



Terms and Conditions for Tri n Swim WELL Lanzarote swim camps

Deposit Payment - Bookings will be made at Sands Resort by Tri n Swim Well on your behalf . To secure this booking a deposit of €95 for a studio room is required (or 25% of the total cost for any other apartment). This deposit is refundable until 30 days prior to arrival after that there will be no cancellation policy applicable.

The balance or remaining 75% of the accommodation cost must be paid to Sands in full at least 1 month before arrival. Should for any reason the balance not be received by the due date, Sands reserve the right to cancel the booking.

Payment can be made by bank transfer – details will be given upon confirmation of the booking.

This is not a package holiday . We will do our utmost to ensure that the resort and the facilities meet our high expectations but any dispute you may have with Sands must be addressed directly to them.

In the event of the accommodation not being available (due to fire, floods, etc.) every effort will be made to find a suitable alternative, if this is not possible, then the full amount paid in respect of accommodation will be refunded to you by Sands resort.

Travel Cover Insurance - It is essential for everyone (including infants) to have travel and medical cover. We cannot accept liability for death, personal injury, sickness, accident, and loss of luggage, delay or any other misadventure concerned with your holiday. Clients must have a comprehensive and valid multi sports insurance policy to cover the duration of your trip . This policy should include emergency medical care, cover for personal injury, including cover for all activities, including open water swimming and other water activities, loss or damage to your luggage, loss or damage to equipment hired or borrowed from us or third parties, repatriation, legal expenses cover and expenses associated with cancellation or curtailment of their booking.

Cancellation (By the client) – If you cancel and we are unable to fill your space on the camp the £275 you pay to Tri n swim WELL will not be refunded.

In exceptional circumstances and with agreement by us, it may be possible to transfer a cancelled swim camp coaching payment to another booking within a 12 month period. In these circumstances the £275 will be held by us .

Please see above for cancellation terms for the accommodation at Sands .

We are unable to accept responsibility for any aspect of your holiday arrangements affected by matters over which we have no control e.g. threats of war, riots, industrial disputes, civil commotion, terrorist activities, government action or similar events beyond our control, e.g. technical problems with aircraft, volcanic dust clouds etc. **Our liability is limited to the availability of the swim coaching for the dates booked.**

Documentation - It is the clients' responsibility to bring all the necessary documents with them, e.g. passports, insurance details, British and International driving licenses, flight tickets, keys, etc. and that they are valid for the duration of the holiday.

Risks - You should recognise the inherent risks in the activities you will be participating in and agree to accept complete responsibility for any injury, damage or loss caused by you as a result of participation in those activities. You will be requested to sign a disclaimer before departure which outlines your acceptance of the risks as part of participation in the activities. This does not remove our legal duty of care but is simply used to highlight your acceptance of the risks inherent in the activities in which you are participating.

Conditions of Flight – Tri n Swim WELL do not organise flights. We have no part in the contract between you and the airline company.

We can only provide arrival and return airport transfers in Lanzarote if you are on the same flights as the main group flying between Southend and Aricefe airport.

Behaviour - We expect all our clients to have consideration for other people. If, in our opinion, or in the opinion of any other person in authority, you behave in such a way as to cause distress, danger or annoyance to any third party, or damage to property, we reserve the right to terminate the holiday of the person concerned without notice. In this situation, our responsibilities towards that person (including any return transport arrangements) will immediately cease and we will not be responsible for meeting any costs or expenses they may incur as a result. We will not make any refunds or pay any compensation.