



## Booking Terms and Conditions

Please read this section of carefully as it contains essential information and conditions you will be agreeing to completing an online booking or signing the booking form (NSC stands for Northampton sailing club)

### Bookings and Payments

- Bookings will only be confirmed by us on receipt of full payment and either a online booking or a signed consent form.
- All booking are subject to numbers, if you end up the only one on the course we can do a 1:1 course for less time. For example, a 2-day course would be 1 ½ days.
- Multi activity session are subject to a minim no of 4 to run. For courses with less we would cancel and issue a full refund.
- NSC will require fully completed medical form with next of kin details for anyone that is participating which can be completed on the first day of the tuition and must be updated if anything changes.
- Anyone without a valid medical form will be not be allowed to participate.
- The NSC team will do all we can to provide you with an enjoyable and worthwhile experience however; there may be occasions when we cannot actually go out on the water - if the wind is too strong, too light, or if conditions restrict us in other way. If this occurs we do theory on shore for a duration that is appropriate. Any missed time can be rebooked or refunded.
- All participants must be water confident in light clothing and not suffer from any undisclosed medical or physical condition, which might endanger themselves or others. NSC Instructors should be informed if there are any non-swimmers participating.
- **Cancelation Policy** – by customer if within 4 weeks a fee of £50 must be paid and if within 2 weeks the full amount must be paid.

### Comments/Complaints

- We would like to know how your visit went. Please email us your thoughts - we are always keen to hear good comments but also constructive suggestions to help us improve.
- If you have any reason to complain during your visit please inform the Duty Senior Instructor who will endeavor to help you. If the matter is not dealt with to your satisfaction please contact the Club Manager by email [manager@northamptonsailingclub.org](mailto:manager@northamptonsailingclub.org)

### Responsibility

- A clear handover between guardians and instructors will be made clear by the instructors at the start, end and lunch time. This is to ensure there is no confusion who is responsible for the group at anyone time.
- NSC do not accept responsibility for any loss, damage or injury suffered by persons and/or their property arising out of or during the course of their activities whilst supervising and/or training and/or coaching and/or instructing unless such injury, loss or damage was caused by or resulted from negligence or deliberate act.
- NSC does not provide insurance cover for personal accident, nor for loss or damage to personal property.
- Instructors are not there to manage behavior. The instructor decision is final.
- If the behavior of any individual is found to cause danger or distress to other customers, staff or



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anyone else, or if they willfully cause damage, the individuals concerned, or your entire group, may be excluded from taking part in the programmed activities or asked to leave the site immediately. In such circumstances we will not be liable for reimbursing the cost of your visit or contributing to any expenses you may incur in making alternative arrangements.

### Data Protection

- The main policy can be found on our website [www.northamptonsailingclub.org](http://www.northamptonsailingclub.org). however there key information on the booking forms.

### Lost Property

- Valuables and small items will be kept for four weeks and if not claimed will be disposed of at our discretion. Due to the volume of clothing that gets left on site, these items will be kept for a maximum of 2 weeks.
- We would advise you not to leave any valuables in the changing rooms, and staff members are advised not to leave valuables on show in their vehicles, We do however have lockers in the changing rooms for £1

### Clothing

Participants are expected to wear suitable clothing as follows:

- We will provide wetsuits and buoyancy aids free of charge
- A swimsuit, rash vest or underwear should be brought to wear under the wetsuit
- Light weight clothing – in poor weather a number of layers of clothing with, if possible, a windproof jacket and fleece, is most suitable
- Shoes to wear on the water (old trainers or similar)
- Showering is recommended - a change of clothing (including dry shoes) and towel is required.
- Sun cream and sun hat required in hot weather.
- Woolly hat (beanie) and gloves for cold weather
- No jewelry should be worn
- It is always colder on the water than on the shore, so please come prepared
- Please be advised to bring plenty of food and drink to keep you going throughout.

### Security/Valuables

- You are advised not to leave valuables in the changing rooms, and to ensure that property is not left in view in your car, which should be locked. NSC staff are not able to look after mobile phones, iPod etc. however we will look after car/minibus keys if requested.

### Alcohol Or Illegal Substances

- Individuals will be excluded from taking part in activities if we are of the opinion that the person is under the influence of alcohol or illegal substance.



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### Smoking Policy

- In the interests of safety, we have a policy of no smoking on the site.

### Equality Policy

- The NWC is committed to the principle of equality of opportunity and aims to ensure that all present and potential participants, members, instructors, coaches, competitors, officials and employees are treated fairly and on equal basis, irrespective of sex, age, disability, race, religion or belief, sexual orientation, pregnancy and maternity, marriage and civil partnership, gender reassignment or social status.

### Risk Statement

- It must be recognised that watersports is by its nature unpredictable and therefore inherently involves an element of risk. By taking part in any of our activities, you agree and acknowledge that you are aware of the inherent element of risk involved in the sport and you accept responsibility exposing yourself and group members to such inherent risk.
- **Full Risk Assessments can be seen by request**



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