



LIFEBOATS WHERE THERE ARE NONE

Terms & Conditions for Atlantic Pacific Courses (under 18)

Cancelled / Cancelling Courses:

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. Refunds are available under the following conditions. Notice received before Course Start Date:

- 57+ days: full refund
- 29-56 days: 50% refund
- 14-28 days: 30% refund
- 13 days or less: no refund available.

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 fully 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 location, b] change of start or end date, c] change of accommodation 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 / your child 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 Operating Officer 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.

Concerns or complaints should be directed to: kate@atlanticpacific.org.uk

Code of Conduct and Behaviour

1] Should you / your child breach our code of conduct, AP has the right to remove your child from the course with no refund. AP will work with the legal guardian of a participant to arrange transport home from the course. The code of conduct will be provided to all participants at the beginning of the course and should be adhered to throughout the course.

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.