

- No place on a course with *Pin Mill Cruising* can be guaranteed until a booking form and the deposit are received. If the course fee is £150 or less, full payment must be made at the time of booking. Making a booking is an acceptance of these terms and conditions.
- A student cancelling or withdrawing from a course with *Pin Mill Cruising*, is not entitled to a refund, but may be offered a place on an alternative course or a partial refund, depending on circumstances, at our sole discretion.
- In the unlikely event of *Pin Mill Cruising* cancelling a course a full refund will be given or an alternative course offered. This will be the limit of liability.
- *Pin Mill Cruising* welcomes feedback, but any problems should be discussed with the instructor before the end of the course. The instructor will do all they can to resolve any difficulty, but if a resolution cannot be found the matter can be raised with the Principal or with the RYA.
- *Pin Mill Cruising* will provide a high standard of instruction to help each person reach the required level of achievement to receive an RYA certificate, but if despite this, that level is not reached, a certificate will not be awarded.
- Children will not normally be enrolled onto a course with *Pin Mill Cruising* without a parent/guardian. Exceptions may be made on a case by case basis, if the parent/guardian gives consent and provides transport to and from each class. Children will be assessed to the same RYA standard of achievement as adults.
- *Pin Mill Cruising* does not accept liability for any loss, damage or injury to any person or their property and students participate in courses at their own risk.
- Students using equipment on loan from *Pin Mill Cruising* are expected to use it with care and will be liable for any loss or damage.
- In the case of private tuition afloat the owner remains the skipper and legally responsible for the safe management of the boat.
- Data provided by students will be used to process their booking and for their safety while attending a course. It will not be passed to third parties. *Pin Mill Cruising* has a data processing policy, which can be found on the website.
- Courses provided by *Pin Mill Cruising* for a club in their own premises are exceptionally good value. The agreed daily rate, plus costs and travel, will be charged irrespective of how many members arrive for the course and the club is expected to provide a warm classroom, suitable tables and chairs, refreshments and other equipment agreed at the time of booking. A maximum number for the course will be set by *Pin Mill Cruising* in accordance with the RYA rules.