your responsibility to notify the employee from whom you rented it out before you take it.

When handing the equipment back, if any damage is noted for that has not been there before you rented it, you will be charged for repair. If the damage you made is irreparable, you will be charged the total price for the equipment.

All equipment you rent must be washed and cleaned by you when returning it.

**-To rent** any material, you must have some type of identification (preferably your passport).

**-Rental is** done on a daily basis, rental is not allowed over night.

**-Rental can** be done between the hours of 08:00h and 20:00h.

**-For clients** not staying at our House, any rental is required to leave a money deposit.

**-We do not hold responsibility** for accidents or injuries that occur with clients using our Surf Material.

It is strongly recommended that you have a sports accident insurance when going surfing.

## Surf Guiding:

**-Surfing is a strenuous** activity that requires those taking part to have a reasonable standard of swimming and fitness.

All course members must be able to swim at least 50 meters.

**-When booking**, we ask that you declare any medical conditions to the bookings manager. We do not accept any responsibility for any conditions not disclosed.

**-Those that suffer** from any heart conditions or those that are pregnant should not participate in any Surf Guiding.

**-We do not hold** in circumstances responsibility for participants under the influence of any alcohol,

drugs or medication at the time of the Surf Guiding which may adversely affect their physical or mental abilities.

**-There will be no money refund** for the lack of surf able conditions due to the weather or waves.

**-There will be no money refund** for Surf Guiding cancelled due to accidents, participants with physical exhaustion or simply by the choice of the participant in question.

**-A day in Surf Guiding includes:**

-Minimum 4 hours per day.

-Surf Material (Surf Board + Leash and wetsuit) during the Surf Guiding.

**-We do not hold responsibility** for accidents or injuries that occur with clients during Surf Guiding. We do not offer any type of insurance for participants.

It is strongly recommended that you have a sports accident insurance when you go Surf Guiding

## Surf Lessons Conditions:

**-Surfing is a strenuous** activity that requires those taking part to have a reasonable standard of swimming and fitness.

All course members must be able to swim at least 50 meters.

**-When booking**, we ask that you declare any medical conditions to the bookings manager. We do not accept any responsibility for any conditions not disclosed.

**-Those that suffer** from any heart conditions or those that are pregnant should not participate in any Surf Lessons.

**-Course members** must in no circumstances be under the influence of any alcohol, drugs or medication at the time of the lessons which may adversely affect their physical or mental abilities.

**-There will be no money refund** for Surfing activities cancelled due to weather and wave conditions.

**-There will be no money refund** for Surfing activities cancelled due to accidents, participants with physical exhaustion or simply by the choice of the participant in question.

**-All participants** of the Surf Courses are covered by a sports accident insurance during the classes.

**-All Surf Lessons are done** by the Ripar Surf School. Schedules, rules, programs and the basic running of the surf courses are of the responsibility of the Ripar Surf School.

For more information please check:

[www.riparsurfschool.com](http://www.riparsurfschool.com)

tel. 00351 968508618

E-mail: [info@riparsurfschool.com](mailto:info@riparsurfschool.com)