



Serenity Sailing
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Serenity Sailing terms & conditions

Provisional booking:

Whether by e-mail, phone or in person, provisional bookings cannot be guaranteed until a deposit has been taken.

Firm bookings:

A non-refundable deposit of 25% of the total amount must be paid at the time of the booking. The full balance will be due 8 weeks before the start date. If the balance is not received by this time your place cannot be guaranteed. For bookings made within 8 weeks of the start date, the full amount is required immediately.

Information pack:

The information pack will be sent out once the final balance has been paid.

Confirmation:

Serenity Sailing will confirm bookings by e-mail or by telephone.

Client cancellation:

If a client finds that it is necessary to cancel a course/charter within 8 weeks of the charter/course then all fees will be forfeit. Prior to 8 weeks of the charter/course, only the deposit will be forfeit. We recommend travel insurance.

Cancellation by Serenity Sailing:

A full refund or an alternative booking will be offered if Serenity Sailing cancels for reasons beyond our control. However, no liability will be accepted for flight tickets already purchased, other costs relating to travel or incidental expenses incurred. We recommend travel insurance to cover holiday cancellation.

Risk:

All customers take part in courses or charters at their own risk. No liability will be accepted for client's personal possessions. Liability is not accepted for clients, whilst in or on any of Serenity Sailings property, yachts, pontoon or whilst boarding yachts, as well as theft, attempted theft or damage to customers vehicles and any possessions removed from them.

Delay / failure to arrive:

In the unlikely event that a client is delayed prior to the course commencing, then Serenity Sailing should be informed as soon as possible. If however, the client fails to arrive, for whatever reason, the total booking money will be forfeit, without liability to Serenity Sailing

Under 18's:

Clients under the age of 18 years old must be accompanied by adults. A parent or guardian must sign all booking forms for those under 18.

Sea sickness:

All yachts carry anti-sickness pills. Please check with your GP that you can use this type of pill.

Illegal substances:

Drugs, firearms, explosives or any other illegal goods are prohibited from all of Serenity Sailing's vessels.

Skipper's authority:

The skipper's decision is final and binding with regards to the safety of the yacht and the crew's well being. Clients should be aware that changes in weather conditions or other unforeseen circumstances may cause the skipper to alter the planned passage at short notice.

Insurance:

Serenity Sailing vessels are insured against accident. Serenity Sailing accepts no liability for personal accident, for loss of or damage to property of the client. Therefore, it is recommended that the client arrange their own personal insurance.

Breakages and damages:

Clients shall be liable for any loss or damage to Serenity Sailing's equipment, up to the replacement value.

RYA certificates:

Certificates will only be issued at the end of the course if, in the opinion of the skipper, the student has reached the required standard. This decision will be final and accepted by all students.

Duties on board:

It is expected that all clients participate in the running/housekeeping whilst on board the yacht. Prior to leaving the yacht, the yacht should be cleaned thoroughly. Pictures taken during your time with Serenity Sailing may be used for promotional purposes, please advise us if you do not want images of you used.