

Frequently Asked Questions (FAQ) for Sail Monterey Sailing School

Welcome to Sail Monterey! Below, you'll find answers to common questions about our sailing courses and services offered through third-party platforms.

General Questions

1. What services does Sail Monterey Sailing School offer?

We provide sailing courses for all skill levels, from beginners to advanced sailors, including American Sailing Association (ASA) certifications.

2. How do I book a course or charter?

All bookings can be made through our partnered third-party platform. Simply search for Sail Monterey, select the service or course you're interested in, and complete your reservation online.

3. Is there an age requirement for your courses?

Yes, participants must be at least 16 years old for most courses. Some services may have additional requirements, which will be specified in the course description.

Booking and Payments

4. How do I confirm my booking?

Your booking is confirmed once payment is processed, and you receive a confirmation email or notification from the third-party platform.

5. Can I modify or cancel my booking?

Yes, modifications and cancellations must be made according to the policies of Sail Monterey. Please refer to those policy terms for specific details.

6. What payment methods are accepted?

Sail Monterey accepts most major credit cards and other payment options, for specific details please contact us.

Courses

7. Do I need prior sailing experience to join a course?

No! We offer courses for all skill levels. Beginners are welcome, and some courses, such as ASA 105, do not require prerequisites.

8. What should I bring to my sailing course or charter?

We recommend bringing:

- Comfortable, weather-appropriate clothing
 - Non-slip shoes
 - Sunscreen and sunglasses
 - A water bottle
 - Specific course requirements may be detailed in your booking confirmation.
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Safety and Weather

9. What happens if the weather is bad on the day of my booking?

Sailing is weather-dependent. If conditions are unsafe, we will notify you as soon as possible to reschedule or offer a refund.

10. Do I need to know how to swim?

While swimming experience is not required, we recommend basic swimming skills for safety. Life jackets are provided and must be worn at all times.

Policies and Privacy

11. What is your cancellation policy?

- Late/no show students will NOT receive a refund, credit, or a rain-check. If you miss the boat, you must pay full price for another ticket for the class.
- Students that need to cancel their reservation must inform us at least 14 days prior to the first day of class to receive a full refund.

12. How is my personal information used?

We only use your personal information to manage your reservation and deliver our services. For more details, please see our Privacy Policy.

13. What if I have additional questions or concerns?

You can contact us directly via:

- **Email:** book@sailmonterey.com
- **Phone:** (831) 372-7245

We look forward to welcoming you aboard and helping you explore the beautiful Monterey Bay!