



# 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 soon!

# Contents

<b>Covid-19 Information</b>	<b>2</b>
<b>Locations</b>	<b>3</b>
<b>Times</b>	<b>3</b>
<b>Contact details</b>	<b>4</b>
<b>Items you will need to bring</b>	<b>4</b>
<b>Items we provide</b>	<b>5</b>
<b>Things we need to know</b>	<b>5</b>
<b>Payment methods</b>	<b>6</b>
<b>FAQ'S</b>	<b>7</b>
<b>PUSH Kiting terms and conditions</b>	<b>8</b>
<b>Lesson cancellations</b>	<b>8</b>

## Covid Information

Please be assured we are closely following government guidelines in running lessons at this time. Due to this we have changed some procedures and information to ensure yours and the instructor's safety.

As this is an outdoor sport it is of low transmission risk, however we are ensuring we follow strict hygiene and social distancing regulations to reduce the risk even further. Please ensure you read this welcome pack carefully any changes due to COVID-19 are **highlighted in pink**, if you still have any questions after reading this document do not hesitate to email use and we will endeavour to answer them for you.

Please ensure you are following government guidelines regarding Covid-19.

## Locations

- Clacton on Sea, Selsey avenue, CO15 1NQ - This is used for kitesurfing courses. It can be difficult to park for free around here in peak season/summer holidays, there are car parks so bring some change just in case.
- Holland Haven Country Park, CO15 5TZ - This is used for first day basic training/ water prep and land based buggy and land board 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. Please meet us near the first pay and display machine.
- 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. Parking is free here. Please meet us just opposite The Rock Hotel.
- Island land - Frinton on sea – This is for SUP and kitesurf lessons - CO13 0DA the road that has the entrance to Silvertons on it, Go past silvertons and drive all the way to the end and up through the gate on the right – lots of potholes! This road is now closed off to public via a gate, we can meet outside silvertons if the access gate is locked.
- SUP ONLY – Frinton and Walton Yacht club, Mill Ln, Walton-on-the-Naze, Walton on the Naze CO14 8PF. We will meet you in the car park.

If you can't find us, call myself

**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 via E-mail, we will notify you of any necessary changes to the scheduled lesson.**



## 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 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 check in 2 days before your course, to confirm exact start time for your lesson, we'll notify you of any changes necessary according to the weather.**

## Contact details

Due to the nature of our business, the best way to contact us is always via email so please in the first instance email us on - [Dave@pushkiting.co.uk](mailto:Dave@pushkiting.co.uk)

If you need to speak to us in person please be aware you may struggle to get through at certain times, if we're teaching, we can't take calls. **Please only leave a voice mail if you don't need us to get back to you within 48hrs.**

07736052967 – Please only text us in an emergency.

01255 676584 – Non urgent contacts – this is not monitored daily.

**We are often out on teaching and don't have permanent office staff, you can try to contact us by multiple channels, please forgive us delays especially if the wind is blowing.**

## Items you will need to bring

- **COVID-19 REQUIREMENTS** – please ensure you bring hand sanitizer or alternative to ensure you have access to hand washing anytime you feel necessary.
- Please bring all equipment that you have to minimise equipment that you require from us, if you would like advice on equipment please call fluid lines or us to discuss especially if you would like to buy kites before your lesson – it's an important purchase and we'd like to make sure you get appropriate equipment, best case scenario for a beginner is always a Duotone Evo as the best all round kite. Kite size, board type, harness will need advice.
- Please bring your own wetsuit & accessories if possible – if you do not have one, please purchase one from Fluid lines along with wetsuit gloves, boots and a scarf, for reference we recommend the Ion claw gloves, Ion scarf, Ion ballistic boots and select wetsuit, the lovely staff at fluid lines can guide you on which equipment to get if needed.
- **SUNGLASSES!** In bold not because we're angry but due to their importance even in winter, you will be staring into the sky, and sometimes straight at the sun!
- 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 for land based courses, buggy, land board or water prep day 1 sessions.
- Warm clothes - layers are best as these can be adjusted throughout the lesson.
- Any medications you require.
- Be over prepared for all weather all year round but in winter especially 🌨️🧤🧣🧤🧤🧤🧤🧤 bring Gloves, Scarf, Hat and wear thermal layers too! We use exposed area's of land to experience the most wind possible.
- Pack lunch or refreshments depending on the course length, we would always recommend a drink however long your lesson is.
- Day 1 kitesurf water prep course is all on land usually – no wetsuit equipment needed.
- If you're kite surfing and completed your **land based day 1 water prep course** already, we recommend you bring along wetsuit boots, these are highly recommended as these are not supplied in kite surfing lessons (as we can't guarantee every size for all students) and you

won't be able to see what we're walking on whilst in the water. Contact [Fluid lines](#) in Colchester to purchase these, it's best to go try them on if you can.

- If you are coming for kitesurfing lessons from ~November through to ~March period the water is potentially very cold pending the current weather, we recommend you get a fitted winter wetsuit and other equipment to keep you much

warmer and able to learn more for longer.

i.e. "Ion strike select 5/4", thermal rash vest, Ion Magma boots and Ion gloves, hat and a Ion Shelter Jacket/Ion Hoody too – Other brands are available! We use Ion kit, it's top of the line and keeps us warm all winter and through the year which is why we recommend it. There's a great shop in Colchester that can supply it all, [Fluid lines](#) - <tel:+441206545533> let them know you're having lessons with us and the activity you're doing.

- 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** at Holland haven & Clacton locations.

## 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! – during winter please bring a wetsuit – see above for recommendations.
- Land boards
- Buggy's
- Harnesses
- Helmets
- Life jackets



## Things we need to know

We will ask you to fill out a Google form when you book a lesson with us please ensure you fill it in promptly as it requests lots of important information we need to know.

[>Fill in your pre lesson form here 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**. Or if you prefer not to bring cash, you can make a bank transfer for the entire lesson when booking, or to cover the remaining 50% balance **5 days** before the lesson. We can accept cheques only if we receive them **10 working** days before the lesson- this is not our preferred payment method.

**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) – Not Paypal.

## Vouchers

Vouchers are sent out in digital form. If you would like to personalise your voucher please e-mail us.

**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 PAYMENTS PAID BY BANK TRANSFER. £5 off the total voucher cost.**

**i.e. If you want a voucher for £200 – Quote “BANK5” when you E-mail us and send a bank transfer of £195 + £10 admin fee = £205.\*\***

**Bank transfer – if you are paying for vouchers make sure you add the £10 admin charge unless there is a current promotion reducing this fee.**

To make a bank transfer use these details:

David Mark Ursell

Nationwide

Sort: 070246

Acc no: 05946568

Use your **name** as the reference and please [notify me via e-mail](#) once payment is made quoting your reference and last 4 digits of your account number so we can confirm payment even if your reference doesn't show up and email a receipt.

## Vouchers Via PayPal

**PLEASE ENSURE YOU ADD THE £10 ADMIN CHARGE**

Use this link to navigate to our Vouchers page to [Buy my Kitesports voucher here](#), which can take any credit card. You can also do this over the phone if we are in the office and able to take the call.

## 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 all week, all year round, in summer we are very busy so book early!



## **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 instructor's 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 or another person, or conduct yourself in another manner the instructor deems reckless, unsafe, irresponsible 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.

- If you repeatedly ignore government guidelines on social distancing and or instructors requests regarding safe practice and or endanger the safety of anyone, the instructor in charge can end the lesson with no recompense.