



GUIDE FOR SCHOOLS BOOKED WITH MANLY SURF SCHOOL:

Thanks for Booking with Manly Surf School!

Please read the information below for a guideline of what may happen in the run up to your booking date with us, as well as what may happen on the day of the booking. Please see the **Schools Checklist** for a summary of the information below:

AT THE TIME OF BOOKING:

You should have received a **booking confirmation** via email from schools@manlysurfschool.com at the time of booking which contains the following documentation:

1. Our Indemnity Forms which will need to be filled out by a parent/ guardian prior to the booking date and brought along to the lesson. Please hand the originals to the head instructor.
2. Manly Surf School's Risk Assessment
3. Manly Surf School's Insurance Information

If you have not received this email – please let us know as soon as possible.

Please note that invoices will be sent once numbers have been finalized.

THE WEEK BEFORE YOUR BOOKING DATE:

Numbers:

Manly Surf School will be in touch to see how your **numbers** are tracking so we can start planning staff and equipment for your lesson.

Special Requests:

If you have any **special requests** regarding clubhouse bookings, etc. please let us know at least a week prior to the lesson. Special requests received the day before the booking may not be received in time.

Manly Surf School will endeavour to accommodate for any special requests made by our schools for lessons, group sizes, etc. However, as we are dealing with the ocean and natural elements, we may need to be flexible and adapt lesson plans according to conditions on the day.

Special Needs Students:

We want to give every student the opportunity to learn to surf and have fun. If you have any special needs students, please can you let us know 2 -3 days in advance, so we can make arrangements to accommodate for these students as best we can.

Minimum and Maximum Numbers:

The minimum numbers required to run a surf lesson for a school is 8 participants and 10 for the Stand-Up Paddle. Manly has a restriction of 35 - 40 students as their maximum amount that we are allowed to teach in a surf lesson. At Long Reef and Palm Beach we can accommodate larger groups.



**Invoices:**

Once numbers have been finalized, you will receive your invoice via email. All prices quote are inclusive of GST. Please can payment be made as per the invoice instruction.

THE DAY BEFORE YOUR BOOKING DATE:

FINAL NUMBERS: Please advise Manly Surf School of your final numbers via email before 11am. This ensures we have enough time to organise staff and equipment for your lesson.

Any special requests organized earlier on, will need to be finalized prior to 11am.

THE DAY OF YOUR BOOKING:

Wet Weather: We don't cancel a lesson if it's raining as conditions can often be great for beginners in rainy conditions. We will only cancel if we deem conditions unsafe or if there are storms.

Sun Safety:

There is little to no shade on the beach and sun safety is an important factor when working in the elements. Please remind all participants to apply sunscreen prior and reapply during the course of the lesson.

Communications:

Please can you keep your mobile phones handy on the bus on route to your lesson. We may send a text to you advising of a location change (to Collaroy beach) or a cancellation.

When you arrive:

Our Head Instructor's will touch base with you upon arrival to **advise of conditions** and how the lesson may have to be adapted to suit, and generally how the lesson will run that day.

Please can you bring along the signed Indemnity forms to hand to our instructors.

During the lesson:

Conditions can often change without warning, our Head Instructors are able to adapt their lessons accordingly and will be in communication with teachers as the need arises.

After the lesson:

If you have any feedback – we would love to hear it! Please email us at schools@manlysurfschool.com

CANCELLATION POLICY:

Please note that for admin purposes, we kindly request that any amendments or cancellations be made via email request with at least 24 - 48 hours notice prior to the booking date. Any amendments or cancellations made on the day of or after the booking date may incur a charge.

