



TADEK DUCH - ŻEGLOWANIE NIEZWYKŁW

TERMS & CONDITIONS OF BUSINESS

BOOKINGS

A minimum deposit of 25% (non-refundable) is required for bookings made more than six weeks before the start of the course, with the balance due 30 days before commencement. Payment in full is required for bookings made less than six weeks before the start of the course and for courses costing less than £100.*

CANCELLATION

You may cancel your course at any time by written notification (email). Cancellation will be effective on the day notification is received. Refund (less deposit) will be made only if cancellation is received 30 days prior to course commencement.

PERSONAL INSURANCE

We strongly recommend that you arrange your own personal insurance at the time of booking to cover against personal accident, loss of property, cancellation, medical costs, repatriation etc.

CANCELLATION BY US

*We reserve the right to cancel a course or your booking. If circumstances beyond our control dictate that we have to cancel your booking, then a full refund (including deposit) will be made. Beyond this *TADEK DUCH - ŻEGLOWANIE NIEZWYKŁW* does not accept any liability for incidental expenses incurred. We will endeavour as far as is reasonably practicable to offer an alternative course which you may choose to accept in place of a refund. Such an offer, once accepted, constitutes a new booking subject to all the aforesaid terms and conditions.*

CONDUCT

**TADEK DUCH - ŻEGLOWANIE NIEZWYKŁW* reserve the right to refuse to continue to serve any customer or customers causing inconvenience or annoyance to other customers and/or creating difficulties that would hamper the smooth operation of the course or trip. Use of narcotics and/or excessive consumption of alcohol during the period of the course (on or off the boat) is prohibited.*



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DATA PROTECTION

Information you submit in booking and enquiry forms will not be shared, except with the appropriate instructor and/or with the RYA for registration and certification purposes - in accordance with our Privacy Policy.

COMPLAINTS

Should you at any time feel that a course is not meeting your expectations or you have a concern, it is vital that you bring the issue to the attention of your instructor in the first instance. Should the matter remain unresolved you should contact the Principal or Chief Instructor at TADEK DUCH - ŻEGLOWANIE NIEZWYKŁE (TEL.: 00 48 606 917 136). If the Principal has not been able to resolve the issue then you are free to contact the RYA Training Dept: RYA House, Ensign Way, Hamble SO31 4YA. Complaints will be time limited to 1 month from the date of the course.

REVISED 6TH DECEMBER 2023