



# Terms and Conditions

## Booking

In order to book onto a course you must send a completed booking form (paper-version or online form available on FlowFree.co.uk) to the address stated on it. You will receive confirmation of booking via email, or if this is not possible, by telephone. A booking has not been officially made until confirmation is given.

## Payment

A minimum of 50% of the course fee is required on booking and will be treated as your deposit. Fees for all courses should be paid in full 30 days prior to the course starting. If a course is full at the time of booking, all money paid will be refunded or an alternative date offered.

## Cancellation

Cancellation should be made in writing only, to the address given on the Booking Form or by emailing [info@flowfree.co.uk](mailto:info@flowfree.co.uk). Should you wish to cancel, the following charges apply: 25% of the course fee if cancelled more than 30 days before course, 50% if cancelled 14-30 days in advance and 100% if less than 14 days in advance.

If FlowFree have to cancel the course, a full refund or alternative date will be offered. If the course has to be cancelled due to weather or other factors out of FlowFree's control, the choice of an alternative date or 50% refund will be offered.

## Safety

All clients should be aware that the sport of kayaking / canoeing is one of assumed risk. All reasonable precautions will be taken by FlowFree to ensure the safety of those on their courses, however accidents can happen and FlowFree accept no responsibility unless gross negligence on their part can be proven. Clients should also be aware that many courses require a certain level of fitness and it is their responsibility to ensure that they are appropriately fit. All medical conditions must be declared on the Booking Form and the coach should be made aware of any changes in medical conditions or injuries incurred prior to the course commencing.