



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. Before booking an online course, please satisfy yourself as to its suitability. If are in any doubt please contact us by emailing training@wembleysailingclub.co.uk.
4. If you require any adaptations or have restricted mobility, please contact us to discuss how we can assist with access to our online classroom.
5. Students must have access to the internet & email to complete the course. The course is not transferable & access is for the named applicant only. Course enrolment does not mean that you automatically get a certificate. All courses require you to reach a certain standard at which the relevant certificate can be awarded.
6. Instructional support will be provided by our instructors for a period of 6 months from the date of your course booking.
7. If your course has not been completed within 6 months from the date of purchase access to all online material will be terminated.
8. You have 14 days, from the date of purchase within which to cancel your course. Any course materials must be returned in an 'as new' condition & the return postage paid by the client. Access to any online course material will be terminated immediately. Once all course materials have been returned a full refund minus a £15 booking fee will be issued.
9. We reserve the right to deduct for the net cost of any missing or damaged course materials & postage. If the course materials are being returned because they are faulty or not as described and this is found to be the case then we will refund any postage costs.
10. 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.
11. 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 email training@wembleysailingclub.co.uk 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.

Data Use

12. To enable access to your online course we will need to share some of your personal data with the RYA via your user profile in www.ryainteractive.org. This learning management website is hosted and maintained by a third party called Learning Pool, who will not use your personal information for any reason other than enabling your course.
13. Your name and email address will be entered on www.ryainteractive.org in order to create your user account. On your first access to the site, you will be asked to enter your address and date of birth. You will have access to the site for one year in order to complete your online course. During this period, your personal information will be held on the website by Learning Pool and be available to this training centre and the RYA for the purpose of managing your course.
14. On completion of your course, your name, email, date of birth and address will be transferred to the RYA's central database for the purpose of recording details of the course and any certification you gain as a result of it. This information allows the RYA to record your certification, to update any records they

may already hold about you or your qualifications and to verify your certificate if required. After one year from the date of your enrolment on the course, your user account will be removed from www.ryainteractive.org.

15. Full details of how the RYA will deal with your personal information will be displayed when you first access www.ryainteractive.org.

16. Contact will normally be made by your RYA Recognised Training centre. However, occasionally the RYA may contact you in relation to your course or account. This would normally be done by email. You will not receive any sales or marketing information from the RYA as a result of holding an account on www.ryainteractive.org unless you have given consent via a personal account on www.rya.org.uk.