

SWSA Terms & Conditions

Cancellation policy

Stranraer Water Sports Association (SWSA) will make every reasonable attempt to ensure a booking can be honored. In the event of cancellation SWSA will make efforts to contact booked parties as soon as possible and a full refund/re-booking can be arranged.

In the event that a session does not meet the minimum participant numbers as listed below, SWSA withholds the rights to cancel any session, offer a replacement session, or refund which will be offered:

Tasters/Intros/Socials/Safaris/Adventures – 2 participants

If SWSA is required to cancel a session due to lack of staff, staff illness or equipment damage a full refund/re-scheduled session/voucher of an equivalent amount will be offered. In the event of adverse weather conditions that restrict the delivery of safe water sports opportunities, the water sports manager will contact participants with alternative options.

If unable to attend a booked session, SWSA request that the participant gets in contact as soon as is possible and are liable to the following charges (Charges are at the discretion of the water sports manager):

Cancellation more than a week before the booked session – no charge

Cancellation less a week before the booked session – 50% of booking fee

Cancellation less than 48 hours before the booked session – 100% of booking fee

Complaints/Feedback Process

In the unlikely situation that you feel a complaint is needed, then please follow the below procedure;

- 1) Speak to the instructor who is involved in the complaint. If the outcome is not satisfactory to the customer, alternatively;
- 2) The centre principal will arrange to speak to you privately. If the outcome is still not satisfactory to the customer, then/alternatively;
- 3) The centre director is not involved with the day to day running of the business so may not be available on the day but will arrange a suitable time and date to discuss concerns to reach an agreeable conclusion for both parties.

To provide any feedback to SWSA please get in contact, we store all feedback anonymously and is strictly used to improve the centre and to provide feedback to our funding partners.

Data Protection

We follow GDPR and as such, retain participant data for 6 + 1 years. We do not use personal data for any other purpose than is reasonable within the scope of the provision of the water sports association. For further information about our data protection policy please contact SWSA.

Safeguarding

In the event of a safeguarding concern at SWSA, staff at the centre will follow the training that they have undergone and will follow guidelines set out in SWSA's safeguarding policy. To view this in full, please contact SWSA.

Consent/booking forms

To provide safe experiences, SWSA is required by The Health and Safety Executive (HSE) to obtain the consent of a legal guardian for any participant under the age of 18.

All participants are asked to provide medical information to ensure that SWSA staff can treat injuries or accidents in a way that keeps the participant safe, this information will also help the staff at SWSA to optimise participant satisfaction during their time with the centre.

Participants at SWSA must be over the age of 6. Own craft tuition begins at the age of 8. To hire SWSA equipment participants must be over the age of 12.

Declination of participation

SWSA reserves the right to decline participation in any activity they provide.

SWSA reserves the right to turn down participants if they are unable to participate in their activity due to certain medical conditions, notably those that pose a risk to the participants health while involved in an activity with SWSA.

If SWSA instructors suspect any participant is under the influence of any drug or alcohol related substance, they are within their rights to ask the participant to leave the session.

SWSA has the right to permanently refuse services provided if the participant has repeatedly proven that they do not follow SWSA guidelines set prior to sessions.