



SSC Training Course Booking 2018

Booking, Refunds, Cancellation, Declaration, Complaints Policy, Terms and Conditions



Course Name	Date(s) of course Thurs 13/09/18 7pm- 9pm, then 4 Saturdays: 15/09/18, 22/09/18, 29/09/18 and 13/10/18	Course Fee £155 (reduced to £125 for members)
Please read the course description on the RYA website and ensure you meet any pre-requisites of the course. Check the dates carefully; you need to be available for the full duration of the course. If you are unable to attend the full course, you will not complete the course and therefore not achieve the corresponding RYA qualification		
A £65 deposit (or the full fee) per person per course must be paid when booking; with the balance paid at least 6 weeks prior to the start of the course. By paying the deposit and/or returning this form, participants accept our terms and conditions as specified in this document. Your place on the course can not be confirmed until full payment has been received. SSC reserves the right to cancel any booking without prior notice if full payment is not received in accordance with the conditions above. Please note individuals cannot be provided with credit terms. Payment will be requested, on receipt of this form via PayPal or alternatively you can post a cheque, made payable to 'Swarkestone Sailing Club', to Moya Weighill, SSC Training, 14 Gorsehill Grove, Derby DE23 3ZE		

First Name	Surname	Male/female
Age in years: Under 16 <input type="checkbox"/> 16 to 18 <input type="checkbox"/> Over 18 <input type="checkbox"/>	Date of Birth	
Address (including postcode)	Contact number(s)	
Email:		
Swimming Ability: Swimmer <input type="checkbox"/> Non/Weak-Swimmer <input type="checkbox"/>	Member of SSC Yes <input type="checkbox"/> No <input type="checkbox"/>	
<p>Medical conditions – participants should ensure they are physically able to take part in the course. Any pre-existing medial conditions <u>MUST</u> be declared at the time of booking. Details of any medication being taken must be recorded on the booking form and the Instructor must also be informed at the start of the course.</p> <p> <input type="checkbox"/> Diabetes <input type="checkbox"/> Allergy to foods/medicines <input type="checkbox"/> Asthma <input type="checkbox"/> Epilepsy <input type="checkbox"/> Other, please specify below <input type="checkbox"/> None </p> <p>Further details of medical conditions/medication:</p>		
I understand that should any medical treatment be necessary every effort will be made to obtain my consent (and my parent's if under 18). However, in an emergency I authorise SSC to consent on my behalf to any medical treatment which the emergency services deem necessary		
Next of Kin/Emergency contact (This person should be contactable during the course)		
Name	Relationship to participant	
Phone number(s)		
Address (if different to above)		
I confirm I have read the booking conditions, am willing to comply with all safety regulations and I am fit to participate in the course activities. Other than those stated on the booking form I have no other medical conditions. For participants under the age of 18, this section should be signed by a parent/guardian to confirm their consent to their child taking part in the course		
Signed:	Date	

Cancelations by the participant

Should it be necessary for a participant to withdraw from a course after booking the following conditions apply.

1. Cancellation after paying the deposit but before paying the balance at the six week point will result in the full deposit being retained by SSC.
2. Cancellation after the balance has been paid. If SSC can reallocate the place the fee less the deposit will be returned. If the place can not be reallocated the deposit and the balance will be forfeit.
3. Participants are advised to take out their own insurance to cover this eventuality.

Cancelations by SSC

SSC will make every effort to ensure that each course goes ahead as planned but in the event that a course has to be cancelled the booking will be transferred to another mutually agreed date(s) or a full refund will be given. This does not include any travel costs incurred for which participants are advised to take out travel insurance.

Terms and conditions

- Personal effects are not insured by SSC and you are advised to take out your own cover for clothing and possessions. Valuables are not to be left in the changing rooms.
- The participant and any companions are required to have consideration for other people. If, in the centre's reasonable opinion, they behave in such a way as to cause or be likely to cause danger, upset or distress to any third party or to damage property, SSC is entitled, without prior written notice to terminate the use of the facilities of the person(s) concerned. In this instance no refunds will be made and SCC will not pay any expenses nor costs incurred as a result of the termination. The participant shall be liable for any damage or loss suffered by the centre as a result of such behaviour.
- All participants must accept responsibility for their own safety and follow the instructions of the Instructor to that end
- Participants (and their parents/carers in the case of those under 18) are deemed to be aware that sailing has inherent risks and that they accept those risks willingly. For example; drowning, hypothermia, fire on board and injury from a boom are all possibilities. The Standard Operating Procedures of the club should minimise these hazards but it is essential participants are aware of their existence and of their own responsibility to implement sensible behaviours to minimise risk
- SSC shall not be liable for any injury, damage or loss which may result from the normally accepted risks of sailing. The participant is advised to insure against injury or losses during their time with the centre and arrange suitable medical cover.
- Participants must comply with reasonable instructions from the Instructor and shore staff at all times throughout the course. Failure to do so will result in your removal from the course.
- Data Protection. All RYA Training Centres are required to register certificate holders on the RYA central database. This information is intended for use as a central record only and is not supplied to the RYA, or any other third party, for advertising or marketing purposes.
- Limitation. Any claim arising from or in connection with this Agreement to be brought by one party against the other shall be brought within six months of the completion date of the course, failing which such claims will be time-barred.
- Severance. The invalidity in whole or in part of any clause in this Agreement shall not affect the validity of the remainder of such clause or this agreement
- Law and jurisdiction. This Agreement shall be governed by and construed in all respects in accordance with the Laws of England and shall be subject to the exclusive jurisdiction of the English Courts.
- Intellectual Property. The copyright and all other intellectual property rights in the products and services shown in SSC's resources, website and other materials shall at all times remain the property of the centre.

Complaints Procedure

1. In the first instance, it is best for all parties if any dissatisfaction with the course/equipment is raised with the Instructor at the time. This gives a chance to rectify things or explain why something has occurred. SSC urges all participants to adopt early engagement with the Instructor or Senior Instructor as their first step in resolving issues.
2. Should the above discussions with the Instructor not resolve the situation to the participant's satisfaction or perhaps a grievance is not fully realised until after the completion of the course, then SSC should be advised in writing of your complaint, within 28 days of the completion of the course. By post to Training Principle, Swarkestone Sailing Club, Ingleby Lane, Swarkestone, Derby DE73 1JB or by email to comms.swarkestonesc@googlemail.com SSC undertakes to investigate fully any complaint and to respond to the participant within 14 days of receipt. Any complaints received after 28 days of the course completion will be invalid. This does not affect your right to provide feedback on the forms provided by SCC.
3. Finally, should a complaint not be resolved by direct discussion with SSC, you may send your complaint to the RYA Training Department who will also investigate the matter.
Address: RYA Training Department, RYA House, Ensign Way, Hamble Southampton, Hampshire SO31 4YA