



ATLANTIC PACIFIC

LIFEBOATS WHERE THERE ARE NONE

Cancellation Policy

1] If you wish to cancel: Booked dates are final. It is not possible to change dates once you have booked. You may cancel your course at any time. Written notification [email] must be received to our courses@atlanticpacific.org.uk Cancellation will be effective on the day notification is received. Cancellation charges are as follows. Period before departure: 60+ days: all paid monies; 30-59 days: 50% of total; 15-29 days: 70% of total; 14 days or less: 100% of total. If the reasons for your cancellation are covered under the terms of your insurance policy, you may be able to reclaim these charges. A cancellation invoice will be issued on request. If for whatever reason you transfer to a different course than that originally booked it will be consider a new booking and the above will apply.

2] If we cancel your course: Arrangements for courses are made many months in advance. We reserve the right in any circumstances to cancel a course or your booking. If we cancel your booking our liability is limited to monies already paid, which will be refunded. We may offer as an alternative a replacement course, which you may choose to accept in place of a refund. Such an offer once accepted, constitutes a new booking subject to all the aforesaid terms and conditions. Occasionally we may need to make changes which may include but are not limited to: a] a change of destination, b] change of departure point, c] change of vessel, d] change of instructor. Such matters do not constitute conditions of the contract and changes to them by us do not constitute a cancellation.

3] Should you at any time feel that a course has not met your expectations, or you have a concern, it is vital that you bring the issue to the attention of your instructor. The issue may be resolved by him/her. If more appropriate, please notify Atlantic Pacific's Chief Instructor or Principle at the earliest possible opportunity. Contact details are below. We may not be able to offer alternative arrangements for comments received after the course is completed if the issue could have been solved or ameliorated at the time.

Your Data: The personal data on this form that we collect about you is only used for the purposes of providing you with what you have purchased. It will be shared internally and where applicable with any third party involved in providing you with what you have purchased. This form will be destroyed/deleted at the end of the year in which it is collected.