



COVID Go Freediving Terms and Conditions

(This document is a temporary update to our existing terms and conditions which can be found [here](#))

CONTACT DETAILS

Go Freediving Limited

emma@gofreediving.co.uk

07980 648 892

www.gofreediving.co.uk

In Everyday Terms (unchanged):

At Go Freediving we aim to provide the best freediving experience possible. We want all of our students to receive the highest quality instruction, be confident in our high safety standards and enjoy a positive and memorable learning experience.

Go Freediving (gofreediving.co.uk) operates under the UK-based company name Go Freediving Limited. Registered in England and Wales 3609991. Go Freediving is a company that offers freediving courses for all levels and capabilities in the UK and abroad, and also offers associated products for sale. By booking a course, trip, event or purchasing a product through Go Freediving, you are accepting the terms and conditions of service.

Any changes to our standard terms and conditions can be found highlighted in yellow for your convenience)

Communications (unchanged):

By booking a course or buying a product you agree to allow Go Freediving to inform you of courses or products we believe will be of further interest to you via a weekly newsletter. You will be able to unsubscribe from this service at any time you wish.

Modification to Terms and Conditions (unchanged):

Go Freediving reserves the right, at its sole discretion, to modify or replace any of the terms and conditions, suspend, cancel or discontinue any course, trip or product at any time by posting a notice on the website, newsletter or by sending you an email.

Go Freediving may also impose limits on certain features or services without notice or liability. It is your responsibility to check the terms and conditions of use periodically for changes. Your continued use of the service following the posting of any changes to the terms and conditions of use constitutes acceptance of those changes.

Fees and Payments (see highlighted changes):

Deposits:

Non-refundable deposits of £100 are only available for the following:

- RAID Freediver Course
- RAID Advanced Freediver Course
- RAID Master Freediver Course
- Any course, trip, event or product where the total value of the course, trip, event **or** product **exceeds £500**

The option of paying a non-refundable deposit is only available if the course or event is reserved **more than one calendar month in advance. For this reason you must elect a suitable date at the time of the deposit.** If the course or event is booked with less than one calendar month remaining before the first day of the course, then the course is **payable in full at the time of booking.**

Deposits are not available for courses that are booked as gifts.

Please note: when you pay a deposit we cannot guarantee that the final cost of the course, trip, event or product will not change.

Payment Schedule:

All payments must be finalised no later than one calendar month before the first day of the course, trip or event. Failure to finalise your payment before this time will result in a late payment administrative fee of £50 which will be added to the cost of your course, trip or event. If you do not wish to pay this fee, Go Freediving will treat the booking as a cancellation (see cancellations, below). This is not negotiable.

During the COVID restrictions affecting our trading (**23 March 2020 - the first day of the COVID lockdown - and up to and including, 30th June 2020**), the time your finalised payment must be made is reduced from one calendar month to two weeks.

All payments can be made via BACS

Go Freediving Limited

40-09-19

02587378

Or PayPal:

emma.farrell@gmail.com

In relation to **products** only, this will depend upon prior agreement with Emma Farrell.

Cancellations:

Cancellations must be made in writing via email or letter to the address above.

Deposits up to the value of £100 **will not be refunded (unless your course was booked on or before 23 March 2020 - the first day of the COVID lockdown - and up to and including, 30th June 2020 - the last COVID non-trading day of Go Freediving, when there was no realistic prospect of knowing whether you would be able to attend your chosen course date)**. However, in relation to courses that have been **paid in full in advance** of the course start date, refunds will be subject to the following:

- If cancelled over 1 calendar month before the scheduled starting date the balance minus the non-refundable deposit of £100 will be repaid. (see amended conditions relating to refund, above)
- If cancelled **within 1 month but more than 14 days** before the scheduled starting date, a **50%** cancellation fee will be deducted from the refund.

- If cancelled **within 14 days but more than 7 days** before the scheduled starting date a **75%** cancellation fee will be deducted from the refund.
- If cancelled **within 7 days** before the scheduled starting date a 100% cancellation fee will apply and you will not be entitled to any refund.

A cancellation fee will be based on the full cost of the course at time of purchase.

It is important to note that trips and events will be subject to their own individual cancellation policy, which will be available at the time of booking. It is your responsibility to familiarise yourself with the specific terms for each one as they may differ to the terms and conditions of cancellations presented in this document.

Course Reschedules

Course rescheduling fees will not apply if your course was booked on or before 23 March 2020 - the first day of the COVID lockdown - and up to and including, 30th June 2020 - the last COVID non-trading day of Go Freediving, when there was no realistic prospect of knowing whether you would be able to attend your chosen course date).

To take advantage of this free reschedule you must be aware you can only use your free reschedule once, and you must nominate your new course date either in 2020 or 2021 to qualify.

If you wish to reschedule a course (including but not limited to Try Freediving, RAID, Freediving specialty courses) and do so more than one calendar month in advance of the first day of your course start date an administrative fee of £50 will be applied and payable at the time of the reschedule

If a company or individual reschedules a specific course **between 15 AND 28 days prior** to the first day of your course start date an administrative fee of £100 will be applied and payable at the time of the reschedule.

A company or individual cannot reschedule a course less **THAN 14 DAYS** from the start date of class and will be charged the full course fee.

Please note the following important information:

- The administrative fee is **an additional cost** and does not constitute a payment towards the balance of any course you may have made a deposit towards.
- When rescheduling a course you **must nominate your new course date**, from the dates you will be provided with at the time of rescheduling. Go Freediving are not responsible for providing a suitable reschedule date. If you are not able to select a date from those offered, **For our 2020, students, you will also be able to opt to be moved to our 2021 season class list where you will be able to select any date from our 2021 course list once it is published**, it will be considered a cancellation and therefore subject to our cancellation terms outlined above.
- Should the company or individual need to cancel a confirmed rescheduled course, it will be considered a cancellation and subject to the terms of a cancellation as outlined above.
- A limit of one reschedule per course is permitted.

No Shows

If a company or individual does not attend a class and does not give notice, the company or individual will be considered a cancellation and subject to the terms of a cancellation as outlined above.

Reimbursements

Go Freediving reserves the right to cancel a course at any time. In the unlikely event of this occurring, Go Freediving will refund the course fee(s) in full. Our liability is limited to course fee(s) only. We cannot be held liable for airfare, lodging or other related expenses, including any airline penalties incurred.

Late Arrivals

It is important that you arrive **15 minutes prior to course start time**. Late arrivals disrupt class flow, therefore if a student arrives more than 15 minutes after the commencement of the course, he or she may not be permitted to attend. Additionally, late cancellations or rescheduling fees may apply.

Payment Insurance:

Go Freediving is not responsible for protecting you against any associated fees or costs you may incur. If you are in any doubt about your ability to attend a course, we suggest taking out separate personal insurance to protect yourself against potential charges. (This is particularly relevant at this time, and we would encourage you to consider this).

Go Freediving Club Membership:

Go Freediving invites and encourages you to enjoy the benefits of club membership. However, in doing so, Go Freediving also has the right to terminate your membership at any time. This may result in the forfeiture or destruction of all the information associated with your membership. If you wish to terminate your membership you can do so by contacting us. Any fees paid are non-refundable.