



Terms and conditions

1. All course participants, visitors and members must adhere to the Wembley Sailing Club byelaws and the instructions of Wembley Sailing Club instructors.
2. The full course or tuition fee is payable at the time of your booking with Wembley Sailing Club (we / us). We reserve the right to change course details, dates and prices without prior notice.
3. We require a minimum of four participants to run a course; courses that do not have this number of participants may be rescheduled. We aim to decide whether a course will go ahead 2 weeks before the start of the course.
4. If you would like to cancel or transfer your course, please email training@wembleysailingclub.co.uk. Our cancellation and transfer policy ensures that courses will reliably run. We recommend using a credit card or insurance to reclaim your money in case you cannot make the course at the last minute. Our cancellation and transfer policy is as follows:
 - a. More than 4 weeks before the start of your course:
 - i. Cancellations outside of 4 weeks before the start of the course will incur a £15 administration charge.
 - ii. Transfers outside of 4 weeks before the start of the course incur no cost.
 - b. Less than 4 weeks and more than 2 weeks before the course:
 - i. Cancellations less than 4 weeks but more than 2 weeks before the course are eligible for a 50% refund.
 - ii. Transfers are not available less than 4 weeks before the course.
 - c. Less than 2 weeks before the course:
 - i. Cancellations less than 2 weeks before the course are not eligible for a refund.
 - ii. Transfers are not available less than 2 weeks before the course.
5. If a course participant misses any part of the course, we are under no obligation to offer completion of the course, a transfer to an alternative course or a refund.
6. All facilities are offered subject to availability. We do not accept responsibility for any delays or changes to the arrangements nor for any cancellation due to circumstances outside of our control, including adverse weather conditions. If a course is cancelled due to adverse weather conditions, participants will be offered places on a subsequent course.
7. Course participants using their own personal property or equipment do so at their own risk; we cannot accept liability for damage or loss howsoever caused.
8. Personal insurance is the responsibility of the course participant. Course participants are advised to take out personal insurance for any courses to cover the event of missing the course, cancellation, curtailment, personal injury, accident, damage to (or loss of) personal equipment or any other reason either caused by the course participant or beyond their control. It must be recognised that sailing is by its nature an unpredictable sport and therefore inherently involves an element of risk.
9. We aim to deliver all courses with care and skill and welcome feedback from our customers. However, if you are dissatisfied with any aspect of the course, you should inform the Centre Duty Officer who will endeavour to rectify the situation. If you remain dissatisfied, you should write to Safeguarding, Welfare and Quality Assurance Officer at steve@wembleysailingclub.co.uk within 30 days of the incident.
10. From time-to-time authorised parties may carry out photography and/or video recording. You agree that we may use such images in promotional, advertising or publicity material in any format whatsoever. You further agree that copyright rests with such authorised parties.
11. By booking a course with us, you agree and acknowledge that:
 - a. You are aware of the inherent risk involved in the sport and accept responsibility for exposing yourself (and / or your child) to such inherent risk whilst taking part in the course;

- b. You (and / or your child) will comply with the instructions of the sailing instructors, particularly regarding handling of boats, wearing of buoyancy aids and suitable clothing for the conditions;
- c. It is your responsibility to make known to your instructor any potential medical conditions that may affect you (or your child) during the activities associated with the training programme or event you (or your child) are taking part in. This information will be shared with the organisers and coaches of the course.
- d. The provision of safety boat cover is limited to such assistance, as can be practically provided in the circumstances, but will comply with RYA guidelines.
- e. You have read through the above conditions (and if your child is a participant, that you have read these conditions through with them) and that you (and / or your child) agree with them.
- f. If you have booked for your child to participate in a course or other training activity with us that they take part in the training course with your full agreement and that the particulars given in your booking form are accurate and complete in all respects.