

Terms of Service | The Floating Surf Resort

Welcome to The Floating Surf Resort! By booking a stay with us, you agree to the following Terms of Service. These terms are designed to ensure the safety, comfort, and enjoyment of all guests while protecting the resort's operations.

1. General Agreement

By confirming your booking and making a payment, you acknowledge and agree to abide by these Terms of Service. The Floating Surf Resort reserves the right to modify these terms at any time.

2. Guest Responsibilities

- **Passports & Visas:** Guests must ensure their passports are valid for at least six months and contain two blank pages for entry and exit stamps. The Floating Surf Resort is not responsible for any immigration or visa-related issues.
- **Travel Insurance:** All guests are **strongly encouraged** to obtain travel insurance covering medical emergencies, trip cancellations, and lost belongings.
- **Health & Safety:** Guests should consult with a medical professional regarding vaccinations or required medications before traveling.
- **Resort Policies:** Guests must follow all resort guidelines, including safety rules, surf etiquette, and environmental conservation efforts.

3. Cancellations & Refunds

- The Floating Surf Resort **does not provide direct refunds**. Any refund claims must be processed through travel insurance.
- We reserve the right to cancel bookings if full payment is not received **at least two weeks before arrival**.
- Guests who violate resort policies may be asked to leave without a refund.

4. Travel Schedule Adjustments

- Guests may request date changes **60+ days before arrival**, subject to availability and at no extra cost.
- Changes requested **within 59 days of arrival** will incur a **50% rebooking fee** due to the difficulty of filling last-minute cancellations.
- The resort may adjust schedules due to weather conditions, safety concerns, or operational needs.

5. Conduct & Resort Policies

The Floating Surf Resort reserves the right to remove any guest **without refund** for:

- Destruction of property
- Physical or verbal abuse toward staff or other guests
- Possession of illegal substances
- Theft or attempted theft
- Harassment of any kind
- Disregard for safety regulations

6. Assumption of Risk

Surfing and ocean-based activities come with inherent risks. By booking a stay, you acknowledge and accept these risks, including injury or death, and release The Floating Surf Resort from liability.

7. Privacy Policy

We collect guest information only for booking purposes and resort operations. We do not sell or share personal data. Please see our **Privacy Policy** for full details.

8. 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.

© 2025 The Floating Surf Resort - All Rights Reserved.