

OUTDOOR GIRL TERMS & CONDITIONS

Version Date 07-07-20

WHO ARE YOU BOOKING WITH?

Outdoor Girl is owned and operated by Debbie Purser's own business Wild Coast Sailing. The website for this business is called Sail-Row-Explore www.sailrowexplore.com

Your booking has been taken by Classic Sailing Ltd, who is providing marketing and booking administration services for Outdoor Girl.

The booking form you fill in will ask you to agree to the terms and conditions for Outdoor Girl.

Agreeing to this online digitally is the same as a written signature and confirms your agreement to Outdoor Girl terms and conditions and any general conditions made clear to you on the booking form from Classic Sailing.

'Outdoor Girl' Terms & Conditions are below:

1. CUSTOMER FINANCIAL PROTECTION

Any customer booking money will be financially protected and held in an Outdoor Girl client account until the day the voyage starts to ensure that refunds can be issued if the voyage is unable to run for any reason, including any new Coronavirus related Government restrictions.

2. CORONAVIRUS 'NO QUIBBLES' REFUND GUARENTEE IF WE CANCEL

During a period where Coronavirus is still in general circulation in the UK Outdoor Girl will operate a no quibbles refund policy for Coronavirus related issues:

If the voyage is cancelled by the operator before it starts, customers will be promptly offered a full refund of their voyage fee (but no other sums) OR a transfer to another Outdoor Girl voyage (in 2020 or 2021) with a 10% discount.

If the voyage is cancelled by the operator after it has started, then an appropriate refund for the missed time will be offered.

3. CUSTOMER CANCELLATION – SPECIAL COMPENSATIONS DURING COVID PANDEMIC

If a customer has to cancel because they are unable to travel for reasons that would be covered by travel insurance, then see Outdoor Girls Standard refunds and cancellation policy in section 6.

If a customer contracts coronavirus, or finds they have been exposed to someone testing positive for coronavirus within 14 days of their voyage start, then as long as you can provide proof that a covid risk of transmission exists, Outdoor Girl will refund any monies paid. This applies upto 48 hours before your voyage commences.

Alternatively, you can ask for a voucher or transfer the voyage fee you have paid to another equivalent Outdoor Girl voyage.

Customer Cancellation due to covid within 48 hours of the voyage. In the unlikely event that you come down with coronavirus symptoms at the last minute, test positive or are asked to quarantine by a track and trace service due to exposure to someone else on the way to your voyage, we would much rather you don't sail. As long as you can show us a track and trace request or similar we will refund your voyage less £50 cancellation fee per person for provisions/skipper planning time etc.

Wild Coast Sailing reserves the right to cancel these extra covid refund guarentees when the coronavirus threat reaches background levels. The Terms and Conditions will then revert to the standard T & C and refund policies below. Your customer monies will always be held safely in a client account until the voyage starts.

4. BOOKINGS & PAYMENT

A reservation is made when you submit a booking application and receive a provisional booking and invoice from Classic Sailing. By submitting a booking form, you will have digitally agreed to Outdoor Girl Terms and Conditions and Classic Sailing general conditions.

You booking is not confirmed until a deposit or full fee has been paid. If a payment has not been received with 7 days you may lose your reservation.

All customers are defined as 'trainee crew' and not passengers. This is an adventurous activity learning sailing and beachcraft skills. The expedition requires physical participation and sensible adherence to social distancing whilst coronavirus risk exists. If the skipper deems that an application has medical, allergy or dietary requirements that would be difficult or unsafe to accommodate, we may have to decline your application. Everyone sailing on Outdoor Girl needs to be able to get into a dinghy unaided from the beach, swim at least 25 metres and be prepared to row (the oars are lightweight enough for children 8 years plus)

Minimum age of child with parent is 8. Sailing with guests under 18 – see our child protection section.

Payments can be made by credit or debit card with no processing fee, or by bank transfer.

Deposit payments are 25% of the voyage fee and the 75% balance is due 3 months before your voyage start date. Classic Sailing will ask for the full amount if you book within 3 months of the start.

All booking money for Outdoor Girl will be placed in her client account and not used until the voyage commences.

A booking confirmation is issued from Classic Sailing by email.

Classic Sailing will accept Outdoor Girl vouchers as 'cash' for a future booking as long as (i) they are for the named person or another by arrangement, (ii) not past the voucher expiry date.

5. CANCELLATION BY OUTDOOR GIRL OPERATOR

If the voyage is cancelled by the operator before it starts for the reasons below, customers will be promptly offered a full refund of their voyage fee (but no other sums) OR a transfer to another Outdoor Girl voyage (in 2020 or 2021) with a 10% discount.

If the voyage is cancelled by the operator after it has started for the reasons below, then an appropriate refund for the missed time will be offered.

Reasons which allow for a full refund:

1. Any coronavirus related problem whether it is any new Government decree, new local lockdown, new transport restrictions, or any risk of infection from either skipper, guest or guest on previous voyage.
2. Reasons that are within the control of the operator

Exceptions to full refund:

Operator cancelling for new force majeure type events that are beyond the control of the operator like war, terrorism, transport strikes, new pandemics, earthquakes.

International travel restrictions that were in place when the customer booked*.

*It is not possible for Classic Sailing or Outdoor Girl to keep upto date on all countries restrictions. The customer is responsible for checking they can legally travel to the port at the time of booking and check if they will have to quarantine on return to their own country / region.

Unsuitable weather for any open boat sailing or rowing.

Outdoor Girl's licence is for day sailing in suitable weather and wave heights. The skipper will endeavour to find alternative activities, involving the boat as much as possible, but if all forms of sailing and rowing look unsafe for the duration of your expedition, then the skipper can cancel or curtail the trip. In this case the maximum refund will be 70% of your voyage fee paid. (Our tents can be loaned for a few days if you wish to do your own thing instead)

6. CANCELLATION BY THE CUSTOMER

See the special 100% refund arrangements for Coronavirus. These override the normal refund and cancellation conditions, until Outdoor Girl Operators decide the threat has passed.

We expect guests to take out travel insurance to cover cancellation eventualities other than the current coronavirus pandemic, which may help cover any portion of voyage fee not eligible under our normal refund terms and conditions below:

Customer cancelling in writing more than 3 months (90 days) before voyage start – 100% refund

Customer Cancelling in writing between 89 days and 60 days before voyage – 75% refund

Customer cancelling within 59 and 30 days of voyage – 50% refund less £30 admin charge

Customer cancelling within 29 days – no refund due.

7. PRICING

Prices for voyages are quoted in GB Sterling. If you pay in another currency, Classic Sailing is not responsible for setting your currency or banking charges.

Included in the price is:

- skipper / RYA Yachtmaster Instructor
- Personal Safety Equipment
- Sailing Instruction
- All hot meals, snacks and refreshments
- Port and landing fees
- firewood / charcoal/ stove fuel
- Tents, camping mattresses, yoga mats
- Third Party liability insurance

If you select an existing special offer price on the booking form application, then this will be your price. Outdoor Girl reserves the right to increase prices up or down or correct any obvious errors on our website (s). Any special offers advertised are for new bookings only.

8. CUSTOMER RESPONSIBILITIES

During the Coronavirus – classic Sailing expects customers (and skippers) to be responsible and minimise their potential expose to coronavirus before and during their holiday and adhere to any coronavirus protocols and hygiene routines on board. If you are travelling as a household or individually please remember that whilst the activities are outdoors, you are in close proximity on a 17ft boat and our skipper is a different household and their family is at potential risk too.

The risk of contracting coronavirus from an asymptomatic third party, or member of the public ashore, during your outdoor expedition cannot be totally eliminated. It is the customers responsibility to satisfy themselves with Outdoor Girl's Covid precautions before accepting that minimal risk and booking. We have taken every measure to make sure the customer can back out if they fall ill or are exposed to the illness before they travel. Classic Sailing and Outdoor Girl accept no liability for customer illness due to Covid-19.

Customers agree to accept the authority and decisions of the Classic Sailing, or the operator of Outdoor Girl, for any voyage booked with us. If in the opinion of the skipper, the health, level of fitness or conduct of a customer at any time before or during a tour is endangering or appears likely to endanger the health or well being of the customer or any third party (including any other Customers or staff) or the safe, comfortable or happy progress of the tour, the customer may be may be excluded by being put ashore for all or part of the voyage, as soon as practical without refund or recompense.

Where a customer is excluded, Classic Sailing or its agents or suppliers will have no further responsibility towards them (including any return travel arrangements) and we will not meet any expenses or costs incurred as a result of the exclusion. In the case of ill health, the Classic Sailing or its agents or suppliers of voyages may make such arrangements as it sees fit and recover the costs thereof from the customer.

Outdoor Girl operators take our environmental responsibilities very seriously. We expect customers to follow our guidelines for wild camping, camp fires and zero littering during the trip. This includes arrangements for responsible

toileting in the countryside where no facilities are available. We aim to leave no trace and no potential harm to the environment. Anyone found not to be complying can be put ashore with no refund.

If a customer commits an illegal act (including, for example, causing any damage) the customer may be excluded by being put ashore for all or part of the voyage, as soon as practical and Classic Sailing or its agents or suppliers of voyages shall cease to have responsibility to/for them as above. No refund will be given for any unused services. When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be made direct to Classic Sailing or its agents or suppliers as soon as possible. If the actual cost of the loss or damage exceeds the amount paid where estimated, you must pay the difference once known. If the actual cost is less than the amount paid, the difference will be refunded. You will also be responsible for meeting any claims subsequently made against us and all costs incurred by us (including our own and the other party's full legal costs) as a result of your actions. You should ensure you have appropriate travel insurance to protect you if this situation arises.

9. OPERATOR RESPONSIBILITIES

Outdoor Girl Operator is responsible for insuring that the vessel and her activities are covered by her commercial licencing and all safety procedures are followed and the equipment and vessel is kept in seaworthy conditions.

Outdoor Girl Operator will be responsible for ensuring that any coronavirus mitigation measures are adhered to by staff and customers and take any concerns or suggestions for improvement from customers seriously.

Classic Sailing will pass on any complaints or feedback to Outdoor Girl operators and they will respond as quickly as possible.

The operator will have due regard for local landowner responses to Outdoor Girl activities ashore. The operator – not the customers- will be responsible for any complaint regarding wild camping.

10. MINIMUM AGES & CHILD SAFEGUARDING

Please be aware that sailing boats heel over in the wind and can be alarming to small children. Outdoor Girl has set a minimum age for 2020 at 8, but reserves the right to increase the age limit. We think this will be great for youngsters with a parent but suggest that some previous sailing experience by both the parent and child would be best.

The Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) have merged to become the Disclosure and Barring Service (DBS). CRB checks are now called DBS checks. The skipper Debbie Purser has a DBS enhanced certificate for working with vulnerable adults and children.

DBS Certificate number is 001663485151

DEBORAH JOY PURSER
dob 14-11-1965

Young sailors can only share tents or sleep under the boom tent with their parent or guardian.

11. DIETARY REQUIREMENTS

Outdoor Girl regrets they cannot accept customers with severe medical issues or allergies for food, wasps etc. Whilst the vessel is never far in distance from shore, some creeks or shorelines are very remote and shallow. Whilst the boat carries a VHF for emergencies, there is no engine on board it could take a long time to get back to proper medical facilities if you are experiencing discomfort.

As the voyages are with a solo sailor or couple, the skipper can accommodate special diets if you give us full details in advance (on booking form).

There is a cool box with ice but no refrigeration.

12. ITINERARY

Due to the vagaries of the weather and finite limits to how far the vessel can be sailed or rowed without an engine, we make no guarantee of any itinerary. The skipper is very experienced in these local waters and will try and

maximise the scope of this carbon free expedition in the timescale. This could involve shorebased activities, rowing, or coastal walking for some or all of the day.

Overnight stays may involve sleeping on the boat under a boom tent at anchor, if an expected wild camp site proves unsuitable or occupied.

13.SAFETY

See operator responsibilities.

You can see the full list of vessel equipment and safety equipment here under ship specification and the skipper qualifications and experience under skipper profile on the same page.

<https://classic-sailing.co.uk/vessel/outdoor-girl>

Outdoor Girl has Standard Operating Procedures for safety and emergencies and has carried out risk assessments for all activities. The skippers word is final on all points of safety.

Here are some main safety points:

- Lifejackets will always be available to wear and worn if the wind strength is above a force 3, or the skipper requests it. Minors under 18 must wear a lifejacket whilst sailing.
- Consumption of alcohol will be at the discretion of the skipper and not during day sailing.
- No smoking or stoves in tents.

14.INSURANCE / HEALTHCARE

We strongly recommend you take out travel insurance against cancellation, however it is not compulsory for outdoor girl short voyages.

15.COMPLAINTS

After your voyage we will ask for feedback. If you have a complaint please bring it to the skippers attention during the voyage, if appropriate. Alternatively, you can email Classic Sailing who will log the complaint, contact the operator and require a response on your behalf.

The responsibility for the complaint lies with the vessel operator.

16.PRIVACY POLICY

See Classic Sailing privacy policy here. Outdoor Girl Operators will adhere to similar strict guidelines.

<https://classic-sailing.co.uk/privacy-policy-and-cookies>