

Oban Sailing Club Course Booking Conditions

Version 1, 7/4/2021

As you will probably appreciate it can take a lot of planning for us to put on courses which require multiple instructors, safety boats and equipment. To ensure that we can provide the best possible training experience it is necessary that we apply some sensible conditions to all our bookings. The following is a list of those conditions for booking and/or taking part in a course at Oban Sailing Club (OSC). If you have any questions regarding these or any other aspect of the course or booking, email training@obansailingclub.org. By booking a course at OSC you confirm that you understand and agree to these conditions.

Communication

- You will receive an automatic confirmation of the receipt of your booking, in the form of an email showing your responses given in the booking form for you to check. If you do not receive this please contact us using the email address above.
- If you have any concerns about the booking, please contact us using the email address above. If there are any issues with the booking OSC will contact you by email as soon as possible after your booking.
- You will receive an email containing joining instructions, generally between 2 weeks and a month before the course begins. This will cover what you need to bring, confirmation of start and finish times, and any other relevant information for the specific course.
- General information regarding all courses at OSC is available at www.obansailingclub.org/training-f-a-q/. If you have any questions that are not covered here, again please email us using the email address above.
- Please note that all courses at OSC are organised by volunteers, and as such responses may be slower than would be ideal, especially at busy times of year, and may be at any time of day.

Payment

- A bank transfer is the preferred method of payment, and bank details are included on the course page on the website, within the booking form and again in the automated confirmation email you will receive.
- If you are unable to pay by bank transfer, then it is also possible to pay by cheque. Please indicate this where requested in the booking form.
- Where possible, please make the payment (or post the cheque) within a week of completing the booking form. However, in cases where immediate full payment would be difficult we are very happy for you to contact us to arrange an alternative payment date or a staged payment plan. In any case full payment must be received at least a week prior to the start of the course.
- All participants must be a member of OSC. Some courses include membership (full or junior as applicable) for the remainder of the season from the start date of the course, and also have a discounted price for members.

Consent Forms and Medical Information

- All answers on the booking form must be correct to the best of your knowledge, and you must contact us if you find a mistake or any details change at any time between the booking being made and the end of the course.

- An emergency contact who will be available for contact during the course, and able to come to the sailing club if necessary, must be nominated in the booking form.
- The responsible instructor may need to have a confidential discussion about any medical conditions with the participant (or a responsible adult if the participant is under 18) at the beginning of the course to ensure that the instructor is aware and fully understands the condition and how this may affect the participant during the course.
- All information will be stored confidentially following the OSC Data Protection Policy. The policy is available at www.obansailingclub.org/osc-data-protection-policy-v2/.

Participant agreement

- The participant (and their responsible adult where the participant is under 18) understands the risks inherent in sailing, powerboating, and other activities offered by OSC, and that while OSC has assessed and controlled the risks involved as far as possible, some risk will always remain.
- The participant agrees that they will behave responsibly and respectfully to others during the course, and will follow all instructions given by instructors or safety boat drivers.
- If the participant's behavior does not meet this standard or the instructor feels that the participant is causing a risk to themselves or others then the instructor may remove the participant from the course, and in the case of participants under the age of 18, request that their emergency contact collects them.

Cancellation of a course

- OSC reserves the right to cancel any course or booking necessary, due to insufficient participant numbers, unavailability of instructors, breakdown of equipment, errors in the booking process, extreme weather, or any other operational reason.
- OSC will make reasonable efforts to avoid cancelling any course or booking where there are sufficient participants signed up, and whenever possible cancellations will take place at least two weeks prior to the start of the course.
- Where possible, OSC will offer an alternative to the cancelled course or booking.
- If OSC cancels a course then a full refund will be given as soon after cancellation as is possible.
- If a participant chooses to withdraw from a course at least four weeks prior to the beginning of the course, or within 5 days of booking, a full refund will be given.
- If a participant chooses to withdraw from a course less than four weeks prior to the beginning of the course:
 - a full refund will be offered where their place is rebooked by someone else
 - a 50% refund will be offered where the course is still at or above the minimum number of participants required to run after the withdrawal of the participant.
- If a participant withdraws from a course after the beginning of the course, or is removed from the course by the instructor as described in the "participant agreement" above, no refund will be given.
- A full refund, partial refund or the option to transfer the booking to another course may be offered in exceptional circumstances, at the discretion of the Training Coordinator, Principal of the training centre, or Commodore of OSC. This will depend on the exceptional circumstance and the feasibility of the course running without the participant.