Booking Terms and Conditions

How to Book and Make Payment: To make a booking you need to complete a booking form and send it with full payment (unless otherwise stated, or a prior arrangement with the Centre Manager has been agreed) to the office. Payment can be made by BACS, Debit Card, Credit Card (£5 surcharge) or cheque.
All cheques to be made payable to: COBNOR ACTIVITIES CENTRE

Course Fees Include:

- Full qualified instructor for the relevant course
- Buoyancy aids

Course fees do not include:

- Wetsuits (these may be hired from the Centre)
- Towels
- Footwear for wearing on the water
- Refreshments (There are no facilities for purchasing food at the centre).

Physical Fitness: You should be confident in water. We don't expect you to swim the Channel, but you will get more out of your course with a reasonable level of general fitness. You must advise us on the Medical Questionnaire of any illness or medical disability. If you suffer from asthma, diabetes, epilepsy, giddy spells, angina or other heart conditions, you should check with your doctor before making a booking and be in a position to produce a note from your doctor if required.

Age Range: Please note our minimum age for activities is 8 years old. See course programme for ages relevant to individual courses. All adult courses have a minimum age of 18 unless specified otherwise.

What to bring with you: We recommend you bring plenty of warm clothing, despite what the weather forecast may be. Other items you will need:

- Swimming costume
- Towel
- Old trainers or wetsuit boots
- Sailing gloves (if you have them)
- Sun hat or woolly hat
- Sun tan lotion
- Refreshments for day courses

Safety: In addition to enjoyment and learning new skills**, safety is of paramount importance** on all Cobnor courses. Clearly, watersports and adventure activities are hazardous by their nature and participants, parents or guardians must accept that there are risks and the inevitable bumps and scrapes which happen during the thrills and spills of fast moving activities. To manage the risks so far as we are able, Cobnor has a 'safe system of work':

- We only employ qualified experienced staff
- We provide a range of personal protective and safety equipment for participants' comfort and safety
- We provide up to date equipment for your course
- We teach to national governing body recommendations and guidelines.
- We have robust management and safety systems which have been inspected by approved bodies such as AALA, RYA and BCU
- We reserve the right to modify or cancel any activity if we feel that there are unmanageable risks.

Cancellation

By the Client	By the Centre
1. All cancellations must be in writing. 2. Your personal insurance may provide cover against unavoidable cancellation. 3. If you cancel up to 8 weeks before the start of your course you will only lose 25% of total cost. 4. If less than 8 weeks a refund will only be made in the event of that space being filled. This will be at the discretion of the Manager	1. Every attempt will be made to ensure your course actually runs. The Centre does reserve the right to cancel if Viable numbers are not achieved a full refund will be given. 2. Where a course has to be cancelled due to adverse weather conditions the Centre will endeavour to provide an alternative programme. Should this not be available a 50% refund will be given

Photographs: Please note photographs may be taken during these sessions and used for publicity. If you have any objections please inform the Centre manager in writing. There may be an opportunity to purchase some photographs at the end of a summer camp.

Mobile Telephones: During residential courses we do request that the young people do not bring mobile phones with them. In the event of participants needing to contact home then a telephone will be made available to them. We do have a procedure for parents to contact camp staff when the office is closed, the first point of contact will be the Centre Office.

Tuck: Should young people wish to bring tuck to camp then we do require it to be handed to the watch leaders so it can be kept in the catering caravan. This is to prevent insects and unwanted creatures going into the tents. The tuck will then be issued at appropriate times so as not to coincide with meals.

Mark Murray-Brown
Centre Manager