

In these ever changing times we have given a lot of thought to how we plan to work with you to navigate through these troubled waters to calmer seas ahead.

For your peace of mind we have been working hard to increase your safety on courses and have also updated and given further flexibility within our Terms and Conditions for future bookings.

SeaRegs Training and Plymouth Sailing School have operated for a combined 73 years. We have tried to plan ahead and look for the best route to navigate these troubled waters until calmer seas are again on our horizon.

All our training courses are running as advertised.

Safety - we have:

- Increased the frequency of cleaning in classrooms and on board vessels.
- Reviewed our greetings 'policy' with a wave to say Hi!
- Introduced wipes to allow you to wipe down personal surfaces when required.
- Reduced the chance of contact through purchasing different foodstuffs.
- Ashore, now have individually wrapped sandwiches, biscuits and cakes.
- Asked staff to self isolate if they develop a cough or temperature.
- Reviewed our operations so we keep the risk as low as reasonably practicable.
- Continued to follow Government advice and will act if the situation changes.
- Urge customers to take government guidance on their own health.

We do hope that this offers you some reassurance.

Our Cancellation Policy

Existing bookings

If you already have a booking, our standard terms and conditions apply. However in the event of the Training Centre closing due to government requiring an area 'lock-down' or temporarily closure, we will reschedule the course and the attendee or their representative will be able to come on any available scheduled course up to July 2021. Our standard cancellation policy applies to bookings before 16th March 2020 and to courses after the 16th June 2020.

New bookings made from 16th March 2020 (within the period of uncertainty)

To give you extra peace of mind during this period of uncertainty, we have temporarily added to our standard Terms and Conditions so you can amend your booking and reschedule your course in the following cases:

Navigating Troubled Waters - COVID-19
SeaRegs Special Procedures
Cancellation Policy within our Terms and Conditions

- 1) Bookings are made after 16th March for courses starting before the 16th June 20.
- 2) You can amend the start date of your course for the following reasons:
 - Your Government's Foreign Office advises against 'all' or 'all but essential travel'.
 - There is a border closure or localised lockdown, which prevents you from leaving.
 - Your flight stops in an affected area that is deemed unsafe and is cancelled.
 - You, or a member of your party, contract a confirmed case of Coronavirus.
 - You are instructed to self-isolate, or put into isolation.
- 3) The amended course date is before July 2021 and for you or your representative.
- 4) You need to give us 3 days (72 hours notice) to amend the start date so we have time to process your amendment and prepare to cancel instructors, food and classrooms. Please telephone us first before backing it up with an email.
- 5) If you wish to cancel your booking in this period and it is before your balance is due, we will keep your deposit for use against your future booking.

We hope this gives you the confidence to continue to book with SeaRegs Training Ltd and Plymouth Sailing School over the coming months.

We will, continue to monitor developments and update our policies if necessary. If self-isolation or government lock-downs looks likely to continue after the 16th June we will review once again.

So...

If none of the above circumstances applies, then you can proceed with your course as planned. If you should decide to change or cancel your booking in this instance, our standard booking terms and conditions will apply. We advise you to check your travel insurance policy or associated insurances attached to credit cards and payment methods to check your cover.

We are planning for a busy late spring and summer and looking forward to calmer and less troubled waters ahead.

Simon and Vicky Jinks

Directors of SeaRegs Training and Plymouth Sailing School