

# OneOcean Limited

## OneOcean Ltd Cancellation Policy

### Introduction

All courses are paid for in full at the time of booking to secure your place. We do not accept deposits for courses and places on courses may not be reserved without full payment.

We acknowledge that sometimes there is a need to cancel your enrolment from a course/training workshop. If you cannot attend, or no longer require a place, please provide notice of cancellation at least 28 working days prior to the course start date.

Cancellations for any course must be made in writing (email accepted) to the school.

### Cancellations

#### Online Courses

- We do not provide any refunds for Online Courses

#### Practical and Shorebased Courses

- For cancellations made **28 WORKING DAYS** or greater the course fee will be refunded.
- For cancellations made **28 WORKING DAYS** or less **no refund** will be given.

### Change of date requests / Postponement Requests

If the client(s) wish to change course dates, requests must be made in writing and the company will endeavour to accommodate this request but we do not guarantee it. If the company is unable to meet this request the cancellation policy will apply.

For any courses that are changed within the 28 working day notice period to a later date the cancellation applies to the original date. It is not possible to move a course with less than 28 working days to go to a later date and then claim a refund.

### Cancellation / Change of date / Postponement by OneOcean Sea School

Occasionally it is necessary for courses to be cancelled, or rescheduled by our company. OneOcean Sea School reserves the right to cancel any booking at any time.

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We will send an email to advise you of the cancellation and, if possible provide a new date(s) for the course. If the date(s) are not suitable for you then we will offer a full refund of course fees paid to us for that course.

In the unlikely event that something unforeseeable and outside of our control forces us to, we reserve the right to postpone a course. This could include, (but is not limited to); extreme weather, regional power outage, national emergency, war, terrorism, epidemic, pandemic, riots, earthquake, strike action, legislation or regulation. If we are forced to postpone your course then both parties will suffer their own associated costs and our sole obligation to you, will be to offer reasonable alternative course dates within a reasonable time scale. If we are unable to do that, then we may choose to cancel the course

We will endeavour to give much notice as possible prior to the course start date.

## Refund of expenses due to cancellation

The company shall not accept claims and shall not be liable at any time for claims or expenses caused by circumstances beyond its control including sickness, accident, travel delays, vessel breakdown, weather, strikes, war or civil unrest.

We strongly recommend you protect yourself by either booking fully flexible/refundable travel/accommodation and/or taking out appropriate insurance. We are unable to provide insurance advice.

This version dated June 2025