

CANCELLATION POLICY

CANCELLATION OF A BOOKING FOR SURF OR PADDLE SURF ACTIVITIES

Hola Ola Ribadeo S.L.U, will not refund the amount paid under any circumstances.

1. Cases in which we will issue a personal voucher. Voucher generated for activities not carried out with a validity of 12 months from the date of issue.
 - If the client cancels the reservation more than 24 hours in advance.
 - If the activity is cancelled due to adverse weather conditions, as well as any other unforeseeable circumstance beyond the control of Hola Ola Ribadeo S.L.U.
2. Cases in which the client will not be entitled to compensation
 - If the customer cancels a class less than 24 hours in advance, except if the cancellation is due to injury or illness.
 - If the client does not attend the class.
 - If the client arrives at class 15 minutes late.
 - If the client arrives at class showing clear signs of being under the influence of alcohol and/or drugs.

MODIFYING A BOOKING FOR SURF OR PADDLE BOARDING ACTIVITIES

To modify a reservation, the client must inform Hola Ola Ribadeo S.L.U. at least 24 hours in advance. In case the exchange options are not possible, Hola Ola Ribadeo S.L.U. will make you a personal voucher valid for 12 months from the date of issue

CANCELLING A RENTAL BOOKING

Hola Ola Ribadeo S.L.U, will not refund the amount paid under any circumstances

1. Cases in which we will issue a personal voucher. Voucher generated for activities not carried out with a validity of 12 months from the date of issue.
 - If the client cancels the reservation more than 24 hours in advance.
2. Cases in which the client will not be entitled to compensation
 - If the customer cancels the rental less than 24 hours in advance, except if the cancellation is due to injury or illness.
 - If the customer does not come at the indicated time.
 - If the client arrives showing clear signs of being under the influence of alcohol and/or drugs.
 - IF you return the equipment before the end of your reservation.

COMPLAINT FORMS

Hola Ola Ribadeo S.L.U. has complaint forms in all its facilities available during opening hours.

The sheets will be given to customers upon request. Providing the explanations and data necessary for its correct completion.

If you wish to file a complaint online, please email us at escuela@holaola.com with your personal details and indicate the reason for the complaint. Upon request, we will mail you a claim form.

CONDITIONS OF THE GIFT VOUCHER

Gift vouchers are personal and non-transferable and have an expiry date of 1 year from the date of purchase.

SURF BONUS CONDITIONS

- The classes included in the voucher are 2 hours long.
- It is personal and non-transferable.
- The customer must inform us at least 24 hours in advance of their attendance.
- The confirmation of the desired date and time will depend on the availability of free places.
- If the client does not attend a class, it will be considered as a class taught.
- In no case will the total or partial amount be refunded.
- Minimum age for group classes with adults: 7 years old
- Includes necessary surfing equipment: board, wetsuit and access and use of facilities.
- Includes liability and accident insurance.