

Sailing Centre - Group Booking Form

Please use this form for group bookings such as youth groups, schools etc.
Please use **BLOCK CAPITALS**



Group Information

Name of School/College/Group: _____
Contact Name: _____
Contact Address: _____
Postcode: _____
Telephone: Day: _____ Evening: _____ Mobile: _____
E-mail: _____

Booking Information

Type of Booking: _____
Preferred Date(s): Date: _____ Time: _____
Date: _____ Time: _____
Date: _____ Time: _____
Date: _____ Time: _____
Date: _____ Time: _____
Date: _____ Time: _____
Activities: _____

Participants Information

No. of Participants: _____ Age Range: 8 - 10 _____ 11 - 14 _____ 15 - 17 _____ 18 - Adult _____

Do any of your group have any physical disability? YES / NO

If yes, please give details: _____

Are there any medical conditions of which we should be aware? YES / NO

If yes, please give details: _____

NOTE: Please note that all participants must complete either an Individual Booking Form (18+) or a Parental Consent Form (Under 18 years old)

Method of Payment

- Pay by Organisational Cheque Pay by Invoice
 Pay by Credit / Debit Card
 Pay by Council Internal Billing Internal financial/ledger code: _____

Invoice Address: _____
Postcode: _____

Declaration

I wish to make a group booking as detailed above and confirm that the information supplied herein is correct and that I have the authority to make this booking.

I am over the age of 18 years, I have read the Water Quality Information leaflet for Cardiff Bay and I have read and understood the Booking Terms and Conditions and agree that this booking is subject to the same.

SIGNATURE: _____ Date: _____

PRINT NAME: _____

POSITION: _____

How did you hear about the Sailing Centre? (please tick)

We would welcome your comments on the brochure and our advertising in general

Internet Advert: Which Publication? _____
Event Exhibition: Which Exhibition? _____
Recommendation Been Before:

OFFICE USE ONLY

Date Received: _____ Deposit: _____ Full Payment
Date Confirmed: _____ Total: £ _____ Total: £ _____
Parental Consents Rec'd: _____ Date: _____ Date: _____

Mae'r ffurflen hon hefyd ar gael yn Gymraeg / This form is also available in Welsh

BOOKING TERMS AND CONDITIONS

1. Booking

- 1.1. All bookings are subject to these terms and conditions; and the completed and signed booking form together with these terms and conditions shall constitute the entire agreement between you ('the Customer' also referred to as a 'Participant') or the person making the booking on your behalf, and the Council
- 1.2 Completed booking forms and full payment must be received prior to the start of the course
- 1.3 Bookings can be provisionally made by telephone, provided we receive the completed booking form together with payment within 7 days of the telephone booking
- 1.4 Confirmation of our acceptance of your booking will be posted to you within 7 days of our receipt of your booking form and payment. Your booking cannot be guaranteed until we have confirmed it.

2. Payment

- 2.1. Fees are payable in full upon booking for all courses, except for group bookings of 10 or more persons
- 2.2. For group bookings of 10 or more persons, a non-refundable 25% deposit of the total fee is required with the booking; and the balance of the fee is to be paid at least 3 weeks before the course starts.
- 2.3. Payment can be made by telephone, by post or in person using Maestro, MasterCard, Visa, Cheque, or Cash
- 2.4. For bookings made by organisations, an official order or other written document against which we can invoice may, subject to satisfactory credit references, be acceptable in lieu of full advance payment. Please enclose a purchase order with the booking form

3. Cancellations / transfers by the Council

- 3.1. Every attempt will be made to ensure courses run as scheduled. However, the Council reserves the right to:
- 3.1.1 Cancel a course at any time should the numbers fail to reach a viable minimum;
- 3.1.2 Cancel or curtail any course at any time due to unsuitable conditions, forecast or prevailing weather conditions, or due to any other factors beyond our control; and or
- 3.1.3 Cancel a course for any other reason upon giving the Customer not less than 14 days notice, such notice to expire on or before the course start date

Provided that we will endeavour to offer a suitable alternative course which may include other activities or alternative dates, but if unable to do so or the alternative course offered is unacceptable to the Customer a full refund will be made for all cancelled courses calculated pro rata where applicable.

- 3.2 The Council shall have no liability arising from cancellation other than as set out in clause 3.1 above.

4. Cancellations/transfers by the Customer

- 4.1. All cancellation/transfer requests must be made in writing, to our bookings office (Fax or email is acceptable).
- 4.2. Upon receipt of notification of a cancellation or transfer request:
- 4.2.1. We will use all reasonable endeavours to accommodate your request;
- 4.2.2. If a mutually acceptable alternative date or activity can be offered at the same value then a transfer will be made with no further cost;
- 4.2.3. Subject to clause 4.5 below, if a mutually acceptable alternative cannot

be found then a full refund will be given, provided the transfer request / cancellation is received by us at least 3 weeks prior to the course start date.

- 4.3. Any cancellations received less than 3 weeks prior to the course start date are non-refundable.
- 4.4. Refunds will only be payable by us after the course start date.
- 4.5. Cancellation of group bookings of 10 or more persons will incur loss of the 25% deposit, and if cancelled less than 3 weeks prior to the course start date, the whole booking fee is non-refundable.

5. Certificates

- 5.1. Course participation does not automatically mean a certificate will be awarded.
- 5.2. Certificates will only be awarded if the Centre instructor considers that the Customer displays the appropriate requirements to pass.
- 5.3. We reserve the right to decline to award a certificate provided that reasons for such decision will be given together with an action plan setting out future training/ improvements needed before the Customer can be passed, and a certificate awarded

6. Insurance and loss of property

- 6.1. It is the Customer's responsibility to arrange any necessary insurance, which may include but without limitation to insurance against cancellation, curtailment, personal accident, personal liability, theft and cover for specialist risk activities; and we strongly recommend you to secure the same.
- 6.2 The Council will only accept liability for loss, damage or injury resulting directly from the negligence of the Council, its servants or agents.
- 6.3 We must be notified of lost property within 2 weeks, as any items found are disposed of after this period.

7. Use of own boat / craft

- 7.1 Customers using their own craft must ensure they have appropriate insurance cover. A copy of the insurance policy together with evidence of premiums paid should be supplied on booking.
- 7.2 The Council does not accept liability for any losses, claims, damages or expenses howsoever incurred in connection with the use of the Centre facilities, save to the extent that the same results directly from the negligence of the Council, its servants or agents.

8. Physical Fitness / Swimming ability

- 8.1. Many of the courses offered are physically demanding and may involve bending, lifting, jumping, falling, climbing, stretching and a degree of co-ordination; and in submitting a booking you are representing that you, or the person on whose behalf you are submitting the booking, have an adequate level of fitness for the activities to be undertaken. If you have any concerns, please contact your doctor to seek advice on whether you should participate.
- 8.2. Everyone taking part in a water based course should be able to swim 50 metres in light clothing, but we can accommodate those who can't as long as they are confident in the water.

9. Safety

- 9.1 Safety is of paramount importance on all the Centre's courses and all Participants and their parents and guardians must acknowledge that water sports and adventure activities are hazardous by their nature and accept the risks of participating in the same.
- 9.2 In providing a safe system of work and to manage associated risks:

- 9.2.1 we only employ staff trained within national governing body guidelines;

- 9.2.2 we provide a range of quality personal protective and safety equipment for Participants comfort and safety;

- 9.2.3 we provide appropriate equipment for your course;

- 9.2.4 we teach to national governing body recommendations and guidelines;

- 9.2.5 we have robust management and safety systems which have been inspected by approved bodies such as the Adventurous Activities Licensing Service (AALS), Royal Yachting Association (RYA), British Canoe Union (BCU) and Welsh Canoeing Association (WCA); and

- 9.2.6 we reserve the right to modify or cancel an activity if we feel that there are unmanageable risks.

- 9.3 All Participants must comply at all times fully and promptly with all safety regulations and instructions issued by the Centre, its staff and or its instructors; and Participants must not do anything (or omit to do anything) which may cause damage or loss to the property or facilities of the Centre or other Participants or cause nuisance, annoyance, disturbance, inconvenience or injury to any other persons on the premises. The Council reserves the right to terminate the stay/use of Centre facilities of any person(s) whom it reasonably considers to be in breach of this condition 9.3, and such persons may be required to leave the Centre's property forthwith. No refunds will be made in this event, and the Council will not accept liability for any expenses, claims, losses or costs incurred as a result of such termination.

- 9.4 Rings, chains, earrings and other items of jewellery must be removed or taped over before participating in any Centre activity or course

10 Medical and dietary declarations

- 10.1 If you have a medical condition or illness, including but without limitation to pregnancy and heart conditions, you must disclose this on your booking form; and seek the advice of your doctor before submitting your booking.
- 10.2 You must also indicate on the booking form if you have any disability, special requirements or dietary needs of which we may reasonably need to be aware.

11 Under 18 Participants

- 11.1 All persons under the age of 18 years ('Under 18's') will require signed consent from their parent/guardian before being allowed to participate on a course. The requisite form is available on our website and from our bookings office; and a duly completed and signed form must be returned to the Centre prior to the start date of the course.
- 11.2 We will not accept responsibility for Under 18's until the course start time; and they must be picked up promptly at the course finish time.

12. Errors and Omissions

- 12.1 Whilst every effort is made to ensure the accuracy of the Centre's publicity information, the Council does not accept liability for any errors, inaccuracies or omissions therein, and reserves the right to alter course prices, times or dates at any time. Please check all facilities and prices before making your booking.
- 12.2 You will be informed of any relevant changes when your booking is processed and will be given the opportunity to cancel your booking without penalty if you wish.

13. Data Protection / Privacy

- 13.1 The information you have supplied will be treated in accordance with the provisions of the GDPR.
- 13.2 We may occasionally take photographs or video of participants for publicity purposes, including reproduction on our website. To indicate your consent, please tick the box in the declaration.