

# BOOKING CONDITIONS AND JOINING INFORMATION (own boat)

## **COURSE FEES INCLUDE:**

- Instruction by staff trained to national governing body standards
- Course Certificate (if applicable)

## **COURSE FEES DO NOT INCLUDE:**

- Fuel and berthing fees
- Personal protective and safety clothing (unless by prior arrangement)
- Footwear and towels
- Meals and refreshments

## **PHYSICAL FITNESS**

You should be confident in water. We don't expect you to swim the Channel, but you will get more out of your course with a reasonable level of general fitness. You must advise on the booking form of any illness or medical disability. If you suffer from asthma, diabetes, epilepsy, giddy spells, angina, or other heart conditions or have a history of back problems, you should check with your doctor before making a booking and be in a position to produce a note from your doctor if required.

## **AGE RANGE**

18+ or accompanied children. Unaccompanied children by arrangement.

## **WHAT TO BRING:**

We recommend you bring plenty of warm clothing. Fleece pullovers are excellent and thermal underwear can also be a really good investment.

Other items you will need:

- Towel and change of clothes
- Trainers or specialist footwear (that can get wet)
- A hat and gloves (in cold weather)
- Suntan lotion
- Sun glasses

## **PAYMENT**

- All bookings must be accompanied by the appropriate payment by cash, cheque or credit/debit card.
- Group event numbers must be confirmed and appropriate payment made at time of booking.
- Crossed cheques/postal orders should be made payable to "Tiger Bay Training" and sent to: Harbour Master's Office, Penarth Marina. CF64 1TQ.

## **CANCELLATION**

Course/event fees are non-refundable unless the event is cancelled by Tiger Bay Training. TBT will offer alternative dates if possible at no extra cost if notified of non-attendance no later than 2 weeks prior to the course or event. If TBT is advised of cancellation, for whatever reason, with 2 weeks notice or less then any alternative dates will need to be paid for in full. We will endeavour to fill your cancelled place and if successful may offer an equivalent discount towards the booking of alternative dates.

## **ARRIVAL**

Courses are based at Penarth Marina, Cardiff Bay. Please park either in the large car park on your right hand side (behind the blue fence) as you enter the marina or on the left a bit further up alongside the outer basin, then go straight to the TBT office to collect a parking permit to be displayed in your vehicle. Courses begin at 0930hrs.

Your instructor will meet you at the TBT Office, 18a Plas St Pol De Leon, in the Town Quay courtyard opposite the swing-bridge (see attached directions)

Your Instructor can sometimes meet you at various locations around Cardiff Bay, e.g. CBYC, CYC, by prior arrangement.

## **SAFETY**

In addition to enjoyment and learning new skills, safety is of paramount importance on all courses. Clearly, watersports are hazardous by their nature and participants must accept that there are risks and the inevitable bumps and scrapes which happen during the thrills and spills of fast moving activities. To manage the risks so far as we are able Tiger Bay Training has a 'safe system of work'

- We only have qualified experienced staff
- We provide a range of quality personal protective and safety equipment for participants' comfort and safety
- We provide up-to-date equipment for your course
- We teach to national governing body recommendations and guidelines, in small groups
- We have robust management and safety systems which have been inspected by approved bodies such as the RYA
- We reserve the right to modify or cancel an activity if we feel that there are unmanageable risks.