YachtCom Terms and Conditions

1. **Booking and payments**
   Bookings can be made over the telephone or post. The booking is not binding until payment or deposit has been received and an email confirmation (or postal) has been sent out.

2. **Confirmation**
   YachtCom will confirm the booking by email or letter, within 5 days of receiving the booking.

3. **What is not included**
   Lunch is not included. The exam fees for the Short Range Certificate and the Long Range Certificate are not included.

4. **Alterations by clients**
   If clients wish to alter a booking at any point prior to the course, 48 hours notice must be give. YachtCom will endeavour to make the necessary changes where possible.

5. **Cancellations by clients**
   Cancellation of a booking by a client must be notified to YachtCom as soon as possible. Although a fee will not be charged for cancellation, if YachtCom is not notified at least 48 hours before the course date or the client does not attend the course on the day, a refund will not be given.

6. **Alterations by the YachtCom**
   YachtCom reserves the right to change or cancel a course at any time and for any reason, but no change will be made within 30 days of the course, except for circumstances beyond YachtCom's control.
   If it is necessary to cancel a course, the client would be offered an alternative course to a similar value or given a full refund of the course booked and no other monies.

7. **Copyright**
   All course material remains the property of the author and cannot be copied or reproduced without written permission of the author.

8. **Disclaimer**
   No liability is accepted for any client's property or possessions or vehicles. Vehicles parked in the car park or in the vicintiy of Adelaide Studio or client's possessions in the vehicle, are left at the risk of the owner.

9. **Complaints**
   Any complaint should be brought to the attention of the instructor at the earliest opportunity to be resolved.
   If not satisfied, the client should write to YachtCom, 9 Newbury Place, Warsash, Southampton, SO31 9TH as soon as possible after completing the course.