

Terms of Service | The Floating Surf Resort

Welcome to The Floating Surf Resort! By confirming a reservation with us, you agree to the following Terms of Service. These terms are in place to ensure the safety, comfort, and enjoyment of all guests, and to support the smooth operation of the resort. We kindly ask that you please read these terms and conditions carefully.

1. General Agreement

By confirming your booking and making a payment, you acknowledge and agree to comply with these Terms of Service. The Floating Surf Resort reserves the right to update or modify these terms at any time, provided that any changes will not affect reservations already confirmed prior to the modification.

2. Guest Responsibilities

- **Passports & Visas:** Guests are responsible for ensuring their passports are valid for at least six (6) months from the date of entry into Indonesia and contain a minimum of two (2) blank pages for immigration stamps. The Floating Surf Resort assumes no liability for immigration or visa-related issues
- **Travel Insurance:** All guests are strongly encouraged to obtain comprehensive travel insurance that covers medical emergencies, trip cancellations, delays, theft, and lost or damaged belongings.
- **Health & Safety:** Guests are advised to consult with a qualified medical professional prior to traveling to Sumatra, Indonesia. This includes seeking advice on recommended vaccinations, preventive medications, and any necessary personal prescriptions. Guests are solely responsible for ensuring they are medically fit and adequately prepared before arrival.
- **Resort Policies:** Guests must comply with all resort guidelines, including health and safety rules, surf etiquette, and staff instructions.
- **Passports & Local Registration:** In accordance with Indonesian law, all guests must be registered with the local authorities upon arrival. To facilitate this process, passports will be collected at check-in and returned promptly once registration is complete. Guests are required to cooperate fully with this legal requirement.

3. Reservations, Payments, Cancellations & Refunds

- **Deposit:** A non-refundable deposit of twenty percent (20%) of the total booking cost is required at the time of reservation. Reservations are only considered confirmed once The Floating Surf Resort has received the deposit.
- **Payments:** All payments must be made by bank wire transfer or approved online transfer services. Guests are responsible for all associated transfer fees.
- **Late Payments:** Final payment is due no later than two (2) weeks prior to arrival. A late fee of 0.5% of the total trip cost will be applied for each day the final payment is overdue. The Floating Surf Resort reserves the right to cancel bookings if full payment is not received on time.

- **Cancellations & Refunds:** The Floating Surf Resort does not issue direct refunds under any circumstances. Guests are strongly encouraged to obtain travel insurance, as all refund claims must be made through their insurance provider.
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- **Policy Violations:** Guests who fail to comply with resort policies may be asked to leave the property without refund or compensation.

4. Date Changes and Rebooking Policy

- **Requests made 60+ days before arrival:** Guests may request date changes more than sixty (60) days prior to arrival, subject to availability, at no additional cost.
- **Requests made within 59 days of arrival:** Date changes requested within fifty-nine (59) days of arrival will incur a rebooking fee equal to fifty percent (50%) of the total booking cost, due to the difficulty of filling last-minute cancellations..
- **Minor adjustments (1 - 3 days):** Date adjustments of one (1) to three (3) days may be accommodated at the resort's discretion, subject to availability, and will incur a change fee equal to ten percent (10%) of the nightly rate for each night affected.
- **Resort Schedule Adjustments:** The resort reserves the right to adjust schedules in response to weather conditions, safety concerns, or operational requirements.
- **Shortened Stays:** No refunds, credits, or partial reimbursements will be issued if guests choose to shorten their stay, either before or during their visit. This includes changes resulting from personal reasons, travel delays, surf conditions, or schedule adjustments. Guests are encouraged to carefully plan their stay before booking..

5. Conduct & Resort Policies

The Floating Surf Resort maintains a safe and respectful environment for all guests and staff. The resort reserves the right to immediately remove any guest from the property, without refund or compensation, for conduct including but not limited to

- Destruction or intentional damage to resort property.
- Physical or verbal abuse directed at staff, guests, or local community members.
- Possession, use, or distribution of illegal substances.
- Theft, attempted theft, or vandalism.
- Harassment of any kind, including sexual harassment, intimidation, or discriminatory behavior.
- Disregard for safety rules, surf etiquette, or instructions given by resort staff.

6. Resort Information

- **Power & Wifi:** The Floating Surf Resort operates fully off the grid and uses generators for power. Electricity and Wi-Fi are available daily from 6:30 p.m. to 6:30 a.m. and from 1:00 p.m. to 3:00 p.m.
- **Amenities & Services:** We make every effort to ensure that all advertised amenities and services — including air conditioning, electricity, Wi-Fi, and boats — are fully operational during your stay. However, as with any remote location,

occasional technical issues may occur. In the event of a service interruption, we will work diligently to resolve the issue as quickly as possible. The Floating Surf Resort does not offer refunds for amenities or services that become temporarily unavailable. Depending on the nature and duration of the issue, management may, at its sole discretion, provide a partial rebate, complimentary items, or a discount toward a future stay. All compensation decisions are final and handled on a case-by-case basis.

- **Personal Belongings:** While our long-standing crew is committed to maintaining a safe and respectful environment, guests are responsible for the security of their own belongings. The Floating Surf Resort assumes no liability for lost, stolen, or missing items during your stay. Although we have never experienced incidents of theft, we strongly recommend minimizing valuables and storing important items securely. Secure storage options are available upon request — please speak with management upon arrival.

7. Assumption of Risk

- Surfing, boating, and other ocean-based activities carry inherent risks. By booking a stay at The Floating Surf Resort, guests acknowledge and voluntarily accept these risks — including, but not limited to, the risk of injury, illness, or death — and agree to release The Floating Surf Resort, its owners, and staff from any liability arising from participation in such activities
- By choosing to stay in a remote, natural environment, guests further recognize that encounters with wildlife, challenging sea crossings, limited access to medical facilities, and extreme weather conditions are possible. While The Floating Surf Resort prioritizes guest safety and takes all reasonable measures to monitor and respond to environmental factors, it cannot guarantee protection from all natural hazards or unforeseen events.

8. Surf Etiquette

For the safety and enjoyment of all guests, The Floating Surf Resort requires adherence to basic surf etiquette:

- **No Dropping In:** Taking off on a wave when another surfer is already riding is both dangerous and disrespectful. Always wait your turn
- **Respect The Lineup:** Priority goes to the surfer who has been waiting the longest. Be patient, take turns, and respect the order of the lineup to ensure fairness and harmony in the water.
- **Caught Inside (Paddling Out):** When paddling back out after a wave or if you are caught inside, always take the safest route that avoids interfering with surfers riding waves. Do not paddle to the shoulder in front of a surfer. Instead, paddle toward the whitewater, where you will not obstruct their ride.
- **Missed Waves:** If you paddle for a wave but fail to catch it, return to the back of the lineup. Respect the established rotation.
- **Pick-up & Drop-off:** Guests may not be dropped off or collected directly at the peak. All access must be through the channel.

9. Privacy Policy

The Floating Surf Resort respects the privacy of all guests. We collect personal information solely for the purposes of processing bookings, managing reservations, and ensuring smooth resort operations.

We do not sell, trade, or share guest data with third parties, except where required by law or necessary to fulfill essential services (e.g., payment processing or government reporting requirements).

10. Amendments to Terms

The Floating Surf Resort reserves the right to modify these Terms of Service at any time. Guests are encouraged to review them before making a booking.

For any questions or clarifications, feel free to contact us directly.

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