

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, our team of Instructors and administration staff is on hand to answer your questions and queries, from the time you book to after you leave.

There are a few things you can do to ensure that you get the most out of your course / experience:

1. Once you have booked and you receive it, check 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 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. 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 such as useful contact telephone numbers.

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. Ensure 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 queries are:

- When and where should I arrive?
- What do I need to bring?
- What happens if I am going to be late for check-in?

Find info online at
[www.ScotSailTraining.co.uk/
booked](http://www.ScotSailTraining.co.uk/booked)

Please see reverse side for a handy reminder checklist.

	<p>Have you read and understood <u>all</u> the terms and conditions, frequently-asked questions (FAQs), course details and price lists?</p>
	<p>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.</p>
	<p>Have you got the correct clothing, personal effects, luggage, sleeping bag, gloves, sunglasses etc?</p>
	<p>If you think you might be late for check-in, have you contacted ScotSail to advise them of this, and request later-arrival instructions?</p>
	<p>Have you made any necessary preparations in advance of your course / experience? Tip. It may be an advantage to study some advance course notes / materials prior to attending, particularly if you are taking a more advanced RYA Course.</p>
	<p>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 <u>strongly recommend</u> that RYA Course participants obtain a log-book. Log-books are available from third-party retailers and can usually be acquired upon arrival at ScotSail SailCentres. They retail at around £5.00 each.</p>

Check out the latest info at
www.ScotSailTraining.co.uk

Call: 0800 756 5506

Direct for free advice from our experienced people
PrestonCentre --- **LargsCentre** --- **LomondCentre**