



CYE Terms & Conditions

We are delighted that you are considering or have chosen to book with Christian Youth Enterprises Sailing Centre (CYE). We aim to provide life-affirming adventures in a safe, fun, and supportive Christian environment.

By proceeding with a booking, you agree to the terms and conditions outlined below. Please ensure you have read and understood these before finalising your arrangements.

1. Helpful Definitions

- “CYE” or “CYESC” refers to Christian Youth Enterprises Sailing Centre.
- “Booking” refers to your reservation with us.
- “Group Leader” is the named adult who remains your group's main point of contact and responsible for the overall wellbeing and discipline of Participants.
- “Participant(s)” refers to any individual attending your Event.
- “Confirmation Fee” is the initial non-refundable payment required for Schools/Groups to hold dates provisionally.
- “Deposit” is the second, main non-refundable payment that formally secures your Booking and commences the legal contract.
- “Interim Payments” refers to agreed payments due between the Deposit and the Final Payment.
- “Final Numbers” are the confirmed participant numbers used for final invoicing.

2. Booking Your Adventure & Contract Start

2.1 Securing Your Dates (School/Group Events)

- To secure provisional dates, a non-refundable Confirmation Fee is required.
- Your contract with CYE officially commences upon written acknowledgement of your completed booking form or receipt of the required Deposit.

2.2 Clarity & Accuracy

- We reserve the right to refuse or cancel a booking where material information is inaccurate or misleading and this affects our ability to safely or reasonably deliver the programme.
- If a pricing error is obvious and unmistakable, we reserve the right to correct the error and refund sums already paid.

2.3 Policies

- By booking, you agree to comply with relevant CYE policies and procedures communicated before or during the visit.
- Some operational arrangements differ between “CYE Events” and “School/Group Events”. Where relevant, these differences are identified throughout these Terms and Conditions.

3. Our Provision, Safety, and Ethos

3.1 Our Team and Ethos

- CYE is a Christian charity. Our programmes will include Christian content such as reflections, assemblies, or talks.
- Christian content is delivered in an age-appropriate and respectful way, encouraging reflection, discussion, and personal development.
- Guests from all backgrounds and beliefs are welcome.
- Staff and approved volunteers are appropriately trained, DBS checked where required, and experienced in residential and outdoor activity provision.

3.2 Safety, Risk, and Compliance

- We adhere to relevant staffing ratios and standards required by the Adventure Activities Licensing Authority (AALA), Royal Yachting Association (RYA), Paddle UK, and other relevant bodies.
- We aim to meet or exceed recommended staffing ratios wherever reasonably possible.
- Full Risk Assessments and Operating Procedures are available upon request.

3.3 Accessibility, Fitness & Risk

- Activities may involve physical exertion including lifting, bending, stretching, climbing, and water-based activity.
- Participants are responsible for ensuring they are medically and physically able to participate.
- Participants should disclose relevant medical conditions, injuries, disabilities, swimming limitations, or support needs before arrival.
- While CYE takes all reasonable steps to manage risk, adventure activities carry inherent risks which participants accept by taking part.
- All participants must wear buoyancy aids and other safety equipment where instructed.

3.4 Programme Changes

- CYE reserves the right to alter programmes, activities, instructors, equipment, accommodation arrangements, or schedules where reasonably necessary due to weather, safety considerations, staffing, operational needs, or circumstances outside our control.

3.5 Dietary Needs

- We will cater for dietary requirements where notified at least two weeks before arrival.

4. Your Responsibilities and Conduct

4.1 Conduct and Safety

- Participants must follow all instructions, safety briefings, signage, and Centre rules.
- Guests are expected to behave responsibly, respectfully, and safely at all times.
- CYE reserves the right to require any participant or group to leave where behaviour is unsafe, abusive, disruptive, unlawful, or presents a safeguarding concern.
- In such cases, no refund will be provided, and responsibility for collection, supervision, transport, and associated costs remains with the parent/carer or Group Leader.
- Smoking is not permitted on site.
- Alcohol consumption by adults is permitted only by prior written agreement and in accordance with CYE policy.
- Under 18s may not consume alcohol on site.
- No amplified music may be played on the back field.
- Camp fires must be extinguished by 9:45pm.
- There is a 10pm site-wide noise curfew.

4.2 Illness, Medication and Medical Treatment

- Guests experiencing diarrhoea and vomiting may be required to leave site for 48 hours.
- In the event of illness or injury, CYE may arrange appropriate first aid, emergency treatment, or transport where reasonably necessary.
- Relevant medical information may be shared with emergency services or healthcare professionals where required for participant safety.
- For School/Group Events, Group Leaders remain responsible for medication administration and accurate medical information.
- For CYE Events, medication may be administered by authorised CYE staff with appropriate parental/carer consent and relevant medical information provided in advance.

4.3 Damage, Loss, and Liability

- Group Leaders are responsible for costs arising from damage, loss, theft, or excessive cleaning caused by Participants within their booking.
- CYE accepts no responsibility for loss or damage to personal belongings brought onto site.
- CYE does not exclude or limit liability for death or personal injury caused by its negligence or any liability which cannot legally be excluded.
- Subject to this, CYE shall not be liable for losses arising from participant failure to follow instructions, breaches of Centre rules, or circumstances outside our reasonable control.
- We cannot offer refunds for unused accommodation, meals, or activities once a booking has commenced.

4.4 Safeguarding and Media

- All guests and leaders must comply with CYE safeguarding procedures while on site.
- Any safeguarding concern, disclosure, allegation, or incident involving a child or vulnerable adult must be reported immediately to the CYE Safeguarding Team.
- Photography and video must be used responsibly and in accordance with safeguarding expectations and group-specific permissions.
- CYE reserves the right to restrict photography or online sharing where safeguarding concerns arise.

4.5 Accommodation

- Participants are generally accommodated in shared cabins grouped according to the age range and requirements of the relevant event or programme.
- Some programme groups may include participants aged 18 sharing accommodation with younger participants within the advertised age range of that event. Participants aged 18 who remain part of the participant cohort are not treated as staff or supervisors.
- Residential CYE Events are available for participants aged 7 and above only. At CYE's discretion, participants may be accepted onto an event where they fall within 3 months either side of the advertised age range, where appropriate for the programme and group dynamic.
- For larger groups, additional accommodation may include camping tents, by prior agreement with Group Leaders.
- Accommodation arrangements remain at the discretion of CYE.

5. Cancellation Policy

5.1 Cancellation by You (CYE Events)

- Deposits are non-refundable.
- 8 or more weeks prior: Deposit retained.
- 4 to 8 weeks prior: 50% of total event costs due.
- Less than 4 weeks prior: 100% of total event costs due.

5.2 Cancellation by You (School/Group Events)

- Confirmation Fees and Deposits are non-refundable.
- More than 16 weeks prior: Deposit retained.
- 12–16 weeks prior: 40% of the total event fee payable based on numbers agreed on Interim Payment.
- 8–12 weeks prior: 60% of the total event fee payable based on Final Numbers.
- Within 8 weeks prior: Full fees due based on Final Numbers.

5.3 Cancellation by CYE

- We reserve the right to cancel where minimum workable numbers are not met.
- We may cancel an event where safeguarding or operational considerations make delivery unreasonable.

- If conditions are unsuitable for safe activity delivery, or circumstances outside our reasonable control prevent delivery, we may alter programmes, offer alternative dates, credits, or partial refunds less unrecoverable costs already committed.

6. Schools and Groups: Detailed Arrangements

6.1 Christian Content

- School timetables will include Christian assemblies or reflective content designed to be informative and appropriate for the group.
- Content can be discussed with Group Leaders prior to the visit.
- For non-school groups, Christian content will be developed in discussion with Group Leaders according to the nature of the group.

6.2 Provision, Group Numbers and Invoicing

- Groups arriving on a weekday morning should bring a packed lunch.
- Groups arriving on a Friday evening should have eaten or bring a packed dinner.
- An Event Leader from the CYE team will oversee your stay and remain your primary point of contact throughout the event.
- Minimum group numbers are normally 26 paying places unless otherwise agreed in writing.
- Final Numbers must be confirmed 12 weeks prior to arrival.
- Final balances and Interim Payments are due according to the agreed invoice schedule and no later than 8 weeks prior to arrival.
- In exceptional circumstances, we may allow a discretionary reduction of up to 1 in 10 paying places after Final Numbers have been confirmed.
- Significant increases in Participant numbers within 12 weeks of arrival may not be possible due to accommodation, staffing, or safeguarding limitations.
- The ship accommodates up to 50 guests in standard berths. Up to 6 additional camp beds may be added to increase capacity to 56.
- Larger groups may require camping accommodation by prior agreement.
- Late changes to participant numbers or medical/dietary information within 10 working days of arrival may incur additional administration charges.

6.3 Timings and Staffing

- Weekday bookings normally run from 11am on the first day until 2:30pm on the final day.
- Weekend bookings normally run from 7pm Friday until 3pm Sunday at the latest.
- A Duty Staff Member is available at all times during residential stays.
- All accidents, injuries, illnesses, or safeguarding concerns must be reported to CYE staff as soon as reasonably possible.

6.4 Responsibilities of the Group Leader

- Group Leaders and accompanying staff retain ultimate responsibility for Participants at all times, including during instructed activities.
- Organised activities begin when Participants are handed into the care of the CYE Instructor at the agreed activity meeting point and end when Participants are returned to the Group Leader at the conclusion of the session.

- Outside organised activity sessions, Group Leaders assume sole responsibility for Participants including during meals, overnight supervision, free time, changing periods, and leader-led activities.
- Group Leaders must ensure suitable, age-appropriate supervision ratios during free time, overnight stays, meals, and transitions.
- Unless otherwise agreed, a minimum supervision ratio of 1 adult to 12 Participants (1:12) is required during non-instructed times.
- A Group Leader or designated supervisor must attend organised activities to support discipline and welfare.
- Group Leaders are responsible for ensuring accurate medical, emergency contact, behavioural, and safeguarding information is held for Participants.
- The Group Leader is responsible for ensuring that CYE is provided with all relevant medical, dietary, accessibility, behavioural and safeguarding information necessary for us to safely deliver the programme, whether this is provided individually or collated by the Group Leader.
- Where Participants are under 18, the Group Leader is responsible for obtaining any necessary consent from parents/carers for the Participant to attend the visit and take part in the activities provided by CYE. CYE does not normally require copies of individual consent forms but may request confirmation that appropriate consent has been obtained.

7. Insurance Recommendation

- We strongly recommend appropriate insurance covering cancellation, personal accident, organiser liability, travel disruption, and loss or damage to personal belongings and equipment.
- CYE's insurance covers its own third-party liabilities only and does not cover participant cancellation costs, personal belongings, travel disruption, medical expenses, or losses arising from circumstances outside CYE's reasonable control.

8. Data Protection

- Personal data will be processed in accordance with applicable UK data protection legislation and CYE's Privacy Policy.
- Information may be shared with relevant medical professionals, emergency services, or safeguarding authorities where necessary for safety, welfare, or legal compliance.

9. Payment Terms

- Payments are due in accordance with the agreed payment schedule.
- Failure to make payments by the stated deadlines may result in cancellation of the booking, suspension of services, or refusal of future bookings.
- Late payment may result in additional administrative charges. CYE reserves the right to charge interest on overdue amounts at the Bank of England Base Rate plus 3% per annum.
- CYE reserves the right to charge reasonable administrative costs arising from significant booking amendments.

10. Governing Law

- These Terms and Conditions are governed by the laws of England and Wales.
- Any disputes arising in connection with them shall be subject to the exclusive jurisdiction of the courts of England and Wales.