

Terms and Conditions V1.3

(version controlled)

Post holder responsible for Policy:	Business and website owner
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Checked and counter signed by:	Laura Wakeham
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Frequency of further reviews):	Annually

Terms and Conditions

These Terms and Conditions govern your use of the PeteWilbyTriathlon coaching service and website. By visiting the PeteWilbyTriathlon website you accept, and agree to, the content of these Terms and Conditions.

We reserve the right to change the Terms and Conditions at any time and it is your responsibility to check regularly before ordering. This does not affect your statutory rights.

- 1. Paid Services for Non-members**
- 2. Unpaid services for members or non-members**
- 3. Member benefits**
- 4. Time of services**

1. Paid Services for Non-members

PeteWilbyTriathlon charges for the following services through the website:

- Swim adventures & Private swim adventure
- Groups: open water swim coaching – Beginner to Experienced - & pool squad
- 121 sessions at Teignmouth beach (in the sea) & at Plainmoor pool
- Junior group OW sessions & junior adventure swim

If for any reason, more than 24 hours before a service you have booked on to starts you decide to cancel, it is your responsibility to do so using the conformation email, in doing so you will automatically be refunded in full. If you decide to cancel less than 24hours before the service starts you will not receive any refund.

2. Unpaid services for members or non-members

- Pool coaching – 121 Dawlish, 121 Plainmoor
- Other sessions – arranged by appointment

PeteWilbyTriathlon will capture your card details on booking but not charge for the service. Your unpaid booking is confirmation of your appointment. You receive a booking confirmation email. When you arrive at the venue it is your responsibility to pay the venue staff for the service.

If a service does not go ahead, PeteWilbyTriathlon will take responsibility to inform you in good time and arrange with you a new appointment. If for any reason, more than 24 hours before the service starts - other than the service not going ahead - you decide to cancel it is your responsibility to do so using the confirmation email. If you decide to cancel less than 24 hours before the service starts or do not show at an appointment, PeteWilbyTriathlon will charge the advertised amount to the captured card on file.

3. Members benefits

There are two membership subscriptions:

1. Training Plans membership
2. Coached athlete membership

Subscribed members are rewarded with additional benefits:

- Discounted swim adventures & private adventure swims
- Discounted group sessions (adults)
- Discounted consultations*

When members are signed in services can be booked at the discounted rate. Refunds will be given if cancelled more than 24h before the service starts.

* consultations are £70 for non members; £50 for training plan members; £35 for coached members

4. Time of service

The start time of services will remain conditional due to the obvious variables that affect open water swimming and outdoor sports generally. If there is a change of the start time you will receive a change of start time email as a replacement booking recipe which can be used to cancel and refund should you not be able to attend the new time. If a start time is changed by PeteWilbyTriathlon and you do not ask for a refund 24 hours before the new start time, you will not be refunded.

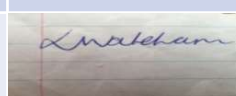
Services will, at times, run for longer or shorter than advertised. This can be due to a number of factors out of the control of PeteWilbyTriathlon or you. This will not affect any contracts. No refunds will be given for services running for less time than estimated. No additional charges will be placed on you for services running longer than stated.

Signed and dated:



12/2/21

Counter signed and dated:



12/2/21

PeteWilbyTriathlon

