

Shorebased(Theory) Course Booking Form



SPEEDBIRD OFFSHORE
YACHT CLUB

Personal details		
Full Name		SOYC Membership No.
Address		
		Postcode
Telephone		Mobile
Email		

Booking information		
Course Name		Cost £
Date		

We recommend that you consider some form of insurance to cover unforeseen circumstances, for example having to cancel your course at late date.

Booking confirmation and declaration

Please enrol me in the above course. I have read and agree with the terms and conditions overleaf. If under 18 please state date of birth, this form must also be signed by a parent / guardian.

Signed _____ Date _____

Non SOYC Member Declaration

I wish to apply for temporary membership to the Speedbird Offshore Yacht Club for the period as stated on this application form.

I have read and understood the sailing orders as published on the clubs web site http://www.speedbirdyc.co.uk/html/orders_index.HTM and agree to abide by those rules.

Signed _____ Date _____

Please make cheques payable to "SOYC Ltd" and write your name on the reverse

Please post to:

Kevin Hillyer
106 Salisbury Road
London
W13 9TT

Booking Terms and conditions

Payments - The course fee is required before a booking can be confirmed.

Age limits – Minimum age is 16. Clients between 16 and 18 must have their booking form countersigned by a parent or guardian.

Insurance - The School, its servants, agents and employees accept no responsibility for personal accidents caused by a client. Clients will be asked to pay for damage and losses to equipment attributed to the carelessness of the client. The School, its servants, agents and employees will not accept responsibility in respect of personal injury, loss or damage to clients' personal property and effects howsoever caused, whilst attending any course. All clients are advised to take out their own insurance cover for personal injury, medical expenses and their own property whilst in attendance and travelling to and from any course or event, including cancellation charges.

Cancellation by the School - The School reserves the right to cancel courses or events, change plans or use alternative Instructors if and as circumstances dictate. If a course or event is cancelled, the client will be informed as quickly as possible and unless an alternative date can be agreed, all monies paid in respect of that course or event will be reimbursed. The School will not be liable for any additional or consequential costs or expenses. The cost of the course or event will be refunded in direct proportion to the time lost after the failure of any equipment.

Cancellation by the client - If the client wishes to change a booking within one month of the course start date SOYC Ltd will not be liable for the return of any payments. Payments will only be refunded if the course place is resold, or the cancellation request is received from the client two months prior to the course start date. In the event of any cancellation by the client SOYC Ltd reserve the right to make an administration charge of up to 5% of the course value fee.

RYA Certificates - SOYC Ltd has high standards of instruction and applies RYA guidelines on the issue of certificates. Certificates will not be issued if, in the opinion of the instructor, the client has not reached the necessary standard. In such circumstances the instructor will work with the client to develop an action plan to help the client meet the required standard in the future.

Complaints - SOYC Ltd aims to deliver professional training and activities of the highest standard. You have a right to expect good service and our reputation depends on this. If you feel we are not fulfilling this aim, please use our complaints procedure to help us put things right.

In the first instance speak to the instructor directly involved in your course or event.

If the matter is not corrected promptly, please put your complaint in writing. You should write to enquiries@soyc.co.uk or the registered office, SOYC Ltd, Concorde Club, Crane Lodge Road, Cranford, Middlesex TW5 9PQ. We will respond in writing within 15 working days. We will try to resolve the problem to your satisfaction.

All clients will be asked to complete a feedback form about each course or event. Every RYA course student has the right to contact the RYA about a problem they feel has not been adequately dealt with by the School.

Speedbird Offshore Yacht Club Ltd

enquiries@soyc.co.uk

www.soyc.co.uk