



## **Surf Camp Booking Terms and Conditions**

The person whose name appears on the registration and booking form for any tour, camp or activity operated by Honu Honu will be described as the “customer” in this document.

By filling in the registration and booking form the customer hereby applies to partake in a tour, camp or activity operated by Honu Honu on the dates outlined on the same form and under the regulations in this declaration.

The customer acknowledges that surfing and camping involves some inherent dangers and that these dangers may result in injury to the customer or other customers.

The customer agrees that weather conditions are uncontrollable by Honu Honu, and for this reason Honu Honu is not liable for any loss or damage to any property arising from these conditions.

Honu Honu does not accept any liability for any loss or damage to any personal belongings. Each customer is ultimately responsible for all property he/she brings with them. Honu Honu accepts no responsibility for loss, theft, breakage or damage of any property of any customer no matter how caused.

Honu Honu reserves the exclusive right to cancel, suspend or re-locate any tour operated by them at any stage should weather or surf conditions or other factors be determined to be too dangerous and/or place the customer and /or the staff at Honu Honu at unnecessary risk of injury, illness or death. This will be determined at the sole discretion of Honu Honu and will be done so at any time with no refund.

Honu Honu will endeavour to provide equipment in an adequate condition for use in activities organised by them but gives no warranty for such equipment. All damages to property owned by Honu Honu or it's contracted partners that is caused by the customer will be paid for in full by the customer.

The customer must not damage, deface, steal or remove any natural or unnatural objects from any campsite, beach, National Park or Tourist Park while under the Duty of Care of Honu Honu.

Honu Honu may refuse any person at any time participation in the entire camp, tour or activity, or part of a camp, tour or activity for any reason at their sole discretion. Honu Honu reserves the right to refund or not refund part or whole of the payment made by the customer at the time of refusal.

The customer, while under the duty of care of Honu Honu must take direction from Honu Honu staff and must not hinder the safety of other participants or the staff's ability to conduct activities in a safe and fun manner. A customer shall not disturb or distract other participants while participating in one of Honu Honu's offerings.

Honu Honu reserves the right to remove any customer from any camp, tour or activity who does not comply with this document without refund or loss to the company at their sole discretion.

Honu Honu operates under the laws of The Australian Government and therefore does not permit any use of illicit drugs on its camps, tour or activities by any of its customers or staff.

Honu Honu reserves the right to refuse participation of any customer who is over 0.05% Blood Alcohol Concentration and/or under the influence of any drugs whether they be illicit or otherwise and will use its sole discretion to do so. All customers and staff may be required to be breath tested



prior to any free surfing or controlled lessons and may be refused participation if falling outside of the guidelines above with no refund.

Each customer participates in each Honu Honi camp, tour or activity at their own risk.

All customers are required to be comfortable in the ocean and be in sound health both body and mind.

All customers must be over 18 years old.

The customer, by acknowledging that they have read these terms, hereby declares that they do not suffer from any pre-existing medical condition that may prevent their participation in any of the camps, tours or activities which may include, but are not limited to epilepsy, congenital heart disease, angina, severe asthma or uncontrolled asthma, injury, pregnancy, acrophobia or any recent surgery.

Honu Honi is excluded from any liability arising from its customers participation in any camp, tour or activity and will not be held responsible for any loss, damage or injury to the customer arising from such participation no matter how that loss, damage or injury was caused.

Honu Honi will accept no responsibility or be liable for any loss, damage or injury where the customer fails to obey direct instruction from a Honu Honi employee, or the customer has failed to release details of any pre-existing medical condition, or if the customer suffers an unknown medical condition during the tour.

Honu Honi takes no responsibility for any loss, damage or injury resulting from the negligent acts of its customers.

Honu Honi recommends that all persons take out full comprehensive personal travel insurance (that includes surfing, evacuation and repatriation) as whilst all care is taken, Honu Honi are not responsible for injuries or medical expenses, personal accident, non-refundable tour costs, loss or damage of property/equipment whilst traveling on Honu Honi tours or undertaking a service/activity that Honu Honi, Honu Honi partners or third party operators contracted through Honu Honi, or other Honu Honi travellers recommend or include as part of our tour or camp packages.

Honu Honi itineraries are subject to change.

All prices and transaction are in Australia Dollars (AUD).

### **Cancellation Policy**

We require full upfront payment to hold your space. You can ask to change the date of your booking up to 8 hours prior to start time with no fees. Within the 8 hour window, we still need to charge a \$65 fee. Refunds: If the customer cancels a booking within 14 days from original departure date, 25% of payment will be retained by Honu Honi. No refund will be given if cancelled within 7 days of original departure date or if the customer is a no-show for their booking. Processing fees for credit cards and any online booking fees paid will not be refunded should the customer wish to cancel or make changes to their booking.

Honu Honi reserves the sole and exclusive right to postpone or cancel any activity, camp or tour due to any disaster of either a political or natural nature. These include, but are not limited to; bushfires, floods, political unrest, unsafe beach conditions (including large swell), weather or any other factor



which would make a particular activity or camp unsafe or inadvisable. We always recommend guests take out adequate travel insurance to cover all types of eventualities including those above, as Honu Honi will not provide a refund in any of the above circumstances.

### **COVID-19**

If requested, customers will be required to submit a pre-arrival Covid-19 declaration, claiming they are well and healthy to attend camp. If you are showing any symptoms of Covid-19, please rebook your stay with us to a later date. Any customers who arrive at camp with Covid-19 symptoms will be refused their stay and no refund will be given.

We are required to follow all legal requirements at camp including wearing a mask when legally mandated. Please make sure you follow all guidelines and respect our staff if they ask you to do so.

You will be required to provide your residential address and contact details, as well as show a valid driver's licence or legal proof of address with photo that matches the address you have provided us with.

COVID-19 Guidelines change rapidly for us. We ask for your patience and compliance as we roll out any necessary changes that we need to in line with our legal requirements and our desire to keep all our customers and staff healthy, safe and well.