

Wimbledon Park Watersports Centre

COVID-19 Terms and Conditions

Effective from 4th September 2020

All terms and conditions must be read and adhered to before booking and attending any courses, activity or event at Wimbledon Park Watersports Centre

Please note:

To help keep all staff and clients safe during the COVID-19 pandemic we have had to adjust the way we operate, including temporarily raising the minimum age to 10 years old for all watersports activities irrespective of the course, activity or event being undertaken.

Acceptance on any course, activity or event is dependent on you correctly entering the participant's name, and in the case of children (under 18 years) age, date of birth, ensuring all details are correct when applying for an age appropriate course.

All applications are to be made correctly and truthfully.

Note: Failure to do so will result in the right of the Council to turn the participant away.

During your booking if it becomes known that a participant is not of the correct age then they will be unable to continue

No refund will be due and no re-course considered.

Once payment has been made, all bookings are confirmed and the terms and conditions are in effect.

- All participants need to arrive ready changed in suitable clothes for the weather conditions, having already visited the toilet and washed their hands. The toilets in the Watersports Centre building will only be available for participants at the end of their sessions.
- Please arrive no more than 5 minutes before your scheduled session time, registration will take place outside of the centre.
- Only the participant (and guardian(s) for those under 18) can enter the Watersports Centre operational area, all spectators are welcome to watch from the public benches.
- There are currently no changing or shower facilities available, access to the Watersports Centre building is only in the case of emergencies

The centre reserves the right to exclude participants at our discretion in the event that their behaviours endangers themselves or others, no refunds will be given.

It is the participants responsibility if they have been in contact with a confirmed Covid-19 case to self-isolate as recommended by the government, [click here](#) for current guidance.

We have undertaken new protocols to mitigate the risks of Covid-19 at the Centre, but all participants (and guardians/bookers for those under 18) must bare responsibility for the decision to take on the risk of attending.

Children's Holiday Courses

We are not in a position to take clients for extended periods, the longest bookings will be for half days. For parents wishing to book for both the morning and afternoon courses in the same week you must collect and sign them out at the end of each morning session and then register them at the start of the afternoon session, there is no facility to leave them over the lunch hour.

We must be notified at the beginning of the week at registration with a signature from a guardian if a participant can sign themselves in and out.

As above, they must leave the Watersports Centre site when not signed into our care.

All participants for the children's holiday sailing courses need to be self-sufficient to rig, launch, recover from a capsized unaided and recover their own dinghy without outside assistance.

The centre reserves the right to exclude participants at our discretion in the event that their ability is not suitable for the standard required as this can lead to them endangering themselves or others, no refunds will be given.

Cancellation policy

- Courses will run regardless of weather conditions; refunds will not be given in the event of bad weather
- Courses will only run if sufficient numbers are booked, a full refund will be given if a course is cancelled by the Council, you will be contacted in advance of the course start date with the options available at that time

Refunds:

- No refunds will be given unless for medical reasons supported by a doctor's certificate or a written positive Covid 19 test result, to be received within the time scales of the course and will be at the Council's discretion
- In the event of illness or injury, refunds will only be given for whole courses; partial refunds for day/s missed will not be given. Any refunds will be less the administration fee of £50
- Refunds will be processed within 6 weeks and will be paid back onto the card the payment was made from

Transfers

- It is **not possible** to transfer a course place from one individual to another
- Transfer of places from one course to another maybe possible for an administration fee of £50
- All transferred places must be taken in the calendar year of original booking for holiday courses
- All administration fees are per person per transfer
- All administration fee payment links will be made and active for a maximum of 48 hours, any requested transfer of course places will not be made until after this payment has been received

Private Tuition

- Minimum session 90 minutes
- No refunds given
- If notified in writing 6 weeks in advanced, alternative date/ times might be given depending on availability and to be taken within the calendar year of the original booking
- Courses will run regardless of weather conditions; refunds will not be given in the event of bad weather

Group sessions

- Minimum session 90 minutes
- Up to 5 participants all over the age of 10 years old.
- No refunds given
- Social distancing must be maintained unless members are from the same house hold or support bubble
- Wimbledon Park Watersports Centre reserves the right to run alternative watersports options based on the weather conditions on the day.

RYA adult sailing

No refunds given

- If notified in writing a minimum of 6 weeks in advance, alternative date/ times might be given depending on availability and to be taken within the calendar year of the original booking
- Courses will only run if sufficient numbers are booked, a full refund will be given if a course is cancelled by the Council, you will be contacted in advance of the course start date with the options available at that time
- **During the pandemic this course will be taught with all candidates sailing in single handed dinghies only unless sailing with members of their own household or support bubble. The instructor will be teaching from another boat.**

Please note:

- **For ALL activities at the Watersports Centre - all participants must be aged 10 years or older at the start date of any activity.**
- **There are NO EXCEPTIONS to this requirement.**
- **During your booking if it becomes known that a participant is not of the correct age then they will be unable to continue.**
- **No refund will be due and no re-course considered.**