



TEES RIVER RESCUE

Tees River Rescue Course Booking Terms and Conditions

These Terms and Conditions apply to all bookings made with Tees River Rescue. By submitting a booking form and/or participating in any activity, you agree to be bound by the following terms.

1. Bookings and Payment

1.1 A completed booking form and full payment are required to secure your place on any course or activity.

1.2 Bookings are not confirmed until payment has been received in full.

1.3 Tees River Rescue reserves the right to re-sell any places that have not been paid for.

2. Cancellations and Refunds

2.1 Cancellations by the Participant

- **More than 21 days before the course:** Full refund, minus any costs already incurred (e.g., postage of course materials).
- **14–21 days before the course:** 50% refund.
- **Less than 7 days before the course:** No refund.

2.2 If you need to cancel your booking, you must notify us as soon as possible. We will offer to reschedule your booking to another available date where possible.

2.2 Medical Conditions

- If you disclose a medical condition *before* the course and the Instructor determines it is unsafe for you to participate, you will receive a full refund.
- If a medical condition becomes apparent *after* the activity has begun and the Instructor determines it is unsafe for you to continue, no refund will be issued.

2.3 Cancellations by Tees River Rescue

2.3.1 Tees River Rescue cannot be held responsible for changes or cancellations caused by circumstances beyond our control, including but not limited to unsafe weather or water conditions.

2.3.2 If conditions become unsafe during an activity, the instructor may:

- Modify the activity
- Substitute a shore-based alternative
- Reschedule the activity to another date

No refunds will be issued in these circumstances.

3. Safety and Instructor Authority

3.1 All participants must follow safety instructions given by Instructors at all times.

3.2 Tees River Rescue reserves the right to refuse participation to any person deemed unfit, unsafe, or unsuitable to take part. This includes, but is not limited to, individuals under the influence of alcohol or drugs, or those causing disruption.

3.3 If a participant is refused on these grounds, no refund will be issued.

3.4 The Instructor's decision regarding safety and participation is final.



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4. Equipment Responsibility

4.1 By signing these Terms and Conditions, you agree to take reasonable care of all equipment provided by Tees River Rescue.

4.2 You agree to reimburse Tees River Rescue for the cost of repairing or replacing any equipment lost or damaged due to misuse, negligence, or carelessness.

5. Complaints and Feedback

5.1 We are committed to providing a high-quality service and welcome all feedback.

5.2 If you have a complaint, please notify us as soon as possible so we can address the issue promptly.

5.3 All complaints will be treated seriously and handled in a fair and reasonable manner.

5.4 Complaints or feedback should be sent to james@teesriverrescue.org.

5.5 We aim to acknowledge complaints within 5 working days and provide a full response within 10 working days.

6. Data Protection (GDPR)

6.1 By submitting a booking form, you acknowledge that Tees River Rescue acts as a data controller and will process your personal data for the purposes of:

- Managing your booking
- Ensuring your safety and wellbeing during activities
- Meeting RYA certification requirements

6.2 Our lawful bases for processing include **contract**, **legitimate interests**, and **legal obligation**.

6.3 Your information will be stored securely for as long as necessary to provide the services requested and to meet regulatory requirements.

6.4 You have the right to request access to, rectification of, or deletion of your personal data, and to object to or restrict processing.

6.5 We will not share your data with third parties except:

- The Royal Yachting Association (RYA) for the purpose of registering certificates (names, dates of birth, and addresses)
- Where required to comply with legal obligations

7. Photo Identification

7.1 Participants completing an RYA Powerboat Course must provide a passport-style photograph for the RYA's online certification system.

7.2 Please bring a suitable photograph with you on the day. Failure to do so may delay the issue of your certificate.

8. Acceptance of Terms

By submitting a booking form or participating in any activity with Tees River Rescue, you confirm that you have read, understood, and agree to these Terms and Conditions.