

## **Booking and Payment Policies**

Hello and thank you so much for planning on sailing with us. Once we receive your completed initial booking request and deposit for one of our courses or trips, we will send you a confirmation of the booking. Depending on the course, the full booking, medical, and emergency contact forms may need to be completed and sent back to us via email. We will need to have ALL required completed forms with original signatures prior to the commencement of your course.

### **Theory courses, Skipper Training and VHF/SRC course**

Payment for all courses with a cost of < 500 Euro is 100% due at the time of booking in order to reserve your spot and/or receive your individual login information. The cost for the online courses will become non-refundable once the customer has logged in to the online course

### **RYA Practical courses**

For all the other courses (RYA practical), a payment of 50% of the total cost is required as a non-refundable deposit upon confirmation of the participation in the course/trip, with 100% payment due in full 60 days prior to the commencement of the course, save special arrangements made in writing directly with us or last minute bookings.

### **Client Changes or Cancellations**

We will make all efforts to reschedule you to the next available opportunity, and we reserve the right to levy a 10% change re-booking fee.

Should you need to cancel outright, this needs to be done in writing and we reserve the right to apply a cancellation fee, depending on the timing of the cancellation:

- 10% of total cost of the course/cruise as a cancellation fee, if this happens earlier than 3 months from the course start date
- 30% of total cost of the course/cruise, if cancellation happens between 90 and 45 days from the course start date
- 100% non-refundable if cancellation occurs less than 45 days before the course/cruise commences, unless we are able to re-sell your spot, in which case we will refund you the amount we have been able to recover, less a 10% charge cancellation fee

### **Our Cancellations**

Should we need to cancel or postpone a course for any reason except weather/force majeure, we will make all efforts to rebook customers on the next available course. Should the customer not be available or willing to take a rebooking, any amount paid (deposit or payment) will be fully refunded.

## **Exams fees**

The fees due to the RYA for any external RYA Examination (SRC, YM Offshore, etc) are not included in the cost of the courses and are payable to the examiner/RYA on the day of the exam by cash or credit/bank card.

## **Insurance**

**For practical courses, we highly recommend students and clients to take out your own travel insurance to cover your expense should you have to cancel or postpone due to a personal or medical issue, as well as evacuation/accident insurance.**

## **Payment**

Payment for **Theory courses** (Marine VHF radio, Essential Navigation, etc) can be done by direct bank transfer to the following account:

Bank Austria

Franco Del Fabbro – White Wake Sailing

IBAN: AT21 1200 0100 0808 7412

BIC: BKAUATWW

Payment for **Practical courses** (Competent Crew, Day Skipper, yachtmaster, etc) can be done by direct bank transfer to the following account:

White Wake Sailing d.o.o.

Raiffeisen Bank HR

IBAN: HR9624840081135121721

BIC/SWIFT: RZBHHR2XXXX

Croatia

## **JOINING INSTRUCTIONS**

You will be sent joining instructions as soon as the booking is complete, including but not limited to the following:

- Joining location, beginning and ending course times
- Travel information and directions as to how to reach the School
- Gear and materials specifically required for the course
- Appropriate or suggested clothing or gear for the course
- Any other standard information useful to make their course successful.

You will be met by a staff member at the Jadranka Yachting office upon arrival.

Please contact us for additional information +43 664 88360842 or [info@white-wake.com](mailto:info@white-wake.com)