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Terms & Conditions

About Us

Gwithian Academy of Surfing is dedicated to making your purchase as trouble free as possible. If you have any suggestions or comments please email us using the link below or through the 'Contact' link at the top of the page.

Our Contact details:

Gwithian Academy of Surfing
Redrussel House
Prosper Hill
Gwithian
Hayle
Cornwall
TR27 5BW

Phone: 01736 755493

Email: info@surfacademy.co.uk

Surf Lesson Cancellation

Occasionally we may have to cancel your lesson due to the weather or uncooperative surf. The sort of weather that is incompatible with surfing lessons are high winds (over 25 – 30 mph), mist and fog, and thunder and lightning. We do still go in when its raining as surfing is still just as much fun. If we cancel a lesson then we will be happy to refund you or rearrange your lesson for the next suitable time. If you would like to cancel a lesson we will need at least 72 hours notice and we will refund 50% if we manage to fill your place.

Booking A Lesson

When you book a lesson we will make all efforts to get you in the sea at the time and date that you requested. During some circumstances it may be necessary to move your lessons to a different time of day or, very occasionally, to another day. We will contact as soon as practically possible when we have to do this.

Making A Purchase

Making a purchase could not be easier. Just browse our store, and add any items that you wish to buy into the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order.

We accept credit card payment. If you are shopping from North America or anywhere else, place your order and your credit card company will convert the transaction to US Dollars or your own currency.

We accept Visa and Mastercard, Amex and Paypal. We do not charge for any item until it is ready to ship. Backordered items are not charged until they are shipped. You may send your credit card information via phone, fax, snail mail or over the Internet.

When confirmation of order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

Shipping And Handling

Royal Mail & Parcelforce.

Delivery Schedule

We package your order as soon as we receive it. Domestic delivery is within 1 – 5 days depending on which option you select at checkout . International orders are generally received in 5 – 7 working days.

Back Orders

If your item is not in stock, we will back order for you. You will always be emailed with the option to cancel your order if you would rather not wait.

Tax Charges

For orders made from the UK or the European Union, 20% VAT is added. All other orders are VAT free.

Credit Card Security

This web site uses PayPal, Worldpay and Klarnas secure servers to manage transactions. The security of your information, transactions, and money is the core of the PayPal business and their top priority.

PayPal automatically encrypts your confidential information in transit from your computer to theirs using the Secure Sockets Layer protocol (SSL) with an encryption key length of 128-bits (the highest level commercially available). Before you even register or log in to their site, the PayPal server checks that you're using an approved browser – one that uses SSL 3.0 or higher.

Once your information reaches PayPal, it resides on a server that is heavily guarded both physically and electronically. Our servers sit behind an electronic firewall and are not directly connected to the Internet, so your private information is available only to authorised computers.

Reaching Us

If you need to reach us, please use the contact details listed at the bottom of this page.

Privacy Policy

Gwithian Academy of Surfing do not disclose buyers' information to third parties other than when order details are processed as part of the order fulfilment. In this case, the third party will not disclose any of the details to any other third party.

Cookies are used on this shopping site to keep track of the contents of your shopping cart, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option. They are also used after you have logged on as part of that process. You can turn off cookies within your browser by going to 'Tools | Internet Options | Privacy' and selecting to block cookies. If you turn off cookies, you will be unable to place orders or benefit from the other features that use cookies.

Shop Returns Policy

Your rights to return goods are protected under the EU Distance Selling Directive which can be found at <http://www.hmso.gov.uk/si2000/20002334.htm>

If you're unhappy with your order you can return any item within 30 days of receipt. In all cases the items returned must be in their original condition, unused and in their original packaging.

Surf School Complaints Policy and Procedure

The ASI Accredited School is committed to effectively, efficiently, promptly and fairly handling all complaints about its services and products.

Any complaint will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

The circumstances and results of any appeal are analysed thoroughly by senior management for their implications and acted on appropriately so as to remove any grounds for appeal in the future by improving the relevant functions.

Making Complaints

Clients may make a complaint by telephone or in writing to:

Tyson Greenaway
Prosper House
Prosper Hill
Gwithian
Hayle
Cornwall
TR27 5BW

Phone: 01736 757579

Email: tyson@surfacademy.co.uk

Recording and Resolution of the Complaint

- The ASI Accredited School is notified of the complaint.
- All complaints are recorded on the Client Complaint form
- The ASI Accredited School investigates the complaint.
- Clients are notified in writing of the outcome of the complaint within 60 days from the time of receiving the complaint.
- All complaint information is filed on the Complaints File

Dissatisfied Outcome

- Should the client not be satisfied, then the client can seek arbitration by a third party acceptable to all parties to the grievance.
- If the complaint is not satisfactorily resolved within 60 days from the occurrence of the complaint, the client may request the ASI Accredited School to seek the services of a third party.
- Arbitration will be undertaken when both the ASI Accredited School and the client agree on a third party.
- If the complaint/grievance is still unresolved, the client will be advised of external organisations of appeal.

Get In Touch:

Gwithian Academy of Surfing,
1, Godrevy Towans,
Gwithian,
Hayle,
Cornwall.
TR27 5ED.
Tel: 01736 757579

Working With:

