



WELCOME PACK



Please ensure you read this before you attend your lesson

Welcome to PUSH Kiting and thank you for booking a lesson with us. We are a hard working team dedicated to kiting and we want to share our passion with you. We look forward to teaching you to kite soon.

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Locations

- Clacton on Sea, Selsey avenue, CO15 1NQ - This is used for kitesurfing courses. It can be difficult to park for free around here there are car parks so bring some change just in case.
- Holland Haven Country Park, CO15 5TZ - This is typically used for basic training or land based courses. You will definitely need money for car parking here make sure you get a ticket before the lesson as they are very hot on checking for tickets here.
- Frinton on Sea, CO13 9EQ – This is for boat assisted courses. There is ample free parking however in summer it is difficult to park therefore leave plenty of time before your lesson.
- SUP ONLY – Island land Frinton on sea CO13 ODA the road that has the entrance to Silvertons on it.

Locations depend on the wind and possibly tides on any given day, always check 2 day before the course exactly which location to come to.



Times

Typically we will try and start a full day course between 7-12 am however we cannot guarantee a time as we have to consider the best wind and tide possible, if you've booked a short or private course then your lesson will be scheduled any time of the day. You should have a rough idea when we booked the course about times, if you don't, get in touch.

Always confirm 2 days before your course, exact start time for your lesson.

Contact details

Dave@pushkiting.co.uk

07736052967 – Dave's Mobile and primary contact

01255 318 958 – Office number there is no answer phone you will more than likely get someone all day on a Thursday.

We are kite surfers and don't spend a lot of time in the office, please try and contact us by multiple channels and forgive us delays especially if the wind is blowing!

Items you will need to bring

- **SUNGLASSES!** In bold not because we're angry but due to their importance even in winter, you will be staring into the sky.
- Sun cream - more often than not we need this!
- Any other equipment you have and wish to use, or be shown how to set it up!
- Trainers.
- Warm clothes - layers are best as these can be adjusted throughout the lesson.
- Any medications.
- Pack lunch or refreshments depending on the course length, we would always recommend a drink however long your lesson is.
- If you're kite surfing please bring along wetsuit boots, these are highly recommended as these are not supplied in kite surfing lessons and you won't be able to see what we're walking on whilst in the water. Call us for advice on where to buy these if you are unsure.
- Hay fever sufferers should bring along medication, primarily for land based lessons as nearby fields can cause a high pollen count.
- **Bring along about £5 in change for the car parking.**

Items we provide



- Kites - we have only the best kites and a shed load of them!
 - Surf boards of all types
 - Stand up paddle boards + Paddles
 - Wetsuit - If you have one bring it along. If you don't, inform us of your approx. dimensions and we'll bring our box of all shapes and sizes!
- Land boards
 - Buggy's
 - Harnesses
 - Helmets
 - Life jackets

Things we need to know

- Any medical conditions that are relevant.
- Two contact phone numbers.
- Address.
- Any other relevant information.
- If you are **under 18** and participating in water sports with us you will need a **guardian present at all times**.

Making sure we have all this information means we can contact you if we need to for some reason.

[E-mail us now!!!!!!](#)

Payment Methods

We require a 50% deposit* before we can secure your lesson, and the final payment on the day of the lesson in **cash**. If you wish to make a bank transfer this needs to be done **5 days** before the lesson. We will accept cheques only if we receive them **10 working** days before the lesson.

NB - We will only start a lesson once full payment is made, and we do not accept cheques on the day of a lesson.

*see terms and conditions

Lesson payment can only be paid by bank transfer (BACCS).

Vouchers can be paid for by bank transfer or PayPal however ALL vouchers purchase will incur a **£10 admin charge please make sure you add this to your final payment.**

AT PRESENT WE ARE RUNNING A PROMOTION ON VOUCHER PAYMENT PAID BY BANK TRANSFER. £10 OFF THE VALUE OF THE VOUCHER I.E. IF YOU WANT A £50 VOUCHER IT WILL COST YOU £40 PLUS THE £10 ADMIN CHARGE. PLEASE EMAIL US ENSURING YOU TELL US YOUR VOUCHER VALUE AND QUOTING "BANK£10" DISCOUNT CODE.

Bank transfer – if you are paying for vouchers make sure you add the £10 admin charge

To make a bank transfer use these details:

Mr DM Ursell

Nationwide

Sort: 070246

Acc no: 05946568

Use your **name** as the reference and please **notify me** once payment is made quoting your reference and last 4 digits of your account number so we can confirm payment and email a receipt.

PayPal only for voucher payments PLEASE ENSURE YOU ADD THE £10 ADMIN CHARGE

via our [Kitesurfing, Kiteboarding and Kitebuggy school](#) website which can take any credit card, via the Cash vouchers section. You can also do this over the phone.

FAQ'S

What happens if there is not enough wind or there is too much?

We offer a range of courses over a number of sports. All these are weather dependant. In the event of non agreeable weather, often an alternative sport can be offered; alternatively customers can re book at a later convenient date. It is not possible to refund course costs due to weather conditions.

Where can I park?

At Selsey avenue - Parking on the road is free and usually lots of space except in the height of summer. In summer you will need to turn up early and possibly use a car park.

At Holland haven - You will need to bring some money for parking, they check many times a day so you won't get away with it, bring at least £6 in change, OR park on the seafront early and walk round to meet us.

We are a small friendly operation, committed to getting people having fun and learning new skills in kitesurfing, Kiteboarding, Kite buggying, powerkiting, SUP-ing and much more. We teach Monday to Saturday all year round, If you want to book a Sunday we can probably sort this out too!

PUSH Kiting terms and conditions

- We offer a range of courses over a number of sports. All these are weather dependant. In the event of non-agreeable weather, often an alternative sport can be offered; alternatively customers can re book at a later convenient date. It is not possible to refund course costs due to weather conditions.
- Your deposit is non-refundable, however if we have to cancel your lesson due to adverse weather you will receive course credit that you can use to book another lesson at another date. This course credit will be valid for a year.
- All lessons and activity sessions are run by qualified staff whose decision on the suitability of conditions for the activity is final.
- No PUSH Kiting course guarantees a level of attainment. They work towards these in accordance with client's abilities and achievements.
- All re-bookings will be handled directly with customers for further courses and rebooking in the event of adverse conditions.
- A failure to attend a booked course without any prior notice will result in the course being forfeited with no recompense.

- All invoices and course payments will be made at time of booking, in advance of course commencement.
- No booking will be confirmed until full payment for the course is received.
- Late invoices will incur a £40 fee according to UK law.
- Interest will be charged per month at 8% from date of late payment according to UK law.

Lesson cancellation

If you cancel your lesson:

- 14 days before the lesson you will receive a course credit voucher for the total amount you have paid so far.
- 7 to 13 days prior to the lesson commencing you will refund 50% of the TOTAL LESSON COST, if you have only paid a 50% deposit you therefore will receive no refund.
- Lessons cancelled 7 days or less before the lesson commences are not entitled to any recompense. Except in very exceptional circumstances when it is up to the instructors discretion and will incur and admin charge 20%.
- A failure to attend a booked lesson without any prior notice will result in the course being forfeited with no recompense.
- If you attend the class and are deemed unfit for the lesson i.e. due to consuming alcohol or drugs, you verbally or physically abuse the instructor etc. your lesson will be cancelled immediately without recompense.
- LARGE GROUPS can be cancelled up to a month before the lesson and will receive a full refund minus 25% admin charge. Less than a month before the lesson you will forfeit all money paid.