



SECOND STAR SAILING BOOKING AND PAYMENT POLICIES 2023

Hello!

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 an available space. The full booking, medical, and emergency contact forms should then be completed and sent to us through the online portal.

Deposit

A payment of 25% of the total booking cost is required as a non-refundable deposit upon confirmation of the available space in the course or trip, with 50% due 60 days prior, and the 100% payment due in full 30 days prior to the commencement of the course, save special arrangement in writing directly with us or last minute bookings. Please see below for one day or weekend courses.

Your Changes or Cancellations

Should you need to postpone or change your participation in a course, we will make all efforts to reschedule you in the next available opportunity, subject to a 10% change service fee (we often waive it if we can reschedule you and/or fill your space). Should you need to cancel outright, you must do so in writing, and we reserve the right to increase the cancellation fee past the non-refundable deposit depending on the timing of the cancellation, with 50% non-refundable within 15 days and 75% non-refundable if you cancel within 7 days of start the course.

Our Cancellations

Should we need to cancel or postpone a course for any reason except weather or force majeure, we will make all efforts to rebook you on the next available course. Should the cancellation occur more than 45 days prior to the course, you will receive a refund of any payments made except for the 25% booking deposit, which will be kept as your credit toward any of our future courses or events which we would schedule you on with priority standing. Should our cancellation occur within 15 days of the course, we will return also 50% of your booking fee directly, while still making all efforts to accommodate your schedule, and should the cancellation be within 7 days of the start of your course, you will receive a 75% refund of any booking deposit and payments you have made as well as having priority booking on any of our future courses or events. The 25% booking deposit would be credited toward that future course.

Online & Interactive Courses

Our online and interactive courses are due 100% at booking in order to receive your individual login information. Courses which also require an in-person assessment such as the RYA VFH/SRC Radio course do not include the Assessment fee payable directly to the RYA.

One Day Workshops and Courses

Payments for one day courses and workshops are due 100% at booking in order to receive your confirmation. Courses which also require an in-person assessment such as the RYA VFH/SRC Radio course do not include the Assessment fee payable directly to the RYA. Two or more-day courses fall under the regular course booking above.

Two Day or Weekend Courses

Payments for two day and weekend courses and workshops are due 50% at booking in order to receive your confirmation. This is also true of multiple weekend courses. The refund policies and payment policies are the same as full courses above.

RYA Yachtmaster Courses with Exam

Any preparatory course for an external RYA Examination do not include the respective cost for the exam which will be payable to the examiner on the day of the exam by credit/debit card or UK cheque.

INSURANCE

We highly recommend you take out your own trip insurance should you have to cancel or postpone due to a personal or medical issue.

PAYMENT OPTIONS

Payment for the 25% deposit can be either via wire transfer to one of our accounts at WISE in multiple currencies to facilitate your transfers, by credit card through Stripe (a 3.5% charge will be added to the total for this type of transaction) or in cash at our Base. You will be able to pay the balance either using the same method or any other one of the ones listed above.

Whichever form of payment you choose, please send us a confirmation, or note on the account your name, course and its date, so we can credit your account properly.

Please contact us for additional information on our policies, insurance, and FAQ.