



## Langkawi Sailing School

### BOOKING CONDITIONS

1. A 25% deposit is payable at the time of booking. This deposit is not returnable if you cancel. We will then send your Booking Confirmation. The balance is payable in full 6 weeks before the course starts. If the balance is not received at this time, we reserve the right to re-sell the course. Course Joining Instructions will be sent out on receipt of the balance payment. If there is less than 6 weeks to go before the course date, the fee is payable in full at the time of booking.
2. If for any reason we are unable to run a course, we will refund all fees paid and our liability will cease thereafter. Short delays to rectify technical failures or damage to a yacht are rare but they are a normal risk of sailing. If a delay exceeds 30 hours Langkawi Sailing School will reimburse you pro-rata for the time lost. Delays or diversion due to exceptional weather are very rare and usually quite limited but in any such case Langkawi Sailing School will be under no obligation to provide compensation and will have no liability for consequential loss.
3. If you have to cancel before 6 weeks before the course start date, we will refund the fees paid less the 25% deposit. If you cancel with less than 6 weeks to go you remain liable for the full amount, although we will try to fill your place and repay you the fee less deposit should we succeed. The Course fee cannot be re-funded for any reason once the Course has been started.
4. The minimum age for all cruises and courses is 16 years, unless an exception is agreed in writing. Exceptions may be agreed where a responsible adult accompanies the minor. Young people under the age of 18 must be accompanied by a responsible adult.
5. Langkawi Sailing School, their servants, agents and employees are not under any liability whatsoever in respect of personal injury, loss or damage to effects, howsoever caused, while you are attending a cruise or course.
6. Langkawi Sailing School is a commercial organisation and is unable to make refunds of deposits in any circumstances or of balances in case of late cancellation (unless we fill the place). We strongly recommend you take out travel insurance to cover loss of personal effects, medical expenses and cancellation.
7. While you are aboard the boat you must accept the authority of the skipper in all matters concerning the operation of the yacht and the safety of you and all others aboard.
8. Our courses involve a variety of physical activities, such as climbing on and off the boat, handling lines and winches, raising and lowering sails, launching and recovering dinghy from the beach. If you are in doubt about your ability to participate in the course, please seek medical advice, or contact us for more information. Before booking please ensure that you have honestly declared any illnesses or disabilities. These will not necessarily preclude you from taking part, but it is essential to the safety of you and others that the skipper is aware of them. If new medical conditions arise or existing ones change between booking and sailing, please advise Langkawi Sailing School in writing or the skipper on joining.
9. Please note that for all offshore sailing, it is customary for crews to participate in domestic duties aboard including cooking and light cleaning.
10. Before booking, please satisfy yourself that you have received adequate guidance on the suitability of the cruise or course you are joining.
11. Any complaints are to be forwarded to the School Principal in writing, within 28 days of completing your Course. These will be investigated and we will inform you of the action we intend to take to resolve the problem. We are committed to providing a first-class service and take any complaints very seriously.
12. By making an enquiry with us, or buying any goods or service from us, you agree to us holding your information on electronic and/or paper file and to us contacting you with future offers, news and

product information. You may at any time inform us by email or in writing that you no longer want to hear from us. Langkawi Sailing School will never share your details with anyone else, except the RYA for all centrally held records (unless required to do so by law). You have the right to access your information at any time and alter it or remove it if required. For more information about our Privacy Policy click the link here.

13. Photographs may be taken while participating in these programmes which may be used for publicity purposes, and you hereby give your permission for any such photographic likeness to be used in all forms of media for the promotion of Langkawi Sailing School.