

Dear Sir / Madam,

Thank-you for your booking/enquiry with ScotSail! We are sure that you will find your course / experience with us enjoyable and informative. Remember, ScotSail is one of the largest and best-rated RYA Training Centres in Scotland, and the U.K. so our team of Instructors and Training Advisors are on hand to answer your questions and queries, from the time you book, until after you leave!

Everyone who books with ScotSail becomes **part of a club** – you're entitled to **FREE Lifetime Sailing and PowerBoating Support** via telephone, e-mail and at our Centres so, **whenever you have a question** about setting the sails, the right depth to anchor in or advice on legal issues, certification, rules-of-the-road, buying a boat or just to ask about where in the world to take that charter holiday you've been planning – **get in touch!** We're not just here to teach you to be proficient at boating – but to **help and advise you through the entire process** of training, chartering, owning or even going Professional!

There are a few things you can do, to ensure that you get the most out of your course / experience and, if you have purchased a Gift Voucher on behalf of someone else, they should be made aware of these things too:

1. **Verify** the booking details on your booking confirmation / invoice and report promptly to ScotSail if you believe there are any errors;

2. **Read and understand** all the relevant course / experience details on our website:

www.ScotSailTraining.co.uk

This website also contains the **terms and conditions**, frequently-asked questions (FAQs), course details and price lists, including details of what is and isn't included. It is important that you and all other attendees have read and understood this information, as it provides details such as **when** and **where** to arrive, **what** to bring and other important information as well as useful **contact details**.

If there is anything that **you do not understand** or you have a question not listed under the **FAQs** Section, please **contact ScotSail** for a detailed explanation. If you do not have access to the internet, please contact us to **request** that a **FREE hardcopy** of the information be sent to you via **Royal Mail**.

HARDCOPY INFORMATION IS ALSO AVAILABLE IN AN ACCESSIBLE LARGE PRINT FORMAT.

3. **Check** that you are **adequately prepared** for your chosen RYA Course / Experience – ScotSail will advise you according to RYA Standards however, remember that **only you can decide what course level you should attend**. You will **never be locked into a specific course type** and we will always work with you upon your arrival to discuss what **the best choice for you is**. ScotSail and the RYA work on a flexible and open approach to tuition and **we will always do what is in your best interests**.



Did You Know?






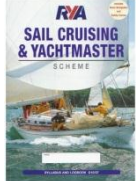
Our **Top Three** customer service line questions are:

1. **When & Where** Should I **Arrive**?
2. **What** do I need to **bring**?
3. **What happens** if I'm going to be **late**?

Find this info online at:

ScotSailTraining.co.uk/help

[\(or read on the next page →\)](#)

	Have you read and understood all the terms and conditions, frequently-asked questions (FAQs), course detail, price lists and Website Joining Instructions?
	Do you know when and where to arrive? Tip. Check-in for practical <i>sailing</i> courses is usually 1800 hours on Fridays and Sundays. Check website or your invoice document for start times and locations for other course types, i.e. Shorebased, Safety, PowerBoat etc.
	Have you got the correct clothing, shoes, outdoor jacket, personal effects, luggage, sleeping bag, gloves, sunglasses etc? Check our website FAQ's section for details, or to request a free paper copy of this information
	Think you might be late? Just Text 'LATE' to 07786-200-690* Please also include your Name and your Booking Reference Number (if possible) AND your Estimated Time-of-Arrival. <small>*Texts charged at your mobile operators local rate.</small>
	Are you Ready for your Course / Learn-to-Sail Holiday? Tip. It may be an advantage to study some course notes / materials prior to attending, particularly if you are taking a more advanced RYA Course . We offer a range of excellent instructional DVD's, Interactive CD-ROM's and Books. You should also consider a shorebased theory or safety course to improve your knowledge and skills. We offer all RYA Official Navigation Courses, both classroom and home / web-based.
	Do you have an RYA G15 (Sail) or G20 (Power) Log-Book? Tip. These log-books are designed to track your progress in the RYA Scheme. They contain course syllabus details, pages to keep your RYA Certificates and for the ScotSail RYA Training Centre to log your passages and achievements with your Course Instructors signature and official Training Centre stamp. Although optional, we strongly recommend that RYA Course participants obtain a log-book. Log-books are available to order from the RYA on our website www.ScotSail-Training.co.uk/Shop They retail at around £5.25 each, and last a lifetime.

Buy Useful Items, Log-Books, DVD's and more online at www.ScotSail-Training.co.uk/Shop

Other services you might find useful:

Doing your Day Skipper? Need your I.C.C. International Charter License?	Join the RYA Now and get the I.C.C. Certificate FREE www.ScotSail-Training.co.uk/Join
Want to Charter Abroad? Book with ScotSail today and we'll help find that perfect yacht chartering experience to suit you...	We have over 4000 yachts in 100+ Countries to Choose From – with online availability & booking! Call our Scottish Offices now on 0845 834 0335 or go online: www.ScotSail-Training.co.uk/Charter
Looking to Buy a Yacht or PowerBoat? Search new and used boats from leading dealers for the right boat, at the right price...	Call our Scottish Offices now on 0845 834 0335 or go online: www.ScotSail-Training.co.uk/BoatSales
Need Yacht or PowerBoat Insurance? Get Instant Quotes & Download your Policy Documents Right Now!	Call our Scottish Offices now on 0845 834 0335 or go online: www.ScotSail-Training.co.uk/Insurance

Check Out Your Course / Experience on



Keyword: 'ScotSail'

Call: 0845 834 0335

Speak Directly for free advice, from our experienced people

PrestonCentre --- LargsCentre --- LomondCentre

