

# THESSALIA SAILING TERMS AND CONDITIONS

**1. Booking Conditions:** No booking will be final until the booking has been confirmed by Thessalia Sailing and a payment made in full or a 50% deposit. Provisional bookings will be held for a maximum of 3 days.

**2. Payment of Fees:** All payments are due within six weeks of the commencement date of the course.

If the booking is made more than six weeks prior to the commencement date, a deposit of 50% of the total fees will be due and the balance of the fee will be due 6 weeks prior to the commencement of the course. In the event of the final payment arriving late, Thessalia Sailing reserves the right to accept a booking from the stand-by list. In this case, all funds except the initial deposit will be refunded.

**3. Deposit:** If a booking is made 6 weeks or more before the start date, a place on the course can be secured with a 50% deposit. If the booking is made within 6 weeks to the start date, then the full course fee is required

**4. Cancellation and non-arrival:** In the event of a cancellation 6 weeks prior to the start date, all monies paid shall be refunded. No amounts will be refunded in the event of cancellation less than 6 weeks prior to the course start date, or in the event of a non-arrival. Courses are non-transferable.

**5. Sea sickness:** Clients with special medical problems should check that their GP considers them safe to sail, advise Thessalia Sailing of any such condition when booking, and both Principal and skipper when reporting for the course. Necessary personal medications should be brought with you.

**6. Skipper/Principal's decisions:** The skipper's decision is final on all courses from the moment they step on board. All clients will accept all decisions made by the skipper, both night and day for the duration of the course, both on board the school boat and ashore.

**7. Insurance:** Thessalia Sailing accepts no responsibility for any injury, accident, damage or loss to any client's property or person.

**8. Personal insurance:** The School is insured for instruction. However, clients' needs vary. The School strongly advises clients to obtain their own insurance against sickness, illness, travel and course fees, accident on board, or any other cover the client considers prudent for their personal well-being or lifestyle.

**9. What is included in the fee:** Fees include use of the Thessalia Sailing boat and instruction.

On practical courses, the fees include accommodation on board the yacht, with towels and bed linen provided. They also include meals as advertised. All meals provided with courses are prepared on board. Course fees also include the use of safety equipment, life jackets and harnesses. Thessalia Sailing does not provide wet weather gear. It is the

client's responsibility to bring appropriate clothing for the time of year.

**10. Breakages and damage:** All damage, howsoever caused, must be immediately notified to the skipper for safety reasons. Clients shall be liable for any loss or damage to school equipment, up to and including the first £100 per item.

**11. Unavailability of the boat:** In the very unlikely event that a boat is unavailable due to severe damage (e.g. dismasting) Thessalia Sailing reserves the right to rearrange the dates, or cancel. In the event of cancellation each participant will be offered a refund or a credit to the amount paid toward that course. The school does not bear any liability for any further costs incurred. e.g. flights, hotels or any other travel costs.

**12. Issuing of certificates:** The School's standards of instruction are high and certificates will only be issued at the end of a course if, in the opinion of the school's Principal and instructors, the client has reached the standard necessary. The school Principal's and instructors' decision shall be final and accepted by all clients.

**13. Customer feedback:** If you should have a problem or complaint, it is important and in your own interest to tell us, so that steps can be taken to resolve it immediately. Customer feedback is important to us and for that reason, all clients will receive a customer feedback form at the end of each course.

**14. Adverse weather conditions:** Every effort will be made to give clients maximum sea time. However, if in the skipper's opinion, weather conditions, safety or any other consideration renders it imprudent, the skipper's decision is final.