

CONDITIONS OF SERVICE

Valid for bookings from March 1st 2009 until further notice. Applicable to Rescue 3 rescue training courses only.

Rescue 3 (UK) offers a wide range of Rescue Training Courses. Full details of each course are available from the centre. All courses are staffed by appropriately qualified staff. Staff to student ratios is in accordance with Rescue 3 International guidelines. Whilst every reasonable attempt will be made to deliver courses, Rescue 3 (UK) reserves the right to cancel or modify the courses due to safety considerations and factors beyond our control.

LIABILITY AND INSURANCE

- Rescue training courses are potentially dangerous activities. All participants must be aware of this and accept the risks associated with these activities. Whilst Rescue 3 (UK) has an excellent safety record responsibility for injury or illness arising from rescue training or associated activities can only be accepted if caused by negligence on the part of Rescue 3 (UK) its servants or agents.
- Rescue 3 (UK) is under no liability whatsoever in respect of loss or damage to property, however caused, whilst at Rescue 3 (UK)/The National White Water Centre or on a course arranged by Rescue 3 (UK) at another location.
- Participants are strongly advised to arrange their own insurance cover. Rescue 3 (UK) is unable to offer any form of insurance cover (other than public liability).

HEALTH AND SAFETY CONSIDERATIONS

- Due to the strenuous nature of rescue training, all participants should be physically fit. Anyone with a medical condition must seek medical advice before considering participating.
- All participants must be able to swim 25m and be confident swimming in open water.
- All participants must be aged 18 or over.
- Spectacles may be worn at the discretion of the Course Director.
- It is recommended that spectacles are impact resistant with plastic lenses and frames.
- The wearer must accept that injury may still occur if any form of spectacles are worn and accept full responsibility for any such injury.
- Contact lenses may be worn by participants.
- Course participants will not be permitted to consume alcohol or drugs prior to or during courses. Rescue 3 (UK) staff reserve the right to refuse participation to anyone considered to be under the influence of alcohol or drugs.
- Rescue 3 (UK) staff may require any participant to leave the course if that person acts in any such manner as to endanger him / herself, other course members or any other user of the training venue. The course director may require any participant to leave the course if that person is not of a suitable standard to be on that particular course.

DISABILITIES

- Disabled persons are welcome to participate in courses. Please send details of your specific needs to Rescue 3 (UK) at the time of booking.
- Rescue 3 (UK) must be informed of any medical conditions (asthma, epilepsy, deafness etc) or any other special needs of any / all participants.

WATER LEVELS (ONLY APPLICABLE TO SOME COURSES)

- Refunds or transfers will be made in the event of failure to deliver any rescue courses due to there being insufficient water levels, when no other suitable venues can be used. Rescue 3 (UK) will not accept liability or any other expenditures or costs incurred by prospective participants.
- Rescue 3 (UK) reserves the right to modify or postpone courses to optimise water conditions.

EQUIPMENT AND CLOTHING

- Rescue 3 (UK) can supply all specialist equipment required for rescue training courses. Please refer to your pre course information for provided & required equipment and clothing.
- Damage or loss to centre equipment caused by negligence, malicious acts or carelessness must be paid for at the time at current replacement value.

BOOKINGS AND PAYMENTS

- A booking is only accepted upon receipt of a completed and signed booking form with the appropriate payment.
Booking for Rescue 3 (UK) conferences can only be made as follows:
By Fax: A faxed booking form with payment card/invoice details and signature.
By Post: Enclosing a cheque / payment card details/ invoice details and a signed booking form.
In Person: At Rescue 3 (UK).
No provisional bookings will be accepted.
- We will require the full payment at the time of booking.

CANCELLATIONS, TRANSFERS AND REFUNDS

- Should you cancel your booking for any reason more than 30 days before the conference commences the initial deposit will be forfeited and if your course includes the provision of residential accommodation and/or off site training facilities, instructor travel etc. any deposits paid by Rescue 3 (UK) and not recovered will be payable by you.
- Should you cancel your booking for any reason less than 30 days before your course commences, there will be no refunds, and the full amount (including any applicable individual registration, residential accommodation and facility fees etc) will be payable.
- Should you wish to transfer to another course/date you will be charged the following administration fees, if you transfer your course and your course includes the provision of residential accommodation and/or off site training facilities, instructor travel etc. any deposits paid by Rescue 3 (UK) and not recovered will be payable by you in addition to any applicable administration fees:
 - Free transfer if you transfer more than 45 days before the course Commences.
 - Loss of initial course deposit if you transfer between 45 and 30 days before the course commences.
 - Loss of 50% of the total course fees (including any applicable individual registration fees) if you transfer between 30 and 15 days before the course commences.
 - No transfers are possible less than 15 days before the course commences. This will be considered a cancellation and there will be no refunds, and the full amount (including any applicable individual registration fees) will be payable.
- No refunds will be offered which arise from circumstances that are beyond the control of Rescue 3 (UK), except for water releases.

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- As part of the continual review of safety and associated considerations, the conditions of booking are subject to change, clarification, and modification etc at any time.
- Only the Managing Director, or his appointed Deputy, is empowered to vary or waive any of the conditions of booking. Such decisions are totally at the discretion of the Director or Appointed Deputy.

Rescue 3 (UK) is a trading name of the Welsh Canoeing Association