**SSC RYA Sailing Course Cancellation Policy**

**Cancellations by Customer**
If the customer can’t attend the sailing course for any reason that is no fault of the sailing club, the following applies:
• Deposits are not refundable.
• The full balance of the course fee is due on the morning of the start of the course, at the latest.
• No refund of the course fees will be paid once the course has started.
• If the customer can’t attend any of the training sessions, the club is under no obligation to offer any alternative RYA training sessions as compensation.

• Every effort will however be made to offer other sailing opportunities at the club, but this will be on an ad hock basis, so no guarantee of availability can be given.

**Cancellations by SSC**
Sutton Sailing Club will use reasonable endeavours to ensure that your course takes place and in accordance with your booking. However, SSC reserves the right to cancel any booking without prior notice and at any time where we believe on reasonable grounds that cancellation is necessary due to unsuitable conditions or operational reasons i.e. staff illness, or for safety reasons.
SSC reserves the right to cancel a course at not less than seven (7) days' notice where SCC believes, in its reasonable opinion, that there are insufficient numbers for the course to take place.
Where SSC cancels a course before it has started, you will be offered the following options:
• an alternative course on a different set of dates, or if this is not acceptable to the customer:

• a full refund of all fees paid.

If any full days of the course have to be cancelled by SSC
• alternative course dates will be offered, or if this is not acceptable to the customer:

• a full refund of the fees paid commensurate with the number of days that the course has had to be cancelled.

Note that in the last 11 years (2008-2019), not one sailing course day has had to be cancelled. Usually the conditions preventing sailing do not last all day and sessions of shore-based learning activities are run until the conditions improve.