

## BOOKING TERMS & CONDITIONS

Our objective is to make your relationship with Willow Wren Training as pleasurable as possible. In order to avoid any misunderstanding and to protect you as the customer and us as the supplier we have a number of conditions that we must ask you to note before making any booking.

### **Making a booking with Willow Wren Training will indicate your acceptance of these Terms and Conditions.**

1. Bookings will only be fully confirmed when payment is made in full.
2. Willow Wren Training complies strictly with the Consumer Contract Regulations 2013. Customers may withdraw from the contract for any reason within the period of 14 days after the day the booking has been made. Also, the Customer may cancel a place on the course at any time up to 14 days before the Course start date. Customers can call us first but must confirm their request in writing by letter or email within the set period of their wish to cancel and they will have their monies refunded within 30 days. If the Customer cancels the booking more than 14 calendar days after making the booking or the Course date is within 14 days of the date of cancellation, Willow Wren Training will not refund the Course fee.
3. Outside of the terms shown in paragraph 2, requests to change confirmed course dates will be viewed very sympathetically and where we can fill the vacancy we will happily change your course date without additional charge. If we are unable to fill the vacancy then we regret that your fee will not be refundable but take note of condition 5 below.
4. We will be happy to accept a change in the delegate name at any time right up to the course start time.
5. All delegates must be aged 16 or over, (unless in the company of a responsible adult).
6. In the rare event that we should have to change your course date we will make the change with as much notice as possible. If alternative dates are not suitable for you then we will refund your fee in full and assist you in finding another training provider.
7. Refunds, (including gift vouchers), can only be made to the original purchaser and using the original payment method.
8. Gift Vouchers have a validity of 12 months from date of issue. Bookings using the voucher cannot be taken beyond this date but course dates will be extended beyond the limit. Only one date over the limit will be granted.
9. Safety is our highest priority but it should be acknowledged that boating on canals and rivers carries a certain level of inherent risk. Delegates attending the course will have to sign to agree to accept a share in the responsibility to maintain personal safety and that of others and of property by your own actions or conduct.
10. We cannot accept any liability for loss of, or damage to, any article or personal property.
11. Every effort is made to ensure that accuracy of publicity material but we cannot accept any liability for any inaccuracies, errors or omissions.



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12. We reserve the right to change the course content whilst still adhering to the course curriculum approved by the relevant authority.
13. We reserve the right to substitute craft and/or location should our usual training facility be unavailable for any reason but will ensure that the replacement vessel and/or location is fully suitable for the course being taken.
14. Our vessels are not suitable for people with disabilities that would necessitate special modifications to controls or access. We will be happy to conduct the course on your own adapted vessel.
15. Certain elements of the course, such as lock operation and rope handling, can occasionally be physically demanding. All Delegates will have to certify that they are fit to undertake the training course(s). If there is any doubt, we suggest Delegates consult their doctor or medical adviser.
16. Names and personal details of delegates for RYA courses will be shared with the RYA for the purposes of registering their certificate(s). The data will not be shared with any third party for marketing or commercial purposes without first obtaining your explicit consent.

Willow Wren Training