

Terms and Conditions

Bookings are only confirmed on receipt of a 50% deposit payment.

Payments are non-fundable once a booking has been made and accepted. It will be at the company's discretion to change or make amendments to a booking without loss of deposit to the customer. Additional charges may be made to cover administrative costs.

If any course/activity is cancelled for whatever reason by the company, our liability will be limited to monies received from the customer directly related to that course/activity, if alternative course dates are not available.

The company has the right to refuse any customer or group to participate in a course or activity, who, in its opinion, is not suitable or fit to participate, without refund of any payments received.

Customers must be aged 18 or over, be physically fit and able to swim 50 metres. Customers are required to inform us of any medical conditions / health issues.

Anyone under 18 years of age can only participate with full parental consent and with the completion of the additional youth booking form. Those under 16 years old must be accompanied by an adult and can only be issued with an endorsed certificate only, requiring them to have adult supervision for the given activity.

Vessels used by the school, their equipment and inventory are insured against accidents and third party liability but does not cover personal accidents, or loss or damage to personal effects whilst you are on or off the vessel. We recommend that you have your own personal insurance cover for cancellation, personal injury and personal belongings.

Students/ clients will be liable for the cost of insurance excess or for replacements, repairs or losses, attributed to their carelessness, whichever the lesser sum. Fair wear and tear will be accounted for.

Where tuition is being given on a boat not owned by the company the customer is required to indemnify the company and its employees in respect of all costs, claims, expenses and demands which may arise during the period for which the boat is in use for tuition. The customer confirms the boat is seaworthy, the engine is in good working order, is fully insured for the period of tuition and has the required safety equipment.

Any customer with an issue or who for any reason may not be satisfied with their course, must raise the matter at the earliest opportunity with their instructor in order to discuss any possible remedy. Alternatively you may contact the office 01202 666118 to discuss the matter with the school principal. The company may not be able to offer alternative arrangements / remedies for an issue / comment raised after a course is completed, when a solution would have been available at the time of the issue. Any comments made after the course must be received in writing within 14 days of your course.