

Wirral Sailing Centre - Terms & Conditions

Please read the following terms and conditions carefully before completing your booking with Wirral Sailing Centre, which is owned and run by Wirral Borough Council. Please also read our webpage/brochure which describes the main characteristics of the services we are offering and their prices.

<http://wirralleisure.co.uk/invigor8-centres/wirral-sailing-centre/>

1. Method of Booking

Customers may make a booking with the centre by telephone, or in person, at Wirral Sailing Centre. Please note that we do not accept provisional bookings. The booking is confirmed upon the issuing of a receipt.

The customer and /or parent/guardian if under 18 years, shall be responsible for compliance with the terms and conditions set out below.

Please read the course/session descriptions carefully before making a booking; centre staff can help ensure that you have selected the right course/session for you/your group. When you have chosen your course and dates, and have read the terms & conditions, please make your booking with the appropriate payment. We cannot accept bookings without prior payment.

Subject to these conditions permits for the use of West Kirby Marine Lake, and for the hire of equipment, may be obtained on the terms stated in the documents referred to above.

Hire for commercial purposes, or generation of income by individuals or organisations, (other than for charity fund raising) may be subject to an increased charge above the standard charge. This will be at the discretion of the manager

2. Individual bookings

Individuals cannot be provided with credit terms.

Payment may be made by credit/debit card or cash; we are unable to accept personal cheques.

To secure a booking, payment must be made in full at time of booking and in advance of the event.

Failure to pay in advance may result in the booking being terminated.

3. Group and School bookings

- Group bookings must be paid for in full by the organisation responsible for the booking no later than two weeks prior to the start of any course or session; therefore, it is important that all information supplied regarding group numbers and activities is correct. Failure to pay may result in the booking being terminated. An invoice will be

raised in accordance with the final figures supplied not later than three weeks prior to the event. The provision of the services by the Sailing Centre is conditional on payment in full prior to commencement

- In-house schools maintained by the Council may arrange payment by means of a budget transfer; payment must be made in full two weeks prior to the start of any course or session.
- Once payment has been made in full, refunds will not be given for cancellation of individuals within a group as the Wirral Sailing Centre will have made its necessary preparations on the basis of the numbers originally supplied. In the event of extenuating circumstances please speak with centre staff in the first instance.
- Should you wish to amend your booking to increase numbers following payment please contact the centre at the earliest opportunity as we cannot always accommodate amendments at short notice.

4. Cancellation

4.1 Cancellation by the customer:

We will –

Offer a full refund where a customer gives in excess of 28 days' notice of cancellation.

Retain 50% of the activity, or course cost, when the cancellation is between 8 and 28 days prior to the commencement of a course or activity.

Retain the full cost of the course /activity where a booking is cancelled within 7 calendar days of the commencement of the course or activity or the customer fails to attend.

Customers are advised to insure against, and check whether a personal insurance policy provides cover in the event of unavoidable cancellation.

4.3. Cancellation by Wirral Sailing Centre

Although Wirral Sailing Centre will make every effort to ensure that your course/session runs as scheduled we reserve the right to cancel any activity in the event of adverse weather conditions, in the event of insufficient numbers for the course to take place, or any other condition deemed to have an adverse effect on the quality of the activity or safety of those involved. Should the centre cancel an activity, customers will be offered an alternative equivalent course or a full refund of the course fee.

5. What's included?

- Wetsuits, buoyancy aids/lifejackets, helmets and spray tops are all provided; **please note that we do not provide footwear.**
- Instruction according to National Governing Body (NGB) guidelines and delivered by fully qualified staff.

- Certification and log books for NGB courses, Royal Yachting Association (RYA) and British Canoe Union (BCU.)
- Parking is available for Sailing Centre users, adjacent to West Kirby Marine Lake.

NB: Session times factor in changing time; it is not usually possible for centre staff to accommodate groups/individuals until the designated start time.

6. Hire of Equipment

Hire of equipment is available to those who can prove prior experience and/or a minimum level of qualification; please note that no tuition will be offered. Customers are advised to telephone in advance to check availability.

The centre reserves the right to cancel hire due to adverse weather conditions; this includes stopping any sessions that are already underway.

All participants must wear buoyancy aids (included in hire fee) and footwear. Helmets to be worn in line with centre policy. All equipment must be treated with respect and returned to a location as directed by centre staff.

7. Health Declaration

Participants should note that our activities take place outdoors and may be strenuous and/or adventurous. A health declaration/attendance form must be completed prior to commencement of any activities. Please advise the centre of any medical issues and/or special needs. Swimming ability is not a pre-requisite, although water confidence is required to take part in water sports activities.

8. Photographs

(a) We sometimes take photographs for use on social media, our webpage and for marketing purposes. If you do not wish you or your groups' image to be used for such purposes please remember to "opt out" when you complete an attendance form.

(b) We will only give your personal information to other parties where the law either requires or allows us to do so.

9. Complaints Handling Policy

Wirral Council is committed to delivering a high quality service to all our customers but we recognise that occasionally things do go wrong. In these circumstances, we want to make it as quick and simple as possible for you to raise your concerns with us and to resolve your complaint as quickly as possible.

We would also like to hear from you if you have had a positive experience in accessing our services, especially if there is a member of staff/team/facility that you feel stands out as delivering excellent service. Tell us about this; we are always happy to hear from satisfied customers.

The quickest and simplest way to make a complaint or to let us have feedback is via the www.wirral.gov.uk website, however if you prefer you can make your complaint by email or letter. Our contact details are:

PO Box 290
Brighton Street
Wallasey
Wirral
CH27 9FQ

10. Booking for 3rd parties

The booking is between you and us and no other person has any rights to enforce any of its terms.

