

## BOOKING CONDITIONS.

### THE BOOKING:

It is the group organisers responsibility to check through the booking form and booking details immediately when they receive them from the Centre. The Centre cannot rectify any mistakes or alterations to bookings once the group arrives at the Centre. At least one weeks notice should be given of any changes required. Even then we may not be able to rectify any such problems

### BOOKING PERIOD:

The booking period is deemed to be from when a group arrives at the Centre to when it departs. Changing, equipment preparation and the correct storage of equipment at the end of the activity session are part of the booking period. Wherever possible, the Centre has a flexible approach to session timings and this is manageable during quiet periods off-season.

### DEPOSITS:

All groups and all course applicants will be asked to pay a non refundable deposit on making a booking.

### CANCELLATION:

Should the user group or course participant wish to cancel a booking, the Centre **must** be notified in writing as well as by telephone. The Centre will make all reasonable attempts to re-let the booked session, and if successful, will refund all monies paid, less a £30.00 administrative charge. If the Centre is not successful in re-letting then any deposit will be forfeited. It may be worth a group leader or course participant taking out cancellation insurance.

### PRICES INCLUDE:

- All specialist equipment
- Qualified Instructor (s)
- Use of Haven Banks Buildings and facilities (i.e. classroom, pontoons, changing room, showers)
- Protective Clothing. (Please see clothing/kit list)
- Wetsuits will be provided for windsurf sessions. For other activities a request in advance must be made and there may be an additional charge.
- Teaching Aids

### PRICES DO NOT INCLUDE:

- Wetsuits for activities other than windsurfing. For other activities a request in advance must be made and there may be an additional charge.
- National Governing body certificates & badges. These may be purchased from the Centre at a cost
- Transport to off site activities;
- VAT, where VAT is chargeable. Please ask for details.
- Catering or refreshments, unless on a Camping or residential activity
- Clothing or footwear other than that stated above. (please also refer to Clothing/kit list)

### RESPONSIBILITY:

For those groups under 18 years of age, the Centre feels it is important that the Centre Staff and the group leaders know when they are responsible for the young people in their charge.

Visiting Group leaders are responsible for young people:

- Until the Centre Instructor begins the session (first interaction with the group)
- When the group has finished the session (the time in which the group is returned to the leader following an activity)
- During lunch times, unless on an activity day trip. i.e. Canoe expedition

The Centre Staff are responsible for the young people:

- From the beginning of the activity session (first interaction)
- Until the group has finished the session. (the time in which the group has been returned to the group leader following the activity)
- During Lunch periods – only when operating Offsite on an all day activity with the same group, Unless specific responsibility is taken by the leader or the leader is otherwise informed

**This is in no way a clear and definitive explanation and both group leaders and instructors should give a clear “hand over” of responsibility to one another at the beginning and the end of each session.**

### WEATHER:

The Manager will decide in consultation with the instructors and the group leaders, if the weather or prevailing conditions are unsafe for an activity to proceed. In such cases an alternative activity will be offered. The ultimate decision will lie with the Centre Manager. The Centre has numerous foul-weather activity options, and the location and water base means such problems are highly unlikely during the summer season. Weather conditions such as strong winds, lightening, or high water levels may well affect certain activities.

### PERSONAL BELONGINGS:

The Centre has limited storage space and facilities for personal belongings. Groups and individuals should only bring with them the items they will use whilst at the Centre. **Although the Centre has group storage facilities, the Centre will not be held responsible for personal belongings which may go missing. Therefore, valuable personal belongings MUST NOT be brought to the Centre and only bring what you or your group requires.**

### SMOKING:

The Centre is a totally Non-Smoking establishment, inside and outside the buildings and when engaged in any activity, all persons are expected to comply.

### UNSUITABILITY OF A PERSONS OR GROUP:

The Instructor, Senior Instructor or Centre and Manager reserves the right to refuse to take a booking, or to ask a group or individual to leave the premises or activity for any reason. In such circumstances a refund may or may not be given and this is at the discretion of the Manager.