

RAPID SKILLS LTD COACHING & COURSES TERMS AND CONDITIONS:

The following terms and conditions are to ensure effective engagement with the participant and Rapid Skills Ltd. Where this document refers to “participant” it means whoever is making the booking with Rapid Skills Ltd. 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.

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 paddle sports, safety and rescue training, and outdoor pursuits involves inherent risks which cannot be completely eliminated, even when activities are well managed and appropriate safety measures are in place. By participating in any activity with Rapid Skills, you acknowledge and accept these inherent risks.

You agree to follow all safety instructions given by Rapid Skills staff and to take reasonable responsibility for your own safety and, where appropriate, the safety of other participants. Rapid Skills will take all reasonable precautions to manage risks and to provide activities safely; however, it must be understood that minor injuries may occur as a normal and foreseeable part of these activities.

During the activity, you are responsible for your own personal belongings and vehicles. Rapid Skills accepts no responsibility for loss of or damage to personal belongings during the course or activity.

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, or any other liability which cannot be excluded or limited by law.

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 – 50% of cost charged to the participant.
- Cancellation 2 – 4 weeks before the course date - 75% of cost charged to the participant.
- Cancellation less than 2 weeks before the course date - 100% of cost charged to the participant.

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.

WATER QUALITY:

Please be aware that water quality in rivers, canals, lakes, lochs and sea can vary. Although rare, serious infections such as Leptospirosis (Weil's disease) can result from contact with soil or freshwater.

To reduce risk:

- Avoid eating, drinking, or smoking before thoroughly washing your hands after water contact.
- Be alert for flu-like symptoms (e.g., fever, muscle aches, headache) after any exposure.
- If symptoms develop, consult your doctor immediately and mention the possibility of Weil's disease.

Your safety is important. Always take appropriate hygiene precautions when participating in water-based activities.

DATA PROTECTION

Information about you or members of your party, including your names, contact and details and any special needs, disabilities, dietary requirements collected by us when you request information or making a booking with us. We may disclose this information to our staff and providers for the purpose of providing you with your trip arrangements. Only information necessary for this purpose will be disclosed to them. On occasions, it may be mandatory for us to disclose information for security and terrorism purposes and any other purpose imposed upon us by governments or other regulatory authorities. We may use your information for the purposes set out in our Data Protection Registration with the Office of the Information Commissioner. We may disclose this information to companies which act as data processors on our behalf.

Some information, for example relating to your religion or health, may be “sensitive personal data” within the meaning of the Data Protection Act 2018. We need this information to cater for your needs, but it is collected on condition that we have your positive consent. If you do not agree with our use of your information, we cannot accept you’re booking. By making a booking with us, you agree to allow your insurers, their agents and medical staff to disclose relevant information to us in circumstances where we may need to act in the interests of everyone in the group with whom you are travelling.

LAW AND JURISDICTION

These Booking Terms and Conditions are governed by English Law with any action arising out of it being subject to the exclusive jurisdiction of the courts of England and Wales.

COMPANY DETAILS

All bookings and payments are taken under UK law.

Registered Office is:

RAPID SKILLS LTD.

9 Forum Close, Swindon, Wiltshire, SN3 4BU

Company Registration Number: **17121525**

CONTACT

You can use the following methods to contact us:

- Contact form on our website
- Telephone: +44 7801578395
- Email: info@rapidskills.co.uk

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

BOOKING TERMS AND CONDITIONS FOR ADVENTURES AND EXPEDITIONS with Rapid Skills Ltd.

The following terms and conditions are to ensure effective engagement with the participant and Rapid Skills Ltd. 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 adventures and expeditions.

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.

By booking on to one of our adventures or expeditions with us you agree to the following terms and conditions.

ASSUMPTION OF RISK:

Taking part in paddle sports, safety and rescue training, and outdoor pursuits involves inherent risks which cannot be completely eliminated, even when activities are well managed and appropriate safety measures are in place. By participating in any activity with Rapid Skills, you acknowledge and accept these inherent risks.

You agree to follow all safety instructions given by Rapid Skills staff and to take reasonable responsibility for your own safety and, where appropriate, the safety of other participants. Rapid Skills will take all reasonable precautions to manage risks and to provide activities safely; however, it must be understood that minor injuries may occur as a normal and foreseeable part of these activities.

During the activity, you are responsible for your own personal belongings and vehicles. Rapid Skills accepts no responsibility for loss of or damage to personal belongings during the course or activity.

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, or any other liability which cannot be excluded or limited by law.

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 at the time of your booking. Should medical information have changed since filling in a booking form this must be updated as soon as possible by contacting us. 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.

PAYMENT OF ADVENTURES AND EXPEDITIONS:

Deposits for any of our adventures and expeditions are non-refundable. Once you have paid the deposit for the adventure or expedition and have received a confirmation email from us, you can pay off any remaining balance at any time.

Full payment must be made 8 weeks before the trip start date.

CANCELLATION FEES

If you need to cancel your booking, cancellation will only be effective from the date written notice is received by email to info@rapidskills.co.uk.

Cancellation charges are applied to reflect the administrative costs, non-recoverable payments, supplier commitments, and loss of opportunity incurred as a result of cancellation. These charges represent a genuine pre-estimate of the losses likely to be suffered and are not intended as a penalty.

Cancellation charges are as follows:

- More than 45 days before the trip start date: **50% of the total trip price**
- 44 days or fewer before the trip start date: **100% of the total trip price**

Where Rapid Skills is able to resell the cancelled place or recover costs from suppliers, we will take this into account and may, at our discretion, refund part of the cancellation charge.

CANCELLATION DUE TO ILLNESS OR INJURY (INCLUDING COVID-19)

If you are unable to attend due to illness, injury, or a positive Covid-19 test, our standard cancellation terms will apply.

Refunds are not guaranteed in these circumstances, as costs may already have been incurred. You are therefore strongly advised to obtain appropriate travel insurance at the time of booking which covers cancellation due to illness or injury.

Nothing in this clause affects your statutory rights.

INSURANCE

We recommend all guests have appropriate travel insurance that protects them for cancellation and Covid-19 as required to entry to countries. We can't advise on insurance, but you'll find lots of information here:

<https://www.moneysavingexpert.com/insurance/uk-travel-insurance/>

You must take out suitable insurance for all your needs before you travel. We cannot be held responsible for any costs you may incur as a result of failing to do so.

Rapid Skills holds industry leading public liability Insurance exceeding the standard required by UK law which covers our worldwide operation. Your travel insurance is in addition to this cover.

If you take part in activities whilst on holiday that have been organised and arranged independently of us, participation is at your own risk, and it is your responsibility to ensure that you have obtained the relevant insurance.

CANCELLATIONS BY US

Minimum numbers

Each trip has a set minimum number, you'll find this on the booking page of your trip. Our trips are normally fully booked, however if we do not reach minimum numbers we may be required to cancel your trip.

If we do not meet the minimum numbers, 2 months before the start of your trip, we will refund all payments made to us. This will be your sole remedy, and we shall not be liable for any additional costs incurred, except where required by law.

If we are required to cancel, we will not be responsible for any costs incurred from travel arrangements, accommodation etc. We recommend that you book flexible travel options and have appropriate travel insurance. Our guides are faced by this same problem, and we are happy to notify you when we book their travel.

ADVERSE WEATHER

With all trips, we need to remain flexible and adaptable. We will strive to stick to our itineraries provided at the time of booking, however we may be required to make changes to the itinerary to accommodate the weather conditions. No refunds or rescheduling will be offered for changes to the itinerary.

Whilst we can plan and prepare for many things, operating in this type of environment is always weather dependant. We will monitor the weather leading up to the start of the journey and during. We will not start the journey if we feel the weather will be too challenging for the group's ability or unsafe. Where options are available these will be discussed to gain a group decision. In this instance we will use our extensive local knowledge to ensure we get on the water each day. We will camp in rain or shine, however in the unlikely event it is unsafe to do so, we will arrange bunk house accommodation, this could be an additional cost of £30 a night.

If during the trip we are required to cancel your trip due to unsafe weather conditions, we will look to reschedule or resume the trip at later date.

If we are required to cancel due to weather, we will not be responsible for any costs incurred from travel arrangements, other accommodation etc.

Where changes are required, we will make reasonable efforts to provide suitable alternatives and to deliver the trip as closely as possible to the original plan.

Changes made for safety or operational reasons do not entitle participants to a refund, provided the trip is substantially performed.

If a trip is cancelled or curtailed due to unsafe conditions, we will where reasonably possible offer to reschedule the trip or provide an alternative. Refunds will be considered where required by law.

TRIP PRICE

We reserve the right to alter the prices of any of the holidays shown on our website. You will be advised of the final price of the trip at the point of booking. There will be no increase of the trip price once booked without prior approval from the clients or group.

Prices are subject to currency conversion rates; the final balance payable will be based on the currency conversion rate at the time your final payment.

USAGE OF OWN KIT ON TRIPS:

You are responsible for your own kit and equipment during your 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 as if it was your own. Should any excessive damages/losses occur out of negligence or lack of care we may seek to recover the cost from either yourself or your group.

OUR WEBSITE AND ADVERTISING

The information contained in our website and advertising material is our responsibility and to the best of our knowledge and belief it is correct at the time of publication. Occasionally errors may occur and information may change and you must therefore check all the details of your travel arrangements at the time of booking.

YOUR RESPONSIBILITIES AND BEHAVIOUR

You are responsible for your own conduct and for ensuring that your behaviour does not adversely affect the safety, enjoyment, or wellbeing of others.

Rapid Skills reserves the right to remove any participant whose behaviour is deemed unsafe, disruptive, or inappropriate, without refund.

While we take reasonable steps to manage group safety, Rapid Skills cannot be held responsible for the unforeseeable actions of other participants, provided reasonable supervision and safety management have been exercised.

TRAVELLING TO YOUR TRIP

We are not responsible for how you arrive at the starting point or trip location. We will provide information regarding how to get there, however it is your responsibility to research and make your own travel arrangements. We are always happy to share our experience and top tips, but this should only be taken as advise and not instruction, choosing to follow this is entirely at your own risk.

With your permission we will connect you with other guests joining your trip, to see if you can arrange your travel together. You take full responsibility for your own travel plans.

If you choose to share cars with other guests whilst on a trip, Rapid Skills is in no way responsible for any risk, injury or death occurred through car sharing.

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 trip.

FORCE MAJEURE

Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by "Force Majeure".

Force Majeure means any event beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or concerned control.

Force Majeure events may also include changes to border controls, travel restrictions, quarantine requirements, public health emergencies, or government travel advisories affecting international travel.

DATA PROTECTION

Rapid Skills processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We collect and process personal data for the purposes of administering bookings, delivering activities, meeting legal obligations, and ensuring participant safety. This may include sensitive personal data such as medical information, which will only be processed with your explicit consent and where necessary for safety purposes.

You have rights under UK GDPR including the right to access, rectify, restrict or erase your personal data. Full details of how we process data and your rights are available upon request.

INTERNATIONAL AND EU TRIPS

Where activities or expeditions take place outside the United Kingdom, Rapid Skills will plan and deliver services in accordance with applicable local laws, regulations, and operational standards in the country of operation.

Safety standards, equipment availability, medical facilities, infrastructure, and emergency response capabilities may differ from those in the UK. By booking an international or EU trip, you acknowledge and accept these differences.

Rapid Skills will exercise reasonable skill and care in selecting local suppliers, guides, and service providers but cannot be held responsible for differences in local standards where reasonable care has been exercised.

PASSPORTS, VISAS, AND ENTRY REQUIREMENTS

It is your responsibility to ensure that you hold a valid passport, visas, permits, vaccinations, and documentation required for entry into the destination country or countries visited during the trip.

Rapid Skills is not responsible for any refusal of entry, delay, or costs incurred due to failure to meet entry or health requirements.

You are responsible for monitoring and complying with all government travel advice, health requirements, and entry restrictions applicable to your destination.

INSURANCE (INTERNATIONAL TRIPS)

For all international and EU trips, you must obtain comprehensive travel insurance prior to departure. Your insurance must, at a minimum, cover:

- Cancellation and curtailment
- Medical treatment and emergency evacuation
- Repatriation
- Participation in adventure or paddle sports activities at the appropriate level

You may be required to provide evidence of suitable insurance before participating in the activity. Failure to do so may result in exclusion from the activity without refund.

Rapid Skills' public liability insurance does not replace your personal travel insurance and does not cover personal medical costs, evacuation, or repatriation.

MEDICAL TREATMENT AND EMERGENCIES ABROAD

In the event of illness or injury during an international or EU trip, you authorise Rapid Skills and its representatives to arrange emergency medical treatment where reasonably necessary.

You acknowledge that medical facilities and emergency response times may differ from those in the UK and accept any associated risks.

Any costs incurred for medical treatment, evacuation, accommodation, or repatriation are your responsibility and should be covered by your travel insurance.

LAW AND JURISDICTION

These Booking Terms and Conditions are governed by English Law with any action arising out of it being subject to the exclusive jurisdiction of the courts of England and Wales.

Where activities are delivered outside the United Kingdom, local laws may apply to certain aspects of the activity. Nothing in these terms affects the application of mandatory local consumer protection laws where applicable.

COMPANY DETAILS

All bookings and payments are taken under UK law.

Registered Office is:

RAPID SKILLS LTD.

9 Forum Close, Swindon, Wiltshire, SN3 4BU

Company Registration Number: **17121525**

CONTACT

You can use the following methods to contact us:

- Contact form on our website
- Telephone: +44 7801578395
- Email: info@rapidskills.co.uk

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