

Coastguard Northern Region Maritime School

Terms and Conditions



Cancellation Policy

We realise things crop up from time to time so when it comes to changes and cancellations, we try to be as flexible as possible. Just to ensure there are no misunderstandings, we've included a copy of our cancellation policy. If you have any concerns with regards to this, please let us know.

For CBES theory courses

- Registrations are not confirmed until payment has been received in full
- Registrations cancelled more than 10 working days prior to the course can apply for a full refund
- Registrations cancelled less than 10 working days prior will be subject to a 50% cancellation fee, with the remaining 50% transferable to another course date
- Cancellations made less than 48 hours prior to the course cannot be transferred
- No refunds or credits can be given for fully paid students who, without notice, do not attend.

All courses require a minimum number of students in order to be successful. This provides for optimum participation and interaction, which increases learning opportunities and maximises the return on your

investment. Should we not reach the minimum number of students and have to postpone the course a representative will contact you five days before the course to discuss the alternatives so that you can select the most appropriate solution. Should the course be cancelled by us, and no alternative arrangements are suitable to you, a full refund will be available.

For RYA practical courses including own boat tuition

With the RYA Practical courses, numbers are kept low which means that the impact of a single late cancellation can be huge. To help keep the prices down and to be fair to our Instructors, please ensure you understand and accept the following:

- Registrations are not confirmed until payment has been received in full and must be received no later than 4 weeks prior to the course.
- Registrations cancelled more than 4 weeks prior to the course will receive a full refund
- Registrations cancelled less than 4 but more than 2 weeks prior will be subject to a 50% cancellation fee, with the remaining 50% transferable to another course or for another participant
- Cancellations made less than 2 weeks prior to the course cannot be transferred

- No refunds or credits can be given for fully paid students who, without notice, do not attend. With the exception of own boat tuition, substitutions are acceptable up to the commencement of the course

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Coastguard Northern Region

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STREET ADDRESS / Level 1, Auckland Marine Rescue Centre, 3 Solent Street Mechanics Bay

PHONE / 09 303 4303 DDI / 09 303 9364

FREE CALL FROM OUTSIDE AUCKLAND AREA / 0508 RESCUE (737 283)

EMAIL / education@coastguard.org.nz

WEB / www.coastguard.org.nz

