

Terms & Conditions

Section 1 - Booking and scheduling lessons

1.1 - Bookings are only confirmed once a payment has been made and a confirmation email sent. Bookings cannot be reserved without payment. It is the responsibility of the student to ensure they have scheduled the lessons in their account when booking multiple lessons.

1.2 - All lessons and vouchers have an expiry date 1 year from the date of purchase. It is the customer's responsibility to ensure that they have booked their lessons before the expiry date.

1.2.1 - Vouchers and lessons that have exceeded the expiry date will not be extended.

1.2.2 - Any lessons or vouchers purchased before April 4th 2021 are not extendable and must be booked within 1 year from the date of purchase.

1.3 - Students are required to notify The Kitesurf Centre at the time of booking the course of any medical condition suffered by them that may be relevant to the activity, and which could be considered a risk to their or others health and safety. All information given will be treated with strict confidentiality. Any misinformation will void the partakers insurance cover for which The Kitesurf Centre will not be held accountable.

Section 2 - Provision of services

2.1 - All decisions regarding the running or cancellation of any course are at the absolute discretion of The Kitesurf Centre whose decision shall be final.

2.2 - The student must accept that all courses are weather dependent and that this may adversely affect your course. If in the judgement of The Kitesurf Centre a course is unable to start, or has to stop early due to weather conditions or for any reason where safety could be compromised, a lesson credit or voucher will be provided in respect of any time owed to them by The Kitesurf Centre; a refund will not be an option.

2.2.1 - All lesson credits and vouchers are valid for 12 months from the original date of purchase; this allows sufficient opportunity for rescheduling. Where weekend availability is limited, we often have weekday spaces available. The student should contact the centre for assistance transferring lesson credits between weekend and weekday bookings as needed.

2.2.2 - For any lessons postponed by the centre within the months September, October, and November, where the booking has an expiry date before March of the next teaching season, The Kitesurf Centre will extend the booking validity to May 31st of the next season allow sufficient opportunity for rebooking. Extensions of this nature will only be applied once per booking.

2.2.3 - It is the student's responsibility to contact the centre or login to their booking account to reschedule the course within it's period of validity.

2.4 - The Kitesurf Centre's course outlines are just a guide and it has to be accepted that everyone progresses at different rates. Along with possible changing weather conditions, unique rates of progression may have an effect on the course structure. It is down to The Kitesurf Centre's staff to make the decision on any given day how the course is run which will always have the groups / individuals best interests taken into consideration.

2.5 - If a group course is booked and only 1 person is booked on, The Kitesurf Centre reserve the right to run the session as a '1-2-1' individual lesson of the equivalent monetary value.

2.6 - Students must be aware that power kite sports are potentially dangerous and are undertaken entirely at the student's own risk. By booking onto a course and signing the activity waiver, the student confirms that he/she has read, understood and accepts these Terms & Conditions.

2.7 - The Kitesurf Centre will provide tuition, insurance and all kite sports/SUP equipment, and waterwear (wetsuit, harness, PFD and helmet) required for the student to undertake the course. Any student wanting to use their own equipment on a lesson must hold their own 3rd party liability insurance. This may be purchased via the British Kite Sports Association as a part of their membership scheme.

2.8 - Children 16 years old and under must be accompanied by an adult; the parent or guardian is expected to stay in the vicinity for the duration of the course.

2.9 - The Kitesurf Centre reserve the right to use any photos taken during the lessons (excepting minors, whose photos shall not be taken.) The images will not be sold onto a 3rd party. If you feel uncomfortable with a photo being taken on your lesson, please advise your instructor.

2.10 - The Kitesurf Centre reserves the right to update the services it provides at any time. Changes to prices, durations and structures may occur between teaching seasons as we aim to improve our services. Any student carrying lesson credits or vouchers between two teaching seasons may redeem the monetary value of their lesson

credit/voucher against the updated service. If there is a difference in service cost, this must be paid by the customer to access the service. In cases where service adjustments result in a lower costing service, The Kitesurf Centre will provide a voucher to the customer which they may use on any service within 12 months of the voucher issue date.

Section 3 - Location

3.1 - The Kitesurf Centre provides it's kite sports services on the East Sussex and Kent coast and provides it's Stand Up Paddleboarding services on the East Sussex coast and inland waterways of East Sussex and Kent. The choice of location for lessons or hire belongs solely to The Kitesurf Centre, whose decision is final. This decision is made by instructors and centre manager within 24hrs of the lesson start time to ensure the safe provision of lessons and hire in relation to the most recent weather forecast.

3.2 Students booking onto a kite sports or stand up paddle boarding lesson or hire are responsible for their own transport. All students booked onto lessons and hire should prepare a suitable and flexible method of transport to ensure that they can arrive on time for their lesson or hire. Lessons are run to a strict start time and tardiness by the student will result in a loss of lesson time.

Section 4 - Rescheduling & Cancellations

4.1 The student may reschedule the booking at any time up to 14 days prior to the course start date by logging into their booking account to arrange an alternative date. Cancellations and refunds/re-booking within 14 days of the course are at the discretion of The Kitesurf Centre.

4.1.1 - If the student wishes to reschedule a booking within 14 days of the course start date they will be credited with the amount due to them minus a minimum administrative charge of £25

4.1.2 - Within 7 days, any schedule changes initiated by the student will incur a charge amounting to 50% of the booking.

4.1.3 - If the student wishes to cancel or reschedule a booking within 72 hours of a booking's start time, their lesson will be forfeit and payment will not be refunded.

4.1.4 - If the lesson slot is booked by another customer, short notice cancellation charges listed in sections 4.1.2 and 4.1.3 will be reduced to the £25 admin fee only.

4.1.5 - Group activity bookings with 6 participants or more are held to a 30 day cancellation notice period. The group must notify the centre if they wish to cancel or reschedule their booking more than 30 days before their scheduled session date. If the group have scheduled multiple consecutive dates, this term is marked by the date of the first session. Cancellations within the 30 day period will incur a charge equal to 50% of the total booking; cancellations within a 14 day period will not be refunded unless the scheduled lesson slots are filled by another party.

4.2 - Students booked onto a course will be charged full payment, regardless of whether subsequently the student completes the course. If a student leaves the lesson while the instructor deems the conditions fit to run the course, the student forfeits their lesson time and no refund will be given. If a student cancels on the day or does not show up, they are charged in full for that booking.

4.3 - Any refund agreed for either lessons or vouchers will incur a £25 administrative charge.

Section 5 - COVID-19 Clause

5.1 -Cancellations within 14 days related to COVID-19 will only be accepted under the following circumstances:

- You or a member of your group has been diagnosed with COVID-19 and has a medical note confirming the need to isolate.

- You or a member of your group are required to self-isolate after returning home from a restricted travel country.

- The UK government places restrictions on movement / group gatherings / travel within the UK.

5.2 - Cancellations within 24 hours of a lesson will incur a charge to cover the costs of the instructor. This will vary depending on the type of lesson booked. If we are able to find a student to take the lesson place, this fee will be waived.

5.3 - Students whose bookings are postponed by The Kitesurf Centre following government restrictions related to COVID-19 will receive 3 month extension so that they may reschedule within the current or following season. An extension of this nature will only be granted once per booking.