

ESSA Water Activities Centre Booking Conditions for Individuals

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

Bookings for Individuals

To book a course for adults or for young people you need to complete an 'Online Enquiry Form' to check availability and then, if confirmed, you need to print and complete the 'Individual Booking Form' and send it to 'ESSA Bookings' at the contact address given, within 14 days of the enquiry along with the requested deposit.

Booking enquiries will be held for a maximum of 14 days and a non-returnable deposit of 25% of the total price must be paid within this period. Full payment must be received at least 14 days before the commencement of the activity.

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.

Cancellations

Bookings cancelled 28 days or more before the event will receive a refund of the amount paid, less the deposit. This is held as an administration fee. Cancellations and amendments made less than 28 days before the event will not receive a refund and a separate booking will need to be made in order to book an alternative course. ESSA may make an exception in the case of a doctor's certificate being presented.

ESSA Water Activities Centre reserves the right to cancel a course should the numbers fail to reach a viable minimum. Decisions will be made 14 days prior to the commencement of the course. A transfer to an acceptable alternative or a full refund will be made.

Individuals wishing to participate in casual sailing sessions

Advance booking is not always required for this activity but participants must phone the number on the website to enquire whether there is an appropriate session available.

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.