

Refunds and Cancellation Policy for WILLOW SURF CENTER

At WILLOW SURF CENTER, we strive to provide excellent kiteboarding lessons and customer service. However, we understand that sometimes unforeseen circumstances can arise that may require cancellation or refund of lessons. Please read our refund and cancellation policy below to ensure that you are aware of our policies and procedures.

Cancellation Policy:

If you need to cancel your kiteboarding lesson, wingfoiling lesson or rental, please notify us at least 48 hours before your scheduled lesson or rental. If you cancel less than 48 hours before your scheduled lesson or rental, we reserve the right to charge a cancellation fee of 50% of the lesson or rental fee.

Refund Policy:

We understand that sometimes things do not go as planned, and you may require a refund for your kiteboarding lessons, wingfoiling lesson or rental. Our refund policy is as follows:

- If you need to cancel your lesson/rental more than 48 hours before your scheduled lesson/rental, we will refund the full amount of your payment.
- If we need to cancel your lesson/rental due to weather conditions or any other unforeseen circumstances, we will refund the full amount of your payment or reschedule your lesson/rental at a mutually agreed upon date and time.
- If you cancel less than 48 hours before your scheduled lesson/rental, we reserve the right to charge a cancellation fee of 50% of the lesson/rental fee. In this case, the remaining 50% of the lesson/rental fee can be used as credit towards future lessons/rentals.
- No refunds or credits will be given for any unused portion of a lesson/rentals.

Please note that refunds may take up to 10 business days to process.*

If you have any questions or concerns about our refund and cancellation policy, please do not hesitate to contact us. We appreciate your understanding and cooperation in following our policies and procedures.

- Willow and Team

WILLOW SURF CENTER