

T. R. Boat Handling

Instructor: Terry Robertson

Operating Base: Ladybird Moorings, Waterside Drive, Market Drayton, TF9 1HU

Mobile: 07947 337 492

BOOKING FORM

Type of course - please tick

Intensive

Residential

Course date preferred _____

Alternative dates _____

Your Details:

Name _____

Address _____

Post Code _____

Telephone No. _____ Mobile . _____

Email . _____

Date of Birth ____/____/____

Next of Kin . _____

Contact Number . _____

Previous boating experience. _____

Additional Students:

Name _____

Date of Birth ____/____/____

Next of Kin . _____

Contact Number . _____

Details of any medical treatment being received _____

Contact Number _____

If none, please write "none".

Declaration of fitness to take part on course:

I declare that to the best of my knowledge, I am not suffering from Epilepsy, Giddy Spells, Asthma, Diabetes, Angina, or other heart conditions and that I am fit to participate on the course.

Signature

Print name

Date

Booking Conditions

1. The Company referred to is T. R. Boat Handling operating its own narrowboat from its base on the Shropshire Union Canal at Ladybird Moorings, Waterside Drive, Market Drayton, TF9 1HU
2. A booking is confirmed as and when the booking form has been signed and returned to T. R. Boat Handling with appropriate course fee paid in full.
3. The Company will not be liable for loss or damage to any article belonging to, or injury to the student(s) sustained during the course, however caused. The Company carries Public Liability Indemnity of £2,000,000.

Cancellation or change of operating base by T.R. Boat Handling

1. T.R. Boat Handling has a responsibility to deliver a safe and professional product. Circumstances outside our control (eg. weather) may affect this and we reserve the right to cancel or modify the product being offered as we feel necessary.
2. Some of our courses require a minimum number of candidates in order for them to run. We reserve the right to cancel a course if we do not get the required number on the course.
3. If we cancel or modify a course at any point then we will offer you an alternative course, or a full refund.
4. The Company will not be liable should Canal and River Trust be unable to secure navigation, nor in the event of mechanical breakdown, failure to keep time or any other cause whatsoever.
5. In the event of the boat not being able to depart from the recognised start, students will be notified of an alternative starting point. The student will have no claim on T. R. Boat Handling whatsoever.

Cancellation by you

1. If you cancel up to 4 weeks before the course, then you will receive a full refund.
2. With less than 4 weeks notice then there is a full course fee payable. However, we will endeavour to fill the space, and if we manage to do so, will give you a full refund.

Own boat tuition

1. The customer will ensure their boat is in an appropriate state for the course, and meets the minimum requirements stipulated by the MCA and RYA. All equipment should also have been serviced in accordance with these requirements (eg. Lifejackets, fire extinguishers etc). T.R. Boat Handling undertakes to communicate these requirements to the customer at time of booking.
2. The customer will remain the skipper, and responsible for the safe management of the vessel at all times (including when under tuition), and will not hold the company responsible for any loss or damage. They undertake to ensure that their insurers consent to this.

Safety

1. Whilst T.R. Boat Handling takes all reasonable precautions to prevent accidents and injury, the customer acknowledges that these activities participated in carry a risk of accident and injury. Customers should ensure they are capable of taking part in a days physical activity.
2. In the interests of safety customers must abide by the decisions of the skipper.
3. It is the responsibility of customers to inform T.R. Boat Handling of any medical conditions or medication being taken that may affect their performance.
4. T.R. Boat Handling reserves the right to ask a customer to leave a course if their continued participation jeopardises the safety or enjoyment of other course members, or if it is suspected they are under the influence of alcohol or drugs.
5. It is the responsibility of the customer to wear appropriate clothing, including full waterproofs and non slip footwear.
6. T.R. Boat Handling is not liable for any loss, injury, accident or damage that may arise through the normal participation in activities. It is the responsibility of the individual to ensure they are adequately insured for activities participated in.

Equality Policy

1. T.R. Boat Handling is dedicated to encouraging a supportive and inclusive culture for all present and potential participants, members, instructors, coaches and employees. It is within our interest to promote diversity and eliminate discrimination.
2. We are committed to providing equality and fairness to all and on an equal basis, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, ethnic origin, colour, nationality, national origin, religion or belief, or sex and sexual orientation.

Complaints and feedback

1. We welcome feedback as it is an opportunity to improve our services, and this can be given either to the instructor, manager or office.
2. If a customer is dissatisfied with any aspect of the service, then initially this should be discussed as soon as possible with the instructor, so that all efforts can be made to resolve the problem immediately.
3. If this is not possible then full details should be sent to T.R. Boat Handling within 14 days.

These conditions shall be governed by the Rule of English Law.

Please return completed booking form to:

TR Boat Handling, 38 Waterside Court, Gnosall, Stafford, Staffordshire, ST20 0AR