



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

If you need to change your booking more than 60 days before the course/cruise start date, we will make every effort to reschedule you to the next available course or cruise.

Changes cannot be accepted within 60 days of the course/cruise start date.

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:

- 50% of total cost of the course/cruise, if cancellation happens more than 60 days from the course start date
- 100% non-refundable if cancellation occurs less than 60 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 **all courses** can be done by direct bank transfer to the following account:

Bank: Banca Popolare di Sondrio (SUISSE)
IBAN: CH22 0825 2028 4471 C000 E
BIC/Swift: POSOCH22XXX
Account name: Millerotte Sagl
Address: Via delle Cave 6, 6532 Castione, Switzerland

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.

Please contact us for additional information +41 76 4198831 or info@white-wake.com