



# Refund/ cancellation policy

## Booking Terms & Conditions

1. Students under 18 years old can only attend courses with parents or legal guardians, or after the child protection consent forms have been completed by parents or legal guardians, or after the child protection consent forms have been completed by parents or legal guardians.
2. A 20% deposit per person per course must be paid at the time of booking for courses over £200 and more than 49 days until the start of the course. The full amount must be paid for courses less than £200 and/or less than 49 days until the start of the course. Any outstanding balance must be paid at least 7 weeks (49 days) prior to the start of the course. By paying the deposit and/or returning a completed booking form, candidates accept our terms and conditions as specified in this document.
3. In the case of cancellation by the candidate with 49 days or less notice from the start of the course, the candidate will not be entitled to any refund, but will be given the option to book on a new date. If the candidate cancels the second course date, then no further option to rebook will be given unless in exceptional circumstances.
4. In the case of cancellation by the candidate with more than 49 days' notice. Candidates will be forfeit their deposit or full payment but will have any other payments made refunded or an option to change to a new course date.
5. In the unlikely event that Aurora Sea School is unable to offer the confirmed course we will transfer your booking to another mutually acceptable date or refund the deposit and any balance paid. Aurora Sea School will not be responsible for any other costs.
6. If a candidate cancels after the confirmation of booking, but before the payment of the balance, the student remains liable for the payment of the balance.
7. Candidates should ensure that they are physically able to take part in the course. Any pre-existing medical conditions must be declared at the time of booking. Details of any medication being taken must be recorded on the booking form and the instructor must also be informed at the commencement of the course. Failure to comply with this clause will invalidate any claim against Aurora Sea School arising from any medical complaint not previously disclosed.
8. Students must always comply with reasonable instructions of Aurora Sea School staff throughout the course.
9. Aurora Sea School, its servants, agents, and employees are not under any liability, whatsoever in respect of personal injury, loss or damage to personal effects howsoever caused whilst attending an Aurora Sea School course.
10. Any complaints must be made in writing/email within 28 days from the completion or cancellation of the course, complaints received after this date will be invalid. This does not affect your right to provide feedback on the forms provided.
11. Privacy policy: All RYA training centres, including Aurora Sea School, are required to register certificate holders on the RYA central database before the issue of certain certificates gained by students. This information is in intended for use as a central record only and is not supplied to the RYA, or any other third party, for advertising or marketing purposes. You can request a copy of our privacy policy by emailing Dawn@RowAurora.co.uk