



Booking and cancellation

Here's some information about how to book and cancel sessions

Booking

Booking a coached session is easy if you follow these three steps:

1. [Book online](#) – just select the type of session, date and time and follow the steps.
2. [Register here](#). That means I have quick access to details like your next of kin and medical information, and I can store notes about your coached sessions.
3. [Fill in this pre-session questionnaire and waiver](#).

Your privacy

I will never share your information or use it for anything other than helping with your coaching. You can read my privacy policy, and delete your information at any time.

Paying for your sessions

Please pay me online, by bank transfer or with cash or card.

Cancelling your sessions

Life happens and sometimes, with the best will in the world, sessions have to be cancelled.

You cancel: If you need to cancel a session, please let me know at least 24-hours before so that I can give the slot to somebody else. If there's less than 24-hours to go, I won't give you a refund.

I cancel: I will only cancel if there are extreme adverse weather conditions, the water quality is below par or I'm really ill! I will either reschedule or refund your sessions.

Courses: If you book onto a course, the onus is on you to attend the sessions. I will not offer a refund or replacement for missed sessions once you have booked.