

# HPSF WIND CENTER SL GENERAL TERMS

HPSF WIND CENTER SL (sometimes referred to as the “center” below) would like to make its customers aware of the following general conditions:

## 1. Booking and reservations

### 1.1. Booking process

The Booking Process for HPSF WIND CENTER SL shall be made through our Viking Bookings platform.

### 1.2. Cancellation and refund policy

Cancellations from the customer’s part made more than two weeks prior to the beginning of the booked rental/course pack will be fully reimbursed to the customer within 7 working days from the notification from the customer.

Cancellations from the customer’s part made exactly or less than two weeks prior to the beginning of the booked rental/course pack will be reimbursed partly as follows:

- Between two and one week prior to the beginning of the booked activity: 70% reimbursement of the booking.
- Less than one week prior to the beginning of the booked activity: 50% reimbursement of the booking.

## 2. Safety guidelines and liability waiver

The practice of water sports can be dangerous. By booking a rental/course with HPSF WIND CENTER SL, you accept the risks that accompany the booked activity. HPSF WIND CENTER SL does not take any civil responsibility for any damages injuries happening to the customer or any third party during the booked activity. The customer declares to be able to swim and that these activities can be dangerous and of high risk. Prevention, instructions, attention and experience do not fully remove those risks. The customer accepts all the risks and dangers that could arise from the practice of the booked activity. The customer or its heirs, administrators or legal tutors give up taking any legal actions against HPSF WIND CENTER SL.

In order to minimize the risks mentioned above, the customers agrees, when booking an activity, that he/she will listen and do as the instructor of HPSF WIND CENTER SL tells him/her at any moment during the activity. This applies when being outside of the water (in the center, on the beach) as well as in the water.

HPSF WIND CENTER SL recommends to the customer that they take out the insurances proposed by the center's staff prior to commencing the activity.

### 3. Customer requirements

The customer of the booked activity will honestly communicate to the instructors and other staff of the center its mental and/or physical limitations that could constraint the exercise of the booked activity.

### 4. Equipment use and care

The customer is fully responsible of the gear/material that he/she rented/booked. In case of any damage to the gear/material during the activity, the customer will have to refund the damages to HPSF WIND CENTER SL as stated in its damages fees and tariffs that the instructor of the center will have showed and made aware of the customer prior to booking the activity. A 100 euros deposit is always required prior to renting the gear/material. This amount will be used, if necessary, to cover part of the damage fees that may arise from the use of the gear by the customer (if the total damage fees are less or equal to 100 euros, otherwise the customer will have to additionally pay the difference were the damage fees greater than 100 euros).

### 5. Instructor authority

By booking a rental/course with HPSF WIND CENTER SL, the customer agrees to the fact that any instructor from the center has total authority over him/her when preparing for, doing and ending the booked activity. The instructors from HPSF WIND CENTER SL reserve the right to remove customers from activities if they pose a safety risk to themselves, the instructors or third parties. HPSF WIND CENTER SL also reserves the right to remove customers from activities if they pose a threat to the integrity of the rented gear by damaging it to the point of excessive repair that would result.