

Course Booking Terms & Conditions

Booking

- A completed Course Booking Form is required by all students >>> signed by Parent/Guardian if under 18
- This can be returned by e-mail or conventional mail but MUST be returned before the course begins
- Candidates must be healthy and possess a reasonable level of fitness for the course on which they intend to book
- A declaration of health is part of the booking form and details are treated with strictest confidence
- Swim Ability is important on our wet courses – Dinghy Sailing, Safety Boat etc.
We have a policy to assist students who are nervous of the water so please make this clear on your booking form.
- Medication must be declared to us and it is the students' responsibility to use as directed
- Students MUST declare to us if they have had surgery within 2 months prior to their course

Payment

- A non-refundable booking deposit of 30% of the course fee will secure your place more than 10 days out
- Courses must be paid for in FULL at least 10 working days prior to their start date
- Payment may be made by Cash, Cards, Cheque (payable to Aquatrek), Account Transfer or by Gift Voucher
- Gift Vouchers are non-transferrable and only one voucher will be accepted per person per booking
- EasyPay is an accepted scheme which we provide to repeat customers whereby they can pay for a course, or series of courses, by Standing Order on a monthly basis through their bank

Cancellation

- Aquatrek reserve the right to cancel any course, even at short notice, where conditions, safety etc, may be compromised
- Where a course is cancelled by Aquatrek, candidates will be accommodated on a subsequent course
- If no subsequent course is to take place in a reasonable timeframe then a full refund will be made to the client
- Students may cancel a booking up to seven working days before a course, this will incur an administration charge of €30 where a subsequent course is booked in its place
- Cancellations of less than seven days by a client, means a forfeit of fees at our discretion
- Fees will be reimbursed in the same means by which they were paid (credit card, cheque etc)
- Where a course is cancelled at short notice by Aquatrek (weather etc), we will make every effort to contact the client at the earliest opportunity. Our website homepage and social media pages are our quickest means and should be monitored if possible. We will also endeavour to contact customers directly by phone or e-mail

Equipment

- Aquatrek hold a selection of wetsuits and foul weather gear for use by clients new to water activities until such time as they can provide their own – this may not be in perfect condition and you should consider investing in personal clothing
- We provide PFDs and/or lifejackets to all customers going afloat. Lights need to be fitted for night work. Candidates may wear their own but we would insist on checking that such kit complies with a minimum standard for that activity
- Aquatrek will always provide vessels / facilities that are fit for purpose, should these become damaged or unusable during a course we may deem it necessary to postpone or cancel that activity – see cancellation policy above
- Students may provide / request the use of their own vessel/s for delivery of a course or activity. Their craft will have to meet basic standards and carry certain equipment but the owner MUST notify their insurer prior to the commencement of the training – proof will be required. No discounts will be afforded in these instances

Course Management / Delivery

- All our courses are recognised by governing bodies – eg: ISA, RYA, Dept of Transport, MCA. These bodies specify how these courses should be delivered and we adhere strictly to their policies
- Punctuality is important and we will always begin and end on time – it is your responsibility to be here on time
- On day-long courses we normally commence at 10:00, Lunch 13:00 – 14:00 and end at 17:00 unless otherwise stated when booking. Nightclasses begin at 19:30, break around 20:45 for 15 min then end at 22:15
- Reading, Writing & Learning Difficulties: we have arrangements in place to assist students who may have such difficulties but we ask that you inform us either on your booking form or verbally to one of us in private if you wish
- Bullying, horseplay or bad behaviour will result in immediate dismissal without further discussion

Course Fail / Appeals

- In the event that a student fails to reach the standards required to pass an assessment we are very flexible at Aquatrek
 - We can advise you on where you were weak and what you need to do to complete
 - We can offer a second opinion if you feel that your instructor / assessor was unfair in any way
 - We will always offer candidates an opportunity to retake an assessment when they feel ready