



Grenada Bluewater Sailing

Terms and Conditions

Please be sure to read the terms and conditions before booking.

Contract

Your contract is with Grenada Bluewater Sailing. A booking is made only when your deposit has been received and a confirmation email issued.

Payments

A deposit of 25% of the cost is required to confirm a booking. The balance must be paid 5 weeks prior to the booking start date. If the

balance is not paid by the due date we reserve the right to cancel the booking and forfeit the deposit. If you book less than 5 weeks prior to departure date, the full amount is payable on booking. Payments can be made by bank transfer or Paypal invoice (incurs additional 5% charge). Bank account details emailed on request.

Price

We reserve the right to amend our prices at any time prior to booking.

Customer Cancellation

What if you cancel your booking? If you cancel your booking, the lead name on the booking form must advise us in writing by email or post. You should claim under your own personal travel insurance if the cancellation falls within the terms of the insurance policy. A cancellation will be effective from the date received and the following cancellation charges will apply:

More than 4 weeks prior to booking start date: deposit not refunded.

Within 4 weeks of booking start date: 100% of cost not refunded.

Customer Booking Alterations

What if you alter your booking? We will try wherever possible to make any alteration you request after booking. An administration charge of 5% of the booking cost may be payable. A major alteration (e.g. change of booking start date) will be treated as a cancellation and re-booking. It is your responsibility to check the details on the confirmation email and inform us of any discrepancies within 14 days. You should claim under your own personal travel insurance if the cancellation falls within the terms of the insurance policy.

Group Bookings

If one person only cancels he will not be refunded his share of the booking if the others continue with the booking. You may substitute someone else in their place. You should claim under your own personal travel insurance if the cancellation falls within the terms of the insurance policy.

Our Cancellation Policy

What if we change or cancel your booking? We will do our utmost to provide the course or holiday you have booked, but it is inevitable that sometimes changes have to be made. If we cannot offer an acceptable alternative, we may have to cancel your booking before the start date and you will receive a full and prompt refund of all money paid to Grenada Bluewater Sailing (limited to course/charter fees paid). We reserve the right to terminate the holiday arrangements of any client who refuses to comply with the instructions of our agents and whose behaviour is likely to cause damage or danger to any person or property.

Grenada Bluewater Sailing Liability

We accept responsibility for the proven acts or omissions of our crew, except where attributable to the fault of any member of your party, to an unconnected third party or to an event which we or our supplier could not with due care have foreseen. We cannot be held responsible for death, bodily injury or illness unless it is proven to be due to negligence or omission of our staff, suppliers or agents. Any compensation shall be limited to the cost of your holiday except where death, bodily injury or illness results.

You have the right to inspect the yacht and all equipment thoroughly at the start of your charter/training course to ascertain it is in good working order.

Travel Insurance

We encourage you to take out your own personal travel insurance to protect yourself from any cancellations or loss of personal items. All flight bookings are subject to the conditions of carriage of the air carrier you have used.

Flights

Flight timings, airlines or aircraft can change after your flight has been booked. Flight times, including those shown on any letter, invoice or ticket, cannot be guaranteed. We are not liable for any delay which may occur. Any arrangements or compensation in the event of a delay will be in the sole discretion of the airline or your travel insurance. If you are denied boarding on the outbound/return flight by the aircraft captain, our responsibility for you ceases and we will not be liable to make alternative arrangements or refund any money.

Complaints

If you have a complaint during your holiday/training course the matter must be raised with Grenada Bluewater Sailing so that we have the opportunity to resolve it. Should the matter not be resolved to your satisfaction a written complaint must be given to Grenada Bluewater Sailing on the return of your holiday and a claim must be made in writing to us within 28 days of your return.