



Bookings are only confirmed on receipt of full payment.

If you are booking a place on a training course, or a bespoke training package for your organisation, you may cancel this and be refunded all course fees provided more than 21 working days notice (working days excludes all statutory bank holidays and weekends) is given. All cancellations must be received in writing and acknowledged by the company. Delegates may be substituted at any time up to course commencement unless the course is certificated where 7 (seven) working days notice is required. In the event of cancellation, the following charges will be applied:

- **15 to 21 days notice 75% fees refundable**
- **8 to 14 days notice 50% fees refundable**
- **7 days or less notice Full fees are payable**

This payment is non re-refundable unless the course is cancelled by the school less than 24 hours from the starting time for a reason other than weather and a suitable alternative date cannot be found.

It will be at the company's discretion to change or make amendments to a booking. Additional charges may be made to cover administrative costs.

The company has the right to refuse any customer or group to participate in a course or activity, without refund of any payments received.

Customers are required to inform us of any medical conditions / health issues.

Vessels used by the school, their equipment and inventory are insured against accidents and third party liability.

All parties are responsible for their own personal effects and use them on a course at their own risk. We do 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 the Principal of the school in order to remedy the situation.

Contact Steve Ingamells 07905963353 or steve@boattraining.co.uk. The company holds no responsibility for any grievances not brought to the attention of the principal within 24 hours and formally stated in writing within 14 days.