

Terms and Conditions



Booking

Provisional course places can only be reserved by South Coast Sailing ("the School") on receipt of a completed Booking Form and minimum 50% of the course fee. Places can only be finally confirmed once the full course fee has been paid. All fees must be paid at least 28 days in advance of the course start date. Failure to meet these terms may result in the cancellation of the course place(s) and the forfeit of the deposit(s).

Cancellation by the School

The school reserves the right to cancel courses or events, change plans or use alternative instructors or boats if and as circumstances dictate. If a course or event is cancelled, the client will be informed as quickly as possible and unless an alternative date can be agreed, 100% of all monies paid in respect of that course or event will be reimbursed. The school will not be liable for any additional or consequential costs or expenses. Should a course or event be cut short by the breakdown or damage of a boat or any other cause the school's liability will be limited to the return of clients to the starting port and the school will not be liable for any consequential costs or expenses. The cost of the course or event will be refunded in direct proportion to the time lost after the failure of the boat.

Cancellation by the client

Clients who cancel a booking in writing (including by fax or e-mail) up to 29 days before a course or event begins will receive a full refund of their deposit. A deposit for a booking cancelled within 28 days of the course or event will be forfeit unless the School can fill the cancelled place(s).

Food and accommodation

The School will provide food and non-alcoholic refreshments for all meals taken on board for the duration of each course or event. The School will not pay for meals and refreshments taken ashore unless at the discretion of the School or instructor. Clients may not smoke on board any boat operated by the School. Clients wishing to drink alcohol at the end of a training day are asked to do so only in moderation.

The School will provide accommodation on board for the all but the last night of any course or event (e.g. for the Friday and Saturday night of a course or event starting on Friday evening and ending on Sunday afternoon). A boat is a confined space with limited accommodation. Clients must make allowance for the privacy of others. Clients may also be asked to share a berth with another client of the same sex. Couples will be berthed together whenever possible.

Weather conditions

The School and the instructor will endeavour to deliver the full course syllabus of each course or event programme of any event. However, weather and other conditions may prevent the full syllabus or programme from being met.

Insurance

The yacht is insured against accidents and third party liabilities. The School and its staff accept no responsibility for personal accidents caused by a client. Clients will be asked to pay for damage and losses to the yacht and/or its fittings or equipment attributed to the carelessness of the client. The school will not accept responsibility for the loss or damage to clients' personal property. **All clients are advised to take out their own insurance cover for personal injury and their own property whilst on board and travelling to and from any course or event.**

Joining instructions

Joining instructions will be available to each client before the start of each course or event and after receipt of the full course or event fee. Instructions will include directions, recommended clothing and equipment and a likely itinerary for the course.

Complaints

Should a client feel unhappy with any aspect of any course or event they should raise the issue with their skipper at the earliest opportunity so that a solution may be sought. The School may be unable to deal with complaints after the course or event is completed if the issue could have been raised earlier. All clients will be asked to complete a feedback form about each course or event. Every RYA course student has the right to contact the RYA about a problem they feel has not been adequately dealt with by the School.

Unacceptable behaviour

The skipper may put any client ashore at any time should their behaviour compromise the success or good conduct of the course or event. The School and the skipper will not be liable for any consequential costs or expenses and fees may not be refunded. The School may refuse or cancel any future bookings from the same client.

June 2008. These Terms and Conditions replace all earlier published versions.