

## **Rapid Skills Terms and Conditions:**

The following terms and conditions are to ensure effective engagement with the participant and Rapid Skills. Where this document refers to “participant” it means whoever is making the booking with Rapid Skills. Where an individual is booking on behalf of others, the group’s acceptance of these terms and conditions is given through the booking organiser. Activity refers to courses, trips, coaching, training and assessments.

Rapid Skills is a trading name for Joshua Telling.

These terms and conditions have been written with the intention to be clear and understandable. If you have any trouble understanding the document or have any questions or queries regarding its content, please get in touch.

### **Assumption of risk:**

Taking part in any form of paddle sport, safety and rescue and outdoor pursuits involves an element of assumed risk. By participating in this activity, you agree that you will follow all safety instructions given to you by the staff on the course. You also understand that you must take reasonable responsibility for your own safety and that of other participants where appropriate. All reasonable precautions will be undertaken by the staff on the course to keep you safe, but it must be understood that minor injuries can happen as part of these activities. During the activity, it is your responsibility to look after your own personal belongings and your vehicle, Rapid Skills cannot be held responsible for any loss to personal belongings sustained during the course.

### **Medical:**

Any medical condition (and/or medication currently being taken) which affects your daily health and may impact on your involvement in the activity must be disclosed to the lead member of staff running the course, either prior to the activity or at the start of the activity. Should medical information have changed since filling in a booking form the staff must be updated as soon as possible.

These conditions include (but are not limited to) heart conditions, breathing issues, joint problems, vision issues, allergies, asthma, spine/back pain, dizziness and any pre-existing or recent injuries/conditions.

### **Refusal to engage:**

In the interest of your own and the group’s enjoyment and safety, Rapid Skills reserves the right to refuse to engage with a participant where their behaviour, medical condition and/or physical ability may make it unsafe or inappropriate to continue with an activity.

## **Venues:**

We will always aim to choose the best possible venue to operate in, taking into consideration; your needs, the aims of the training and where appropriate the environmental requirement of the award being undertaken. Sometimes these venues may not be safe to operate in (e.g. too high/low water levels) and we may need to change to alternative venue which may require additional transport and journey time. We will do our best to ensure that this has a minimal impact on the course. The situation may also arise where an alternative venue may not be available, in which case the course may be cut short or cancelled in the interest of safety. Where a activity is cancelled due to a suitable venue not being available the course staff will discuss with the participant the best course of action which may involve delivering the course on an alternative date and we will work to re-arrange it at a mutually convenient date to the participant(s), no refunds will be given.

## **Usage of own kit on courses:**

You are responsible for your own kit and equipment during your course/trip, any personal losses to kit and equipment will not be reimbursed by Rapid Skills. You are advised to hold your own insurance for equipment loss/damage.

## **Usage of kit and equipment provided by Rapid Skills:**

Please look after any kit and equipment you are given to use as part of your activity. Should any damages/losses occur out of negligence or lack of care we may seek to recover the cost from either yourself or your group.

## **Payment of additional fees**

Unless stated as part of your course cost, Rapid Skills is not responsible for paying any car park (or parking fine) charges incurred, water access fees or meals. All Rapid Skills prices include the British Canoeing Admin fee in the course price but **do not** include certification fees/registration fees. These will be charged in addition to your activity cost or at the end of the activity on the day, unless they are stated in the original quotation of your activity cost.

## **Replacement Staff**

Courses will be provided by Joshua Telling or Tom Botterill however, in some instances, it may be necessary to use other staff to provide the activity. This may be at the request of the client or due to the need of bringing in a specialist holding technical expertise in a specific field. If at the point of booking an alternative staff member will be required to deliver an activity, you will be made aware of this immediately. If there are unforeseen changes to the staffing on an activity, you will be made aware of this change at the earliest possible opportunity.

## **Cancellation of Courses:**

Due to unforeseen circumstances, it may be necessary to cancel an activity. We will always aim to give you as much notice for this as possible. Where appropriate we may be able to bring in an alternative member of staff to deliver the course or rearrange dates. Any additional costs or losses incurred as part of a cancellation (e.g. transport/accommodation) will not be reimbursed by Rapid Skills.

## **Participant Cancelling a Booking:**

It may be necessary for you to cancel your booking/agreement with Rapid Skills. You must inform us as soon as possible so that alternative arrangements can be made.

When the client cancels the booking the following timescale regarding payment for the booking will be used:

- Cancellation more than 4 weeks before the course date – 25% of cost charged to the participant.
- Cancellation 2 – 4 weeks before the course date - 50% of cost charged to the participant.
- Cancellation less than 2 weeks before the course date - 100% of cost charged to the participant.

Deposits for any of our trips or adventures are non-refundable.

If you wish to discuss these cancellation terms, please do this before completing your booking form.

## **Payment of Invoice:**

If we have agreed to invoice you (or your organisation) following delivery of the course, the standard terms for an invoice is 7 days from when it is sent to you (unless an alternative timescale has been agreed prior). If you are unable to pay an invoice on time, please contact us as soon as possible to discuss the matter.

## **Complaints and Appeals:**

We will always do what is possible to ensure that you have the best experience during your activity with Rapid Skills however, should you have an issue regarding your level of service you expect, please contact us as soon as possible and we will do our best to resolve the issue.

During formal assessments, it is possible that you may wish to appeal a decision given. Should this be the case you will be directed to the relevant appeals procedure for the activity you are involved with. If you do need to do this, please contact us as soon as possible and we will do our best to resolve the issue.

## **Photos/Videos:**

Occasionally, we may take photos/videos for marketing purposes. If you do not wish for this to happen, please make a member of staff aware prior to starting the course.

## **GDPR:**

Any information we collect will be held on our secure password protected system or in secure storage if its in paper form. This will be kept for as long as required, after which the information will be deleted. We will never sell your personal information to anyone.

**By completing the booking form and payment/deposit, it will be taken that these terms and conditions have been read and agreed.**