



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 or with cash.

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.

Covid-19

The current pandemic and lockdown adds a couple more considerations to my usual terms. In addition to the above, please note that I may:

- Postpone our session upon arrival if the lake is too busy to observe social distancing
- Postpone our session upon arrival if you show symptoms of the virus, including a cough or temperature

In either of these scenarios, I will postpone your session but I won't be able to offer a refund.