

SKILS Course Policies and Procedures

Updated October 10, 2018

Registering For Your Course

Registration is handled through SKILS. Our e-mail is info@skils.ca. Please remember that we work on Pacific Standard Time. Payment is by cheque, money order, Booqueo, interact E-Transfer or cash. The Government Service Tax (GST) (5%) will be charged on top of all listed fees. We encourage you to use our online booking system.

SKILS
Box 727
Ucluelet, BC
VOR 3A0
info@skils.ca
250 726 5119

Cancellation Policy

Cancellation Policy for programs that are 3 days OR less in duration

Should you need to cancel your registration more than 30 days before the program start date, a \$50 cancellation fee (per person) will be retained, and the remainder of your payment will be refunded. Unfortunately, we offer no refund for cancellations made 30 days or less before the program start date.

Cancellation Policy for programs that are 4 or 5 days in duration

Should you need to cancel your registration more than 30 days before the program start date, a \$75 cancellation fee (per person) will be retained, and the remainder of your payment will be refunded. Unfortunately, we offer no refund for cancellations made 30 days or less before the program start date.

Cancellation Policy for programs that are 6 to 9 days in duration

Should you need to cancel your registration more than 30 days before the program start date, a \$100 cancellation fee (per person) will be retained, and the remainder of your payment will be refunded. Unfortunately, we offer no refund for cancellations made 30 days or less before the program start date.

Cancellation Policy for programs that are over 9 days in duration

Should you need to cancel your registration more than 60 days before the program start date, a \$100 cancellation fee (per person) will be retained, and the remainder of your payment will be refunded. Unfortunately, we offer no refund for cancellations made 60 days or less before the program start date unless SKILS or yourself can find a replacement. In this case, a \$100 administration fee applies.

If we have to cancel the program due to lack of registration, we will issue a full refund. We strive to make these decisions at least 30 days in advance of the course start. If you are purchasing a plane ticket to attend this course, we strongly recommend you buy trip cancellation insurance.

Rentals

Your rental equipment must be paid in full prior to your program by e-transfer. For participants outside Canada, we will send you an electronic invoice payable with a credit card or PayPal.

Cancellation Policy for rentals

Should you need to cancel your rental more than 7 days before the program start date, a \$50 cancellation fee will be retained, and the remainder of your payment will be refunded. Unfortunately, we offer no refund for cancellations made 7 days or less before the program start date.

Waivers, Release of Liability, and Medical Forms

You will be asked to sign a Waiver and Release of Liability for SKILS, and on some courses, for Paddle Canada. You also need to complete a medical form to participate in our programs.

Current best practice demands that we witness you signing the Waiver and Release of Liability form, so we will hand out copies at the start of the course. Please read through the waiver prior to the program to ensure you understand what you are signing.

Conditional Passes and Reassessment

On certification-based courses, students sometimes need more time to meet the requirements. In these situations, we adhere to the guidelines of the certifying body. Both the Sea Kayak Guides Alliance and Paddle Canada rely on the discretion of the instructors running the program.

When a student receives a conditional pass, they have 1 year from the end of the course to meet the conditions. SKILS could charge for retesting, based on our custom program rates.

SKILS is accredited to run programs on behalf of the SKGABC and Paddle Canada. If a student has a concern or a complaint, they have the right to contact the SKGABC and/or Paddle Canada directly.

- **SKGABC** - info@skgabc.com
- **Paddle Canada** - info@paddlingcanada.com

Equipment Rental

If you need to rent equipment, contact our office at info@skils.ca. We have equipment for rent at reasonable rates. If you are joining us outside our base in British Columbia we can recommend reliable outfitters near most of our courses that can provide the equipment you need.

SKILS Rental Rates:

Kayak and accessories (paddle, skirt, PFD, Pump, Tow line, Helmet)	\$35 per day
Helmet	\$10 per course
Surfing Wet Suit	\$15 per day
Dry Suit	\$50 per day
Tent	\$15 per day
Sleeping Bag and Mat	\$10 per day
Satellite Phone	\$25 per day plus calling charges

Availability is on a first come first serve basis, so if you need equipment, please book it early.

Changes to the Itinerary

At our discretion, based on the weather conditions and the group, we may have to modify our itinerary. Every reasonable attempt will be made to meet the program objectives; any changes in itinerary and objectives will be discussed with the group before a final decision is made.

Travel and Medical Insurance

Unexpected medical and travel incidents do occur, and they often have hidden costs. We strongly encourage all our students to purchase additional insurance when taking a SKILS program. Specifically, ask your travel agent about trip cancellation insurance and additional medical insurance to cover events such as wilderness evacuations, ambulance transfers, and medical equipment. The latter is especially important for individuals travelling outside their home province and internationally to take SKILS programs.

Evacuation Policy

Occasionally, we need to evacuate a participant from the program due to health or behavioural concerns; in this event, the evacuee is responsible for all costs associated with the evacuation. Depending on the urgency of the situation, SKILS will either arrange for transportation through local resources or through the Canadian Coast Guard. Students are responsible for all costs associated with their evacuation.

Cigarettes, Alcohol, Illicit Drugs

Cigarettes are welcome on most SKILS programs. Smokers are asked to respect the needs of other participants by smoking away from the group, timing their smoke breaks to minimize the impact on the course schedule, and to dispose of cigarette ends in accordance with low impact guidelines. If you have questions about these policies, please contact us before the start of the program.

Consumption of alcohol is discouraged on Paddle Canada instructor or SKGABC guide training courses. Alcohol consumption must take place at the end of formal programming, and must not interfere with on water travel. If an instructor is concerned about alcohol consumption they have the right to suspend the program, and remove the student(s) from the program.

Illicit drugs are not compatible with any SKILS program. Students possessing or consuming illicit drugs will be removed from the program as soon as reasonably possible, at their own expense.

Privacy Policy

In accordance with Canadian and British Columbia law, SKILS works hard to keep your personal information secure. Personal Information is any information about an “identifiable individual” including information regarding ethnic background, religion, marital status, medical condition, employment, and education. Information published publicly such as listed telephone number, address and name is not considered to be personal information. We keep personal information associated with each student for 7 years.

Personal information in SKILS custody shall not be used or disclosed for purposes other than the reasons for which the information was collected or uses reasonably consistent with such purposes, unless consent has been given for such new uses.

The exception to this commitment is where the use is authorized by law or where disclosure is required by law. Other than where required or authorized by law SKILS will seek written consent to disclose personal information. If SKILS finds it necessary to transfer personal information in our possession to a third party such as the Sea Kayak Guides Alliance of BC or Paddle Canada, the transfer of such information is completed according to a contractual relationship with the third party recipient to ensure those in receipt of the information maintain the confidentiality of such transferred information.