

## Rapid Skills Booking Policy

Rapid Skills is a trading name for Joshua Telling.

### Courses & Adventures

For a booking to be confirmed either a deposit or full payment must be made, any remaining payment must be made prior to the start of the course unless otherwise agreed with Joshua Telling.

Rapid Skills operate a 'minimum numbers' policy on our Adventures, this means that a course may be cancelled if it is not economically justifiable or does not meet minimum ratios laid out by British Canoeing, if this occurs a refund will be made of any deposit or payment that has been taken. Rapid Skills takes no responsibility for any external losses caused by this such as flights/travel arrangements or kit hire. With our courses we will do what we can to move you to an alternative date or arrange an alternative course.

Courses may have to be postponed due to unsuitable water levels or weather conditions, we will do our utmost to avoid this and give as much notice as possible of this. If a course does need to be cancelled we will work to re-arrange it at a mutually convenient date, no refunds will be given.

If you choose to cancel your place on a course you will waive any payment made, however this payment can be credited towards any of our other courses. This credit must be discussed at time of cancellation.

Rapid Skills' staff are all first aid trained and have a high level of experience working in a dynamic environment, occasionally decisions must be made in the best interest of the group, this may include suspending the activity or course.

By payment of a deposit it will be taken that these terms and conditions have been read and agreed.

### Staff Booking/Freelance

Whilst we understand the issues in filling courses, and, will work with you to try to overcome any arising issues, we of course have to protect how we earn a living.

Once we have a written confirmation of a booking we require at least four weeks' notice of cancellation, cancellation within these four weeks require full payment still to be made, though alternative arrangements could be made.

On written confirmation of a booking these terms will have been agreed.

**Rapid Skills Prices will not include Home nation fees (registration/certification or attendance fees).** for more details regarding these please contact us. We will do our best to advise you of the additional costs associated on enquiry or booking.