



Flat and extreme conditions policy

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At North Coast watersports we aim to give all our customers a first class surfing experience, however due to external factors we occasionally have to assess whether the conditions are suitable to run a surfing lesson.

Flat Conditions

If the conditions at Dunnet beach are too small to operate a lesson, then the conditions will be assessed at Keiss beach.

If this is also too small, then the refund policy will be applied.

The size of the waves will be judged by the instructors and they will decide whether the size is suitable for a lesson, taking into account these factors:

Is the wave big enough to propel a surfboard forward?

Is the length of ride long enough to allow standing up?

Is the level of surfing to be taught suitable to operate a lesson (i.e. paddling practise for more advanced lessons).

Extreme Weather Conditions (i.e. high winds, big seas)

In the situation of extreme weather condition, the instructors will assess whether it is safe and practical to operate a lesson.

They will address the following factors:

Is the wind direction / swell size / currents likely to cause danger (i.e. strong off shore winds).

What is the experience of the clients (i.e. beginners or more advanced surfers?)

Refund & Cancellation Policy (due to flat or extreme conditions)

In case of lesson cancellation due to adverse weather conditions or flat surf, we will offer the ability for our pre-paid customers to come back on an alternative day when weather conditions are suitable for a surf lesson. We will also offer stand up paddle boarding as an alternative activity where possible.

If the customer is unable to change their surfing lesson to a different day / time we will offer an voucher to the value of the surf lessons missed. This voucher is then valid for one year and can be used at any time.

If a cash alternative is required, then North Coast Watersports will only offer this when the lesson has been cancelled by the Instructors due to adverse or flat conditions. A cash refund will be not be offered to customers who choose to cancel their lessons for other reasons.