

Ashore Sailing Terms and Conditions 2019/1

RYA Shorebased Shorebased Theory Courses

Bookings for specialist one day courses will be invoiced in full at the time of booking. Bookings for longer courses, e.g. RYA Day Skipper and RYA Coastal Yachtmaster will be subject to a 20% non-refundable deposit invoice. The final invoice will be sent approximately fourteen days prior to the start date.

RYA Interactive 'E' Learning Courses

To enable access to your online course we need to share some of your personal data with the RYA via your user profile in www.ryainteractive.org. This learning management website is hosted and maintained by a third party called Learning Pool, who will not use your personal information for any reason other than enabling your course.

Your name and email address will be entered on www.ryainteractive.org in order to create your user account. On your first access to the site, you will be asked to enter your address and date of birth. You will have access to the site for one year in order to complete your online course. During this period, your personal information will be held on the website by Learning Pool and be available to this training centre and the RYA for the purpose of managing your course.

Instructional support will be provided by this Training Centre for a period of one year from the date of your course booking.

On completion of your course, your name, email, date of birth and address will be transferred to the RYA's central database for the purpose of recording details of the course and any certification you gain as a result of it. This information allows the RYA to record your certification, to update any records they may already hold about you or your qualifications and to verify your certificate if required. After one year from the date of your enrolment on the course, your user account will be removed from www.ryainteractive.org. Full details of how the RYA will deal with your personal information will be displayed when you first access www.ryainteractive.org

Cancellations: Shorebased & 'E' Learning Courses

The Student is liable for their full place fee (and if applicable, RYA course admin fees) on our acceptance of the booking.

In the event of cancellation by the Student no refunds shall be given unless we are able to resell their place. We strongly recommend that cancellation insurance be taken out at the time of booking.

In the case of students booked on RYA courses, we shall not be liable to pay the Student any other compensation for any loss or damage whatsoever nature resulting from the curtailment or cancellation of the course.

In the unlikely event of a course being cancelled we will make every effort to rearrange a mutually convenient time to re run the course. If this is not possible we will refund any monies already paid to us.

RYA Practical Courses

RYA Practical courses organised by us are run by 'SAILING LOGIC' based in The Hamble, SO31 4PL.

Ashore Sailing reserves the right to alter any arrangements regarding the charter of vessels, as Charter Company circumstances are beyond our control.

Ashore Sailing shall not be liable for any matters arising from any cause beyond Ashore Sailings negligence or wilful default including death or personal injury, loss of and damage to property, non-fulfilment or interruption of a practical course or delays, breakdowns, mechanical problems, defects, weather conditions or in respect of any consequential loss, damage, expense, injury or claim.

If booking a practical course you must make the Skipper and First Mate aware of any pre-existing medical conditions and treatment required. The Skipper has final say in cases where he or she decides that a crew member is not fit to go to sea, however no crew member should attempt to go to sea unless they are fit enough to participate in this type of activity. Ashore Sailing reserve the right to approve individual crewing arrangements.

Cancellations: Practical Courses

The Student and or Crew member is liable for their full place fee (and if applicable, RYA course admin fees) on our acceptance of the booking.

In the event of cancellation by the Student or Crew member less than 60 days prior to the charter there will be no refund of place or course admin fees. We strongly recommend that cancellation insurance be taken out at the time of booking.

In the case of students / Crew members booked on RYA courses, we shall not be liable to pay the Student / Crew member any other compensation for any loss or damage whatsoever nature resulting from the curtailment or cancellation of the course.

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Administrator: Debbie Davis
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In the unlikely event of a course being cancelled we will make every effort to rearrange a mutually convenient time to re run the course. If this is not possible we will refund any monies already paid to us.

Information

Upon receipt of your booking we will email your Invoice (usually within 24 hours) which will confirm your place (subject to us receiving agreed payments). The invoice will have a 'NOTES' column containing further course information.

Your email invoice is powered by Pay Pal and has a LINK to their secure online payment site. You can pay by Debit or Credit card or through your Pay Pal account.

Purpose Statement

For Contractual and Legitimate reasons we require some personal information from you. We collect the minimum required to complete your course booking.

The personal information we collect and store is to enable us to effectively communicate to you, course details, joining instructions, issuing invoices, certificates and to facilitate general two way communications between yourself and us to ensure the smooth running of your course.

The period of time we keep this information depends on the course or courses you have chosen and the requirements placed on us by the RYA for the retention of proper records, ie the award of RYA certificates and storing SRC exam papers for RYA audit.

We only share your information with third parties that need it, e.g. The RYA for record keeping, the RYA Training Centre running your practical course or your course instructor.

At any time you can request to see what information of yours we hold. You can also request to have that information deleted from our records.

To view our privacy policy visit <https://ashoresailing.co.uk/1/privacy-policy/>