

Terms And conditions

A signed and received booking form plus a deposit of 50% of the total cost or full payment signifies acceptance and understanding of the company's terms and conditions.

Bookings

All bookings are not reserved until deposit is done.

Deposits are not refundable. In the event of non payment we reserve the right to resell the booking.

Balance of fees must be done 1 month before course starts. If the booking is within 30 days of the start date of the course the full fee is required.

Cancellation/non arrival

- a) In the event of cancellation by the client, deposits and fees are not refundable. In the event that Julio Verne Náutica is able to subsequently resell the course, then all fees will be returned to the Client minus a 5% handling charge.
- b) A student who cannot attend their course through illness or other unavoidable personal circumstances is requested to contact the school as soon as possible. If it is necessary to cancel the course within 30 days of commencement of the course every possible attempt will be made to mitigate the student's costs and to let space elsewhere.. If unsuccessful the student will forfeit only the deposit.
- c) Any student who fails to arrive, for any reason whatsoever including illness and has not notified the School, will automatically forfeit the total monies paid and no liability by doing so shall attach to the School whatsoever.
- d) In all circumstances of cancellation with prior notice, the School will endeavour to offer alternative dates for the course.
- e) If, for any reason, the School is unable to fulfil a booking or a vessel becomes unseaworthy for any reason whatsoever, the School will inform the Student immediately the knowledge is available. No liability shall attach itself to the School beyond the refund of the full fee paid by the student(s) or unused portions thereof.

In all events, if students or training centre cancel the course, the training centre is no responsible to refund any travel cost in court.

Drugs

No student or client shall bring aboard any contraband, drugs or other substance or item.

Any person found in possession of any of the previously mentioned items will be expelled from the course without reimburse.

Damages or Loss

The company, RYA instructors, RYA trainers and coaches don't have responsibility or any loss, damage or injury suffered by persons and /or propriety arising out of or during the course of the activities whilst training /coaching/instructing/delivering unless such injury, loss or damage was caused by or resulted from negligence or deliberate act.

The clients acknowledges that there are inherent dangers involved in sailing and understands and agree to sign the booking form indemnity holding the company and it instructors free of liability in the event of an accident, death, injury or damage to person or property.

Respect and safety

Decisions made by the skipper/instructor are final in respect of the safety of the yacht and the well-being of the crew even to the extent of requiring, in exceptional circumstances, a client or a member of the group to leave the yacht.

All courses require to clients/students to reach a certain standard at which the relevant certificate can be awarded.

Certificates can only be awarded to those reaching that standard, however if for whatever reason further time is required to reach the standard we will create an action plan to help client to achieve the award.

Students under 18 years old may only attend a course accompanied by a legal guardian or parent.

If the student has a comment or complaint about an RYA Recognised Training Centre, student should raise it directly with the Centre in the first instance

Complaint policy

Before official complaints are formally lodged, where possible, complaints should be dealt with immediately by the instructor. If he/she is unable to resolve, the complainant should be passed to the Principal. The complainant should have a response within 7 working days. In the absence of a resolution at that stage, the formal complaints procedure should be used.

If the student don't want to complain on the day, do not receive a satisfactory response or do not want to speak to the school, therefore they have the right to contact directly to RYA by mail to: training@rya.org.uk. or by phone to +44 023 8060 4100

In compliance with consumer legislation, official complaint forms are held at our office and boats.

Equality Policy

Julio Verne Náutica is committed to the principle of equality of opportunity and aims to ensure that all present and potential participants, instructors and employees are treated fairly and on an equal basis, irrespective of sex, age, disability, race, religion or belief, sexual orientation, pregnancy and maternity, marriage and civil partnership, gender reassignment or social status.

Health and Safety Policy

Safety is the over-riding priority for Julio Verne Náutica and we recognise our responsibility for the health, safety and welfare of all those involved in Sail training and Shorebased courses organised by our School. We also accept responsibility for the health and safety of other people who may be involved with, or affected by, our activities. This responsibility will form an integral part of our activities.

GDPR

Julio Verne Náutica comply with the The General Data Protection Regulations (GDPR - 25 May 2018.)

We collect data Lawfully, fairly and transparently. The school will not pass or sell on any of your personal details to any third party with the exception of the Royal Yachting Association for the purposes of certification registration only.

SIGNED:

In , on of of 20

EXPRESS CONSENT OF CUSTOMERS FOR THE TRANSFER OF DATA.

In order to comply with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and following the Recommendations and Instructions issued by the Spanish Data Protection Agency (A.E.P.D.), **HEREBY REPORTS:**

- The personal data requested and provided by you are incorporated into a privately owned file whose responsible party and sole recipient is VERUELA 2000 SL with the commercial name JULIO VERNE NÁUTICA.
- Only the data strictly necessary to adequately provide the requested services will be requested, and it may be necessary to collect contact information from third parties, such as legal representatives, guardians, or persons in charge designated by them.
- All data collected is subject to confidentiality and legally established security measures, and under no circumstances is it transferred or processed by third parties, whether physical or legal, without the prior consent of the client, guardian or legal representative, except in those cases where it is essential for the correct provision of the service.
- Once the relationship between the company and the client has ended, the data will be archived and kept for a minimum period of 3 years, after which it will continue to be archived or, failing that, it will be returned in full to the client or legal authorised person.
- The data I provide will be included in the Treatment called Clients of VERUELA 2000 SL, for the purpose of managing the contracted service, expressing my consent in this document.

The client has the possibility of exercising the rights of access, rectification, cancellation and opposition, indicating this in writing to VERUELA 2000 SL with registered office at CALLE DEL RELOJ 5, LOC 3 36300 BAIONA – PONTEVEDRA.

SIGNED:

In , on of of 20