



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:

Please let us know about your special needs students at least a week prior to your booking date so we can accommodate 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.

Please note, that the final headcount will be reflected on the invoice. Absentees on the day will not be refunded.





THE DAY BEFORE YOUR BOOKING DATE:

Final Headcount: 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.

Special requests will need to be finalized prior to 11am.

Once all details have been finalized, a **final confirmation** will be emailed. The invoice will be based on this final confirmation.

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 lifeguards have closed the beach.

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.

