



Middle Harbour Skiff Club
The Spit NSW 2088

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BOOKING TERMS

Booking terms and conditions

In paying for your course or activity at Northside Sailing School you agree to be bound by these conditions. These conditions also form part of the agreement that you must sign in completing your enrolment form.

ENROLMENT AND PAYMENT

Your enrolment cannot be confirmed until full payment has been received by us. We reserve the right to cancel any enrolment where payment has not been received. Telephone and Email booking are generally held for 48 hours until full payment is received. All fully paid lesson vouchers, including all lessons paid for but not taken, are valid and must be used either by the date listed on the voucher or by the end of the sailing season in which it was booked. The last weekend of the sailing season at Northside Sailing School is usually the last weekend in April.

ENROLMENT FORMS

A properly completed enrolment form is required covering each and every activity. Adults must complete and sign a form when attending their first lesson. Kids and teenagers require a new form for each course and this form must be signed by a parent or guardian and forwarded to us before the first lesson. Students who do not have a properly completed form will be sent home immediately. We do not have the resources to supervise kids on shore if they are not permitted to sail. Students sent home as a result of not having a properly completed enrolment form will be deemed to have commenced their course, and therefore no refund will be available.

REFUNDS AND BOOKING CHANGES

Lesson and course bookings are non-refundable. Changes to bookings incur a \$33 processing fee that must be paid at the time of making the change. No changes are permitted within seven days of a booked session.

WET WEATHER

Note that these are not picnic activities. They are intended as serious lessons, and as such they will go ahead on any day that the weather is safe and suitable for a productive lesson. The final decision on the suitability of the weather for any lesson will be made by the Head Instructor on the day, and this decision is final.

Adult activities and kids private lessons

You will be expected to turn up for your lesson. The instructor will then make a decision on whether or not to proceed based on an assessment of the safety of the conditions. Rain is usually not a reason to cancel a lesson. If the weather looks bad, you might like to call the school office before coming down to see if a decision has already been made. If a lesson is cancelled, it will be re-scheduled at a mutually convenient time, or you may be offered a place in an alternate course.

Kids group activities

Holiday camps and term sailing are conducted in all weather conditions. On days when we cannot sail, land activities are conducted.

MID LESSON CANCELLATION

If any private lesson is stopped by us after it has commenced, you will be given credit for the time remaining after your abandoned lesson finished. If this credit is for 90 minutes or more, we will schedule a new lesson. If it is for less than 90 minutes, the credit must be taken as time added to a lesson at a later date. Please note; the finish time of the abandoned lesson is the time that you complete packing up the equipment and finish your debrief. Rescheduled lessons must be taken within the time limit of the original booking or by the end of the current season, whichever comes first. Lessons stopped due to student behaviour will not be rescheduled.

PHOTOGRAPHS

Students at Northside are regularly photographed while participating in sailing activities. These photos may be used in our website and in other printed material. Where a photo is used in this way, prints will be made available to you on request. To have this clause deleted from this agreement, please note your request on your enrolment form.

BEHAVIOUR

We are required by law to maintain a safe work environment for our staff as well as a safe operation for our students and for members of the general public in the vicinity of our operations. To maintain these safe standards our instructors and staff have absolute authority during all activities. Students who do not follow the directions of our staff or who break any of our rules will have their activity terminated, and will no longer be covered by our duty of care. In any situation where an instructor terminates an activity we reserve the right to cancel the current and all future booked lessons without refund. Any cases of harassment or abuse will be reported to the relevant authorities.

Adults

All students must follow the directions of our staff and instructors in order to allow us to maintain a safe operation. Any student acting in an unsafe manner will have their activity terminated.

Kids

For the safety and enjoyment of all participants, we must strictly enforce the following rules. Parents should discuss these rules with their kids before sending them to our activities. Penalties for breaking the rules may include being banned from sailing for anywhere from a few minutes to the remainder of the course. If this happens there will be no refund of fees.

1. Shoes must be worn at all times. **NO SHOES, NO SAILING.**
2. No running around the boatshed.
3. Do not leave the boatshed or rigging area for any reason without asking permission.
4. No smoking.
5. Follow immediately all instructions given by Northside staff or other boatshed staff.
6. Use common sense to control the boats in a safe manner.
7. Do not swim from the beach or jump off the boats unless told to do so.
8. Do not pick up or throw sand.
9. All students must pitch in to do their fair share of setting up and packing up the equipment.
10. Be polite and respectful to all students and staff members.