

## TERMS & CONDITIONS

1. We pride our self on offering the best service possible at Poseidon, but due to the nature of the sports we specialise in there is an important element of safety and weather to consider.
2. Poseidon will always operate with safety as our priority, we reserve the right to cease activity if safety is compromised at anytime.
3. Kitesurf training is weather dependent, having booked a session the 'go ahead' will be given by phone, sms or email one day before a course is scheduled to begin, based on the weather forecast.
  - a) If the forecast is uncertain 'students' will be notified that we'll make dynamic decisions on the day of activity.
  - b) If the weather forecast is deemed too unsuitable for a productive session we will cancel training and offer alternative dates for rescheduling. Alternatively we can offer a credit note.
4. Bookings are confirmed in our diary on receipt of payment though our online booking system and payment through stripe, a confirmation email will be sent to confirm. A 50% deposit will be requested upon booking, the remainder of the course must be paid for 24 hours before the course date.
5. Should a pre-booked course be cancelled from our end due to adverse weather or operational issues we will offer an alternative date or a credit note
6. Courses started, but unfinished due to changing weather will be offered remaining 'lost time' as a credit.
7. Cancellations from the customer should be made three days prior to training to be offered an alternative date or credit note.
  - a) cancellations made closer than three days will incur a 25% fee. b) cancellations made one day prior to a course will incur a 50% fee. c) 'no shows' or last minute cancellations will not be offered a refund or rescheduling.
8. Refunds on bookings made online will be processed through the same software, minus a £5 admin fee. Refunds can take up to seven days to complete.
10. 'Students' should arrive at least fifteen minutes early for their training. Whilst we will try to be flexible, we cannot guarantee to make up lost time due to customer lateness.
11. Rental of kite equipment may be offered to 'safely independent' kites who carry third party liability kitesurf insurance, unlike lessons, they accept personal liability for other people and the equipment they're hiring.
  - a) we reserve the right to deny or cancel rental at any time.
  - b) persons not flying responsibly for themselves, others or the kit, will be issued warnings. If undesirable behaviour continues we may cancel hire with no refund at any time.
  - c) a tariff of repair costs can be found at Poseidon beach HQ.

12. Poseidon and our staff operate within our recognising / governing bodies - the BKSA and AALS, alongside it's own risk assessments and procedures, carrying full third party liability insurance cover. Our decisions on safety and activity will be made following their rules and guidelines.
13. Participants of the sports must be aware of the potential dangers, notify us of any relevant medical considerations and participate in the sports entirely at their own risk.
14. Persons unable to swim will not be permitted to kitesurf, they may be permitted to SUP under the correct supervision with the appropriate equipment, on an appropriate day.
15. Hirers are solely responsible for the safety of themselves, others and the well-being of the equipment being rented. Proof of valid BKSA membership/ insurance and a Poole Harbour kitesurf permit will be required when hiring.
16. Prior booking is recommended to avoid disappointment.
17. Prior to rental, proof of competence will be required through the form of a Poseidon assessment session, a BKSA certification card or another trusted source, to show that the person hiring is able to ride upwind in fair conditions.