

BOOKING TERMS & CONDITIONS



Introduction

These Booking Terms and Conditions govern the booking of activities and related services (e.g., lessons, rentals, private sessions, tours and events) provided by MAKAI, operated by Makai Watersports Ltd. The term “Activity” or “Activities” refers collectively to all experiences delivered by MAKAI including surfing, coasteering, kayaking, paddleboarding and Mega SUP. By booking with us, you agree to these terms and conditions. Please read them carefully.

1. Booking and Reservations

Booking Requirements

To reserve an activity or service, you must complete the booking process via our website, over the phone, or in person.

Age Restrictions

Activities are available for individuals of varying ages depending on the activity limitations. Parents or legal guardian of participants under 18 years of age give parental consent at the time of booking.

Booking Confirmation

Once your booking is confirmed, you will receive an email confirmation with the details of your booking, including the date, time and location of the activity, as well as any necessary instructions.

2. Booking Policy

MAKAI operates activities across several 4coastal locations in West Cornwall.

To ensure we deliver your chosen activity in the safest and best possible conditions, the exact meeting location and final session details will be confirmed via text message and email the day before your booking.

MAKAI will continue to operate if it is raining or the weather is adverse but safe. We will only cancel and rearrange sessions if the sea or weather conditions pose a danger to life.

Whilst MAKAI will take all necessary precautions to reduce risk, we cannot eliminate all risks without undermining the adventure experience. Before participating in any activity, you will be required to complete a waiver either online or in person.

Participants must bring suitable clothing and footwear as advised during the booking process and wear the safety equipment provided.

If we believe an individual is unfit to participate or poses a danger to themselves or others, we reserve the right to refuse participation or remove them from the activity without refund.

3. Payment

Payment at Time of Booking

Full payment is required at the time of booking to confirm your activity.

Payment Methods

We accept payment via credit or debit card online, over the phone or in person, bank transfer, or other approved payment methods.

Pricing

All prices are quoted in GBP and include VAT where applicable. Prices may be subject to change; however, once your booking is confirmed the price remains fixed.

4. Cancellations and Changes

Cancellations by You

Group Bookings

If you cancel more than 48 hours before the activity start time you will receive a full refund.

Cancellations within 48 hours of the activity start time are non-refundable. However, we may offer to rearrange your activity or issue an activity voucher valid for 1 year.

Private/Family/Young Guns/Summer Camp Bookings

For cancellations within 7 days of the booking, a 50% charge will apply.

For cancellations within 48 hours, no refund will be provided.

Late Arrivals and No Shows

If you arrive late or do not attend your activity, no refund or rebooking will be provided.

Cancellations by Us

If we need to cancel your activity due to weather conditions, unsafe sea conditions or circumstances beyond our control, you will be offered an alternative activity date, an activity voucher, or a full refund.

Changes to Bookings

Changes must be requested at least 24 hours in advance and are subject to availability.

5. Health and Safety

By booking an activity with MAKAI you confirm that you are physically fit and able to participate.

If you have any medical conditions, you must notify us in advance via the online booking form.

If a participant is considered by our staff to be unfit to take part, we reserve the right to exclude them from the activity in the interests of safety.

All participants must sign a liability waiver before taking part in any MAKAI activity.

6. Equipment

Equipment including wetsuits, helmets, buoyancy aids, kayaks, paddleboards, paddles and surfboards may be provided as part of your activity or available for rental.

All equipment is inspected before use.

Participants are responsible for the equipment while it is in their care. Lost or damaged equipment may be charged at the cost of repair or replacement.

7. Weather and Sea Conditions

All activities are weather and sea condition dependent.

MAKAI reserves the right to cancel, move or modify activities if conditions are deemed unsafe.

Where activities are cancelled due to conditions, customers will be offered a new activity date, an activity voucher, or a full refund.

8. Code of Conduct

Participants must always follow the instructions of our guides and instructors.

Disruptive or unsafe behavior may result in removal from the activity without refund.

Participants must respect wildlife and follow leave-no-trace principles.

9. Liability and Insurance

Participation in adventure activities carries inherent risks.

MAKAI holds public liability insurance; however, we strongly recommend participants consider obtaining their own personal accident insurance.

10. Privacy and Data Protection

Personal data provided during booking will be processed in accordance with our Privacy Policy.

By booking with MAKAI, you consent to the storage and processing of your data for operational purposes.

11. Miscellaneous

Force Majeure

MAKAI is not liable for failure to perform obligations due to circumstances outside our control.

Governing Law

These Terms and Conditions are governed by UK law.

12. Complaints Policy

MAKAI is committed to delivering high quality adventure activity experiences and customer service.

Complaints can be made in writing, by email or by telephone.

Contact Information

Makai Watersports Ltd, 4 Teal Close, Long Rock, Penzance, Cornwall, TR20 8FY (office only)

Email: hello@makai.co.uk

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