

Torbay Sea School

TERMS & CONDITIONS

1. Course Bookings

Bookings made by telephone, email or post are provisional until paid for in full; we will reserve a place on a course by payment of deposit subject to the conditions below. A booking is confirmed when we have received full payment for the course.

2. Reserving a place on a course

A place may be reserved on any course by completing a booking form (available by post or online) and sending/returning it to us with a 25% deposit. The balance of the payment is required a minimum of 4 weeks prior to the course start date. Cheques should be made payable to Torbay Sea School. Debit or Credit Card payments can be made by telephone.

3. Provisional Places

A provisional place (one which is temporarily held without deposit or full payment) may be reallocated by us at any time at the discretion of the school Principal.

4. Confirmed places

We will guarantee you a place on a course subject to the above conditions and we will run the course when the necessary numbers of places are confirmed (dependant on type of course). If there is insufficient take up of places on a course, we reserve the right to cancel it. In the event of this we will let you know no later than 7 days prior to the course start date.

5. Cancellation by us

In the event of course cancellation we will attempt to locate a similar place on a course with us on an alternative date or suggest a similar course with other schools, with which we liaise, on your chosen dates. If we cannot satisfy this condition we will refund your course fee in full.

6. Cancellation by you

If you have cause to cancel your course following payment of your deposit i.e. within 6 weeks of the course start date, we reserve the right to retain your deposit to cover re-advertising and other associated costs. If you have cause to cancel your course within 4 weeks of its start date we reserve the right to retain or demand the full course fee to allow the course to proceed and avoid us having to cancel the course for other applicants. If we succeed in filling the vacancy we will refund your course fee but reserve the right to retain your deposit as above.

7. Course Inclusions

These vary between courses and can be found on our website or course brochure.

8. Instructors

Our instructors are carefully vetted and are of a very high calibre, all instructors will be qualified to instruct the course for which they are employed. Course instructor's fees are covered within the course fee. In the event of Coastal Skipper/Yachtmaster examinations, you will be required to pay the separate RYA examination fee to the examiner on the day of the examination, we will inform you of the current cost of the appropriate examination at the course booking stage.

9. Complaints

If you have cause for complaint, in the first instance this should be addressed to the course instructor. If this is not acceptable or convenient please address your complaint to the school Principal at the following:

Neil Penman,
Torbay Sea School,
South Quay,
The Harbour,
Paignton,
Devon,
TQ4 6DT
Tel. 01803 665556
Email: neil@torbayseaschool.co.uk

If you do not receive a satisfactory reply, please list all details including course type and date, include your full name and address and as much information as possible and write to:

Mr James Stevens
RYA Training Manager
RYA House
Ensign Way
Hamble
Southampton
SO31 4YA