

## **All-Aboard Watersports Booking terms and conditions**

Please carefully read these terms and conditions before making a booking.

### **1. Booking and Payment**

Bookings are made via telephone, email or online via our website. We are a small charity and have to manage our funds carefully, so we are not able to take 'provisional' bookings and are unable to offer credit terms.

Online bookings made through our website via our partner Booking Live are paid for in full at the time of booking. Group bookings that are confirmed with the Centre Manager/Admin team are paid for either in advance of the session via BACS, or by an invoice after the date of the session. Funded session bookings are usually at no cost, but failure to turn up may result in a fee being charged.

Schools and Community Organisations may be offered invoice terms with 28-day payment. We will send you a confirmation email with session details and a link to our terms & conditions.

### **2. Safety and consent**

By booking an activity with AAW you acknowledge associated risk and agree to disclose relevant medical information prior to attending your session.

We will not accept people thought to be under the influence of alcohol or drugs prior to and during the activity. If in our opinion the participant is not considered to be sufficiently well, fit or able to take part in the booked activity, or is causing danger or distress to other participants, we reserve the right to exclude them from the activity at any time, in which case All-Aboard Watersports will not accept liability for any damages, loss or expenses, and fees paid will be non-refundable.

If participants choose to ignore reasonable instructions, All-Aboard Watersports instructors have the right to exclude them from the whole or part of their session and cannot accept any responsibility for any liability, loss or expenses, or damages arising as a result.

We reserve the right to cancel an activity if we feel there are unmanageable risks.

Collection of under 16's is strictly upheld – permission must be received in writing and acknowledged by the centre for an under 16 to leave a session without a parent, carer or guardian.

### **3. Liability**

All-Aboard Watersports instructors will always prioritise customer safety. We will not accept liability for personal injury that happens as a result of participants not following instructions. We have Public Liability insurance and we recommend that you have personal insurance covering cancellation, emergencies and the activities you plan to book.

#### **4. Under 18s**

For under 18's, the registration form should be completed by a parent or guardian - agreeing to act 'in loco parentis'.

By booking a family session, you confirm that children are aged between 8-17 years old.

By booking a public session, you confirm the ages of each participant.

By booking a session you assume responsibility for advising AAW (up to a week before the activity) of medical conditions/disabilities or additional needs which the AAW centre will then make provision to accommodate.

#### **5. Medication**

If a child attends our holiday club or full-day course and requires any medication, this must be given to the instructor/handed in to the Admin Office where it will be stored securely. Medication must not be stored in personal bags or belongings. AAW must be made aware either in writing or in person of what the medication is & when & how it should be taken, and must receive written permission for the child to self-administer and a record of parent/guardian consent.

#### **6. Cancellation by All-Aboard Watersports**

We aim to run all sessions as planned. However, in rare cases of extreme weather or staff sickness, we may have to amend or cancel your session.

We also reserve the right to cancel a session where there are insufficient numbers to run the course without making a loss.

If we have to cancel your session, we will rearrange it for a future date, or offer a credit note valid for 12 months. If neither option is suitable, we will refund your booking in full.

#### **7. Cancellation by the customer**

##### **Refunds**

All Cancellations must be made in writing to [admin@allaboardwatersports.co.uk](mailto:admin@allaboardwatersports.co.uk) and are not valid until acknowledged in writing by the centre.

We will refund your session(s) subject to the following list:

Over 8 weeks before – Full Refund

6 - 8 weeks before – 75% Refund

2 – 6 weeks – 50% Refund

2 weeks or less – No Refund

##### **Rescheduling**

We will make every attempt to reschedule your session and try get you on the water on the date of your choice subject to staff availability. Please apply in writing giving us at least **2 weeks' notice** of your preferred rescheduling date and we will make every effort to accommodate the changed booking. This service may be subject to a small administration charge of £20. If you cancel with less than 2 weeks' notice we regret that this will be

treated as a cancellation where you will be unable to receive a refund or to reschedule the session.

### **Reasonable Health Conditions and Cancellation**

Cancellation and refund in the event of reasonable personal circumstance will be on a case by case basis and All-Aboard Watersports retains the right to request evidence to support reasons for cancellation, including but not exclusive to a Doctor's note or Hospital discharge letter.

### **8. COVID-19**

If you have covid-19 symptoms within 48hrs of your pre-booked slot, please follow NHS guidelines and stay at home and order a free test. To receive a refund for your pre-booked slot we require you to forward your test results. Refunds will be given for a positive or negative result – we simply require you to have this proof of symptoms.

If you start to have symptoms within 7 days of being at the Centre, we ask you to let us know as soon as possible.

We ask all participants to scan the QR code displayed on the back door on arrival.

We cannot offer refunds for general illness.

### **9. Lateness policy**

Our sessions start promptly at the agreed time. Participants are advised to arrive 15 minutes prior to pre-booked or instructed session start time to allow time for check-in.

### **Private group sessions**

Groups who arrive after their pre-booked start time will not be permitted to extend the duration of their session. We will not offer a refund in this case.

### **Public sessions**

Individuals who arrive late for their session are not permitted to join the session. We will not offer a refund in this case.

### **10. Non-attendance**

No refund or credit will be given for non-attendance

### **11. Personal belongings**

We can store your belongings while you are on the water. Items left in our care are stored in a locker and are at the owner's risk. Personal items taken on sessions are your responsibility.

### **12. Sharing of information and photos**

We don't sell, rent or lease our customer database information to third parties.

Occasionally we may use photos taken on sessions on our social media sites and other promotion. If you are happy to be featured please make this clear by ticking the box on your booking form.

### **13. Natural disasters policy**

No refunds will be offered if cancellation is due to an unforeseeable natural disaster or 'act of God'. Specifically, no refund will be offered if there is a local or national lockdown or we are forced to temporarily close due to COVID-19. Of course we will honour your booking and will offer you a credit note which will enable you to re-book for any of our sessions in the future and will be valid for 12 months from date of the cancelled session.

If your booking was before November 2020 the terms and conditions agreed to at the time of booking will apply.

### **14. About these terms**

Changes in the Law or changes within our service capability may mean we make modifications to this policy and its terms. Fully up to date terms and conditions will always be available on our website.