

# Royal Southampton Yacht Club

## RETURNS AND REFUNDS POLICY

### **Goods:**

If you are not 100% satisfied with your purchase, you can return the product and get a full refund or exchange within 30 days of receiving it. Any product you return must be in the same condition you received it, including any original packaging. Once we receive your item, we will notify you that the item has been received and the status of your refund or exchange. If a refund is approved then we will initiate a payment using your original payment method where possible, or discuss alternative. If an exchange is approved then we will send you the replacement item. You will be responsible for paying for the original shipping costs and the cost for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of the return shipping will be deducted from your refund. If you receive an exchange, we will cover the shipping cost to send your replacement item. If you have any questions on our policy or would like to submit a returns enquiry please use our contact form.

### **Race Entry:**

Our normal conditions are that if all or part of an event is cancelled, fees are not refundable except at the discretion of the Organising Authority (OA) and if the cancellation is due to circumstances under the OA's direct control. Please also read the Notice of Race (NoR) applicable to the event. If this condition and the NoR disagree, the NoR will take precedence.

### **Moorings:**

**Annual:** Except at the discretion of the RSYC on receipt of a written submission, annual mooring fees are payable annually in advance and are not transferrable to another boat or another owner.

**Short stay** (less than 7 days): A mooring booking however secured, may be liable to a cancellation fee if not used, cancelled without reason, or cancelled at less than 48 hours notice. The fees for moored boats are payable before departure and are not refundable. The Club's failure to provide water or electricity supply for a short stay boat shall not be grounds for refund.

### **Events (including venue and equipment hire):**

Deposits and fees for an event which is cancelled due to conditions beyond the Club's control are not refundable but may be transferred to an event on an alternative date. Fees for an event which is cancelled or is not as described where the conditions are under the Club's control may be fully or partially refunded at the discretion of the Club or an alternative date may be offered. An event which is postponed will not be deemed to have been cancelled.

### **Food and Drink:**

If your food, drink or service do not meet your expectations we encourage you to tell us immediately and if appropriate allow us to make remedy at the Club's cost. If an immediate remedy is not available or does not satisfy you we may cancel or refund all or part of the relevant costs. The Club will be unable to remedy a complaint or refund any costs where the cause of complaint is not notified to us immediately or as soon as possible dependent upon the circumstances.

### **General:**

This policy should be read in conjunction with the RSYC Terms and Conditions. Nothing in this policy will affect your statutory legal rights. This policy will be kept under regular review.

This document was last reviewed in October 2019.