

## **ESSA Water Activities Centre Booking Conditions for Groups**

**Please read these carefully as you will be required to tick to say you agree to them.**

### **Group Bookings**

Booking Enquiries for Groups should be made via the 'Online Enquiry Form'. If you wish to go ahead with the booking you will need to print and complete the 'Group Booking Form' and return it to 'ESSA Bookings' at the contact address given, within 14 days of the Enquiry along with the requested 25% non-returnable deposit. The remainder of the balance is payable 28 days before the date of activity. If you book within 28 days of the activity date then the full cost of the activities booked must be returned with the signed booking form.

Cheques should be made payable to ESSA Water Activities Centre. (We do not accept credit or debit cards but BACS payments may be arranged.)

We do not routinely send confirmations of bookings. If you require confirmation please enclose a S.A.E. or ask for confirmation to an email address.

No activities will go ahead unless payment has been received.

You must also download and complete a Register of Attendees, which must be fully completed and received by ESSA before the start of the activity.

### **Cancellations and Alterations for Groups**

Bookings cancelled 28 days or more before the event will receive a full refund less an administration fee of £50 or 25% of total cost, whichever is the greater. If you cancel your booking within 28 days of the course you are liable for the full cost. If you alter your booking by reducing the number of participants within 28 days of the course you are liable for the full cost. If you reduce the number of participants before this 28 day deadline you will be refunded for the alteration less a £20 administration fee for each time an alteration is made. If you increase the number of participants we may not be in a position to accommodate this increase, but please enquire, and if we are you will be charged the appropriate rate for the extra participants. Do not bring more participants than you have booked for without first enquiring, as any extras may not be able to participate.

### **All Groups please note:**

1. Any group wishing to use their own instructors must provide proof that certificates are valid and current before instructors are permitted to instruct at ESSA.
2. All Safety Cover remains the responsibility of ESSA. Groups may assist if requested.
3. ESSA rules must take priority if there is any conflict of interest, in order to maintain safety both on the shore and on the water.

4. All Group Leaders remain responsible for the behaviour of their group at all times, and should provide enough adult assistance to ensure this.
5. Groups are responsible for ensuring that all equipment and clothing is returned to the correct area and in an appropriate condition at the end of each session. ESSA Crew will be available to advise and assist.
6. All rubbish will be removed by groups/participants at the end of each booking. Please arrange to have a responsible adult available at the end of the session in order to complete an inspection with an ESSA Volunteer.

**Please remember that ALL ESSA Crew are experienced volunteers who are trained to appropriate levels. Please ensure they are treated with equal respect, regardless of age, gender or role, by all members of your group.**