

## Terms & Conditions

All members, customers, and their accompanying guests (herein referred as "Users") of Long Coast Seasports Limited (herein referred as "LCS") who utilize or access any LCS facilities, properties, sports, equipment's, tools or services are kindly reminded to read through and agree on all terms & conditions outlined in the following:

1. Users who participate in all watersports activities understand that those activities involve certain risks and require a certain level of physical abilities and knowledge, and that they can swim for a distance of at least 200m alone without requiring any floating assistance. For safety reasons, users are advised to wear lifejackets and bring with their mobile phones when they're in the water.
2. Users understand the potential dangers of all watersports and beach activities, and are fully accountable for their own safety.
3. Users understand that they must take care to prevent any accidents or damages caused by the use of LCS facilities, properties, sports equipments, or tools, etc. To ensure safe and proper use or operation of LCS facilities, properties, spots, equipment's or tools, Users understand that they must obey all guidelines and instructions provided by LCS staff at all time.
4. Users agree to release LCS and its staff from any liabilities or responsibilities related to any death or injuries to themselves or any third parties, caused by the use of LCS' facilities, properties, sports equipments, tools or services under any circumstances.
5. Users are reminded to take good care of their properties, valuables and private-stored equipment, and agree to release LCS and its staff from any liabilities or responsibilities related to lost/damage of properties, valuables or private-stored equipment while at or in the vicinity of LCS' premises or facilities under any circumstances.
6. Users who damage, lose or destroy any LCS facilities, properties, sports equipments or tools, or any third parties at or in the vicinity of LCS' premises or facilities, whether through negligence or otherwise, understand that they are fully responsible for their liabilities, and shall repair or replace such loss, damage or destruction at his/her own cost.
7. The above terms & conditions govern the usage conditions of all LCS facilities, properties, sports equipments, tools or services, which include but not limited to: LCS sport equipments & tools AND LCS facilities, properties and services
- 8.

### Party/ Lesson/Tour General Cancellations/change date(s)::

- more than 45 days before **cancel/ change date** no charge
- more than 30-44 days before **cancel** will be subject to a **10% admin fee; change date no charge**
- more than 15-29 days before **cancel** will be subject to a **30% admin fee; change date 15% admin fee**
- more than 5-14 days before **cancel** will be subject to a **50% admin fee; change date 25% admin fee**
- less than 5 days before check in date: no refund

**Cancellation/ Change date** request must be notified by email. The calculation date will be based on our receive working day.

## Bad Weather Policy:

Tropical Cyclone Warning Signals No. 1	● Normal Operation
Tropical Cyclone Warning Signals No. 3 or Yellow/Red Rainstorm Warning	● Postponing the date can be made without additional charge ● Alternatively cancel will subject to a <b>50%</b> administration fee
Tropical Cyclone Warning Signal No. 8 or Black Rainstorm Warnings	● Postponing the date can be made without additional charge ● Alternatively cancel will subject to a <b>30%</b> administration fee

- All situations are subject to Cancellation/ Change / Bad weather policies and LCS' final decision.
- Cancellation/ Change date request must be notified by email. The calculation date will be based on our receive working day.
- The class schedule will be subject to change depending on the weather conditions. LCS will inform you at least one day or before.
- Should the guest wish to postpone the date of use, the revised date should be made
  - ✧ Within 6 months from the original date, pre-book shall be requested, failure of pre-book will result in the cancellation of the application, and no refund can be made.
  - ✧ Should the revised date fall on a difference, guests are responsible to the balance.

## Covid-19 Arrangement:

In the following situations of Covid-19, LCS will have the right to not entertain visitors and customers.

- Guests that have travel history within 14 days, or have been in close contact to people with confirmed/suspected cases, or have symptoms of physical discomfort.
- Covid-19 is spreading rapidly in the community, and infected cases has increased significantly.
- Due to the restriction gathering policy, it will affect the number of guests per activity/camp package.
- Transportation or traffic might be affected.

Those who have booked voucher customer(s) can reschedule the booking for free within 1 year or cancel with 20% admin charge.

## Covid-19 Change date(s) arrangement noted:

- If guest to postpone the date(s) of use under reason, the revised date(s) should be made within 12 months from the original date, pre-book shall be requested, overdue will be abandoned.
- If the revised date(s) fall on a different price zone, i.e. peak season to value season, there will be no refund on the price difference.
- If the revised date(s) from value season to peak season, the balance needs to be settled by guests.

## Covid-19 Cancellation arrangement:

- 20% admin fee, guests must be notified by email at least 7 days on or before the check-in date, otherwise, no refund will be entertained.

**Cancellation/ Change date** request must be notified by email at least 7 days on or before the check-in date . The calculation date will be based on our receive working day.