



Terms and Conditions of Booking

1. Payment

A booking is not confirmed until registration and deposit payment is complete.

2. Schedule of payments

We require a deposit of 20% at time of booking. The full balance is due 8 weeks prior to the start date of your course (or at the time of booking, if this is less than 8 weeks prior to your course start date).

You will be emailed a reminder to pay your balance via email shortly before it becomes due. If any payment due is not received in full and on time we reserve the right to treat the booking as cancelled by you.

You have the option of paying the full balance at time of booking, even if it is earlier than 8 weeks prior to the course.

3. Cancellation

We will always endeavour to run all courses as advertised. If, however, we need to cancel a course for any reason, all money received to date will be refunded.

You are able to cancel your booking up to 30 days before the course starts with no penalty. If you cancel your booking within 30 days of the course we will make every effort to fill the places and, if we are successful, we will issue you with a full refund. If unsuccessful we will issue cancellation charges at the following rates: 30-14 days notice: Deposit; 14-7 days notice: 50% total booking fee; Less than 7 days notice: Full Booking Fee.

The date of cancellation is the date of the receipt of written advice to HRCST, Stable Court, Mawnan Smith, Falmouth, TR11 5JZ or email to martin@hrcst.org.uk.

4. Alterations

The course details advertised on the website, social media and in print are

accurate at time of publication. We reserve the right to make changes to these details for operational or other reasons.

While every effort is made to ensure that all offers and promotions on the website and social media are correct, should an offer or promotion remain on these platforms in error then it is at HRCST's discretion as to whether the offer or promotion is honoured.

If we make a major change to your booking, we will inform you as soon as reasonably possible. You will have the choice of either accepting the change of arrangements or cancelling your booking and receiving a full refund.

5. Images

From time to time authorised parties may carry out photography and/or video recording. You will always be consulted prior to this as to whether you agree that we may use such images in promotional, advertising or publicity material in any format whatsoever. The copyright to these images rests with such authorised parties.

6. Adverse Weather

We cannot accept responsibility for the necessity to cancel or shorten any session due to adverse weather. At all times this decision will rest with the Senior Instructor of the day and will be made on safety grounds. If we cancel a session, you will be offered alternative dates if availability exists. No refunds will be given due to adverse weather.

7. Force Majeure

In the case of circumstances amounting to Force Majeure necessitating alteration or cancellation of your course, HRCST will not be liable to pay any refunds or compensation. For the avoidance of doubt, Force Majeure includes, but is not limited to, any circumstance involving war, riots, government action, terrorism, fire, weather conditions, strike action and all similar events outside our control which prevent or affect our ability to deliver the goods and services agreed.

8. Alternative Activities

We will always endeavour to deliver the activity booked however if weather conditions or other considerations dictate we may substitute an activity with an alternative.

HRCST reserve the right to alter or substitute any activity on safety grounds. The Senior Instructor of the day is responsible for making such a decision and any decision made by them is final.

9. Behaviour

All participants are expected to behave with a reasonable level of courtesy and respect whilst engaged in activities with the HRCST. We operate in areas open to the public and all persons engaged in or associated with a session agree not act or behave in any way that may cause detriment to the HRCST.

Any participant acting in a way that the Senior Instructor deems is unsafe or detrimental to the enjoyment of other members of the group or the image of the HRCST may be excluded from the current or any further sessions. No refunds or compensation will be payable by the HRCST in this case.

10. Lost Property

Please ensure that all participants remember to take all of their belongings home with them at the end of each session. We will keep items of lost property until the end of the season but regret that we are unable to forward items on by post.

11. Medication

Any medication including inhalers that may be required during the session should be handed to the lead instructor at your pickup location. Please note that it is the responsibility of each participant to retrieve such items at the end of each session. No liability will be accepted for items not collected.

Supervision

12. All children remain the responsibility of their parent/guardian until they are officially handed over to the lead instructor at their pickup location and fitted with an HRCST buoyancy aid.

All children must be collected at the drop off location by their parent/guardian. No children will be allowed to leave the sight and supervision of the lead instructor until contact is made with the parent/guardian. To this end please ensure that you arrive at the collection point in good time so as not to cause any delay to the operations of the HRCST.

13. Complaints

We aim to ensure that all participants enjoy their time with us and leave with memories of a great experience and (hopefully!) the intention to return. If for any reason any aspect of our provision does not meet with your expectations then please ensure that you contact a member of HRCST staff at the earliest convenience so that we are able to attempt to solve any issues on the spot. If we are unable to do this to your

satisfaction then please submit a written version of your grievance to HRCST, Stable Court, Mawnan Smith, Falmouth, TR11 5JZ or email to info@hrcst.org.uk. We advise you to do this as soon as possible. No liability will be accepted for any dissatisfaction not notified to us within 28 days of the last date of your course.

You can find our Child Protection Policy [here](#).

If you have any questions or concerns regarding this policy please get in touch at info@hrcst.org.uk or 07555 785102.

14. Adventurous activity

We operate all our activities in accordance with the strict regulations set out by the Royal Yachting Association (RYA) and the Adventure Activities Licensing Authority (AALA). All our activities are designed to be safe, challenging and enjoyable. Please be aware that all outdoor/adventurous activities carry an element of risk and in extreme circumstances, a danger of serious injury or death. HRCST takes responsibility to minimise any risks. By continuing with your booking you are accepting these risks on behalf of the participants. To view our full policies and procedures please visit www.hrcst.org.uk/policies