



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!

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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 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 need to pay for car parking here, the machines are CARD ONLY make sure you get a ticket before the lesson as they do check for tickets regularly here. Please meet us near the first pay and display machine.
- Frinton on Sea, CO13 9EQ – This is for boat assisted courses. In summer it is difficult to park therefore leave plenty of time before your lesson. There are some parking restrictions in the sea front bays. Please meet us just opposite The Rock Hotel, currently goods vehicles need to be parked not in the seafront bays.
- Titchmarsh Marine - Coles Ln, Walton on the Naze CO14 8SL – This location is used for kitesurfing lessons. There is free parking here.
- 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 – Hazard = lots of big potholes and often puddles! This road is now sometimes 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 free 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

Our lessons run from sunrise to sunset, which varies throughout the year. 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. If you have a 3 or 4 hr course this can 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 check in 2 days before your course, to confirm the 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

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

Land based Lessons -(Day 1 Water prep, landboard and buggy)

- **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
- Warm clothes - layers are best as these can be adjusted throughout the lesson. 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.
- Any medications you require especially if you have hayfever.
- Pack lunch or refreshments depending on the course length, we would always recommend a drink however long your lesson is, chocolate, sweets or energy bars.
- **REMEMBER YOU WILL NEED TO PAY FOR PARKING AND THEY ONLY ACCEPT CARD IF YOU PARK IN THE CAR PARK.**

Water based lessons

WATER PREP LESSONS ARE DONE ON LAND SO PLEASE SEE LAND BASED LESSON

- **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!
- Wetsuit gloves and boots if you get cold as this will allow you to kitesurf for longer.
- Wetsuit (if you have one) - These are provided for you if you need them but it will be more comfortable for you to use your own.

- FOR NOVEMBER TO MARCH LESSONS OR IF YOU GET VERY COLD we recommend but is not required - Thermal rash vest, wetsuit hat, wetsuit scarf and any other accessories you have to keep you warm. Please contact an instructor if you are unsure of what you need.
- Any medications you require.
- Pack lunch or refreshments depending on the course length, we would always recommend a drink however long your lesson is, chocolate, sweets or energy bars.

Items we provide

- Kites - we have only the best kites and a shed load of them!
- Hydrofoils
- Wing foils
- 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 fitted winter wetsuit – see above for recommendations, in summer months our loaner wetsuits are usually adequate unless you feel the cold easily.
- 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:

MR DM URSELL

Personal acc.

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. Almost all of these are weather dependent. In the event of non-agreeable weather, customers can re-book at a later mutually convenient date, however, sometimes an alternative sport can be offered. It is not possible to refund course costs due to weather conditions.

Can I specify a time for my lesson to go ahead?

We want you to have the best lesson possible and therefore the best conditions possible on that day so we will only confirm lesson times 2 days before (as this is when the weather becomes more certain), you can tell us your preferred time of day e.g. morning or afternoon and we will try our hardest to make it work for you, but ultimately it is up to the wind (and tide if a water lesson).

What happens if I arrive late to my lesson?

The lesson will start at an agreed time, and last for the agreed length of time stated in your confirmation email, as your instructor will have more than one lesson in a day and we have to work to tide times. You will not get a refund or course credit for any part of the lesson you do not make so please ensure you give yourself plenty of time to travel and find somewhere to park. Please also ensure you know exactly where your lesson will take place. This will be on your confirmation email and the exact address is in this welcome pack see page 3.

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!

What happens if I need to cancel my lesson?

It depends when you cancel your lesson as to what happens. Please ensure you read the lesson cancellation policy before you book a lesson with us. We strongly advise you to book a lesson on a date when you have no other possible commitments.

PUSH Kiting terms and conditions

- We offer a range of courses over a number of sports. Almost all of these are weather dependent. In the event of unsafe weather conditions or unsuitable wind for your sport which is decided by the instructor, you the student/s will be re-booked onto the next available date that is suitable for you at no additional charge, or we may be able to offer an alternative sport if you wish. WE DO NOT OFFER REFUNDS.
- Your lesson payments are non-refundable, however if WE have to cancel your lesson due to adverse weather you can receive (if you request) course credit which can be used to book another lesson at a later date. Please be aware course credit will be valid for a year and has an expiry date.

- 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. In your lesson you will work towards these in accordance with your abilities.
- 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 lesson without any prior notice will result in the course being forfeited and you will be charged the full lesson fee.
- All invoices and course payments will be made at time of booking, in advance of course commencement.
- No booking will be confirmed until 50% or 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.
- When hiring equipment, you will be assessed to see you are at the level of competency you have stated - we only hire to competent independent riders. If we see dangerous behaviour or incompetency, we may be forced to stop the hire with recompense. If applicable we may recommend opting for lessons instead – this will be charged at standard lesson rates.
- If damage occurs to equipment during hire sessions resulting from miss use, the person hiring the equipment will be charged for the repair costs/loss in value. Total cost of equipment replacement would be charged if the equipment has been lost/not returned.

Lesson cancellation

If you cancel your lesson for ANY reason this includes for COVID (please ensure when you book your lesson you have no other possible commitments for that day) (these rules apply for equipment hire session too):

- 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, unless we can find a replacement for your lesson slot then we will charge a admin charge of 20% and we will give you course credit for the remainder.
- Lessons cancelled 7 days or less before the lesson commences you will be charged the FULL LESSON FEE.
- A failure to attend a booked lesson without any prior notice will result in the course being forfeited and you will be charged the FULL LESSON FEE.
- If you attend the lesson and are deemed unfit 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 refund.
- 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.