

# Conditions for Use

The online booking application form and software for scheduling lessons/events (hereinafter referred to as the 'Module') is utilised by Fantom Foiling to manage bookings and related services. The owner of this website, Fantom Foiling, is responsible for processing your personal data. These conditions for use outline the terms under which Fantom Foiling offers the use of the Module.

## Data Processing and Consent

Fantom Foiling processes your personal data to facilitate the planning and organisation of your booking. This includes grouping participants appropriately and assigning the correct instructor.

Your personal data may also be used for:

- Providing, maintaining, securing, and improving our services, including the Module.
- Protecting the rights or property of Fantom Foiling and its users.
- Ensuring the functionality of the Module.
- Developing new services.

Your personal data is processed in accordance with the General Data Protection Regulation (GDPR). By using the Module, you consent to the collection, use, and storage of your personal data as described in these conditions for use and Fantom Foiling's privacy statement. Consent is given by clicking on a button or ticking a box agreeing to these conditions.

## Your Rights

You have the right to access, correct, or delete the personal data we collect about you. To exercise these rights, please contact us at [admin@fantomfoiling.com](mailto:admin@fantomfoiling.com).

## Data Security

We implement technical and administrative measures to protect your data against loss, misuse, unauthorised access, disclosure, and alteration. These measures include firewalls, data encryption, and access controls.

## Cookies and Log Files

Fantom Foiling uses cookies to enhance your experience on our website. Cookies may include data such as IP addresses, browser type, and other information. By using our Module, you consent to the use of cookies. We also maintain log files that may store data such as your web visit, IP address, browser type, and other information.

## Confidentiality

Fantom Foiling and its staff are committed to keeping your personal data confidential and will not disclose it unless required by law. Access to your personal data is limited to authorised personnel only.

## Limitation of Liability

While Fantom Foiling strives to provide accurate and helpful information, we do not accept liability for any content inaccuracies. Users are responsible for ensuring they understand the terms and conditions of the services they book through the Module.

## **User Responsibilities**

Users must ensure that all information provided during the booking process is accurate and up-to-date. Misrepresentation or providing false information may result in cancellation of the booking without refund. Users are also responsible for complying with all safety instructions and guidelines provided by Fantom Foiling.

## **Changes**

Fantom Foiling reserves the right to amend these conditions for use at any time. Any changes will be published on our website. We recommend that you regularly review these conditions to stay informed of any updates.

For any questions about these conditions, please contact us at [admin@fantomfoiling.com](mailto:admin@fantomfoiling.com).

- Prohibit standing while the engine is running and ensure compliance among all students and passengers.
- Prioritise safety and efficient manual handling techniques during loading, unloading, and manoeuvring operations.

### 3. Manual Handling

- Coaches must employ safe lifting and manual handling techniques at all times, including bending at the knees with a straight back and utilising appropriate load-bearing equipment when necessary.
- Request assistance for lifting heavy items to minimise risk of injury and ensure the safety and well-being of oneself and others.
- Maintain awareness of personal safety and health, as well as the safety of colleagues and students affected by their actions.
- Cooperate actively with employers and management on health and safety matters to uphold a safe working environment.

## B. Emergency Situations

### 1. Removing Clients from the Water in Non-Emergency Situations

- Establish effective communication with shore and other watercrafts to coordinate a safe and timely response.
- Designate a qualified water coach to oversee the safe removal of clients from the water, ensuring continuous safety boat coverage.
- Communicate arrangements with shore personnel to facilitate a seamless return to normal operations.

## 2. Emergency Procedure

- Refer to Appendices for detailed emergency procedures and protocols applicable to various emergency scenarios.
- Ensure all coaches are thoroughly familiar with emergency procedures and are prepared to implement them effectively.

## 3. Incident/Accident Reporting

- Complete all required paperwork promptly at the end of each day, documenting any incidents or accidents that occurred during sessions.
- Notify management promptly of any incidents to facilitate appropriate follow-up actions and preventive measures.
- Maintain accurate incident records in the daily log under the supervision of the designated senior staff member.

### **Appendices:**

- A: Emergency Procedure
- B: Fire Procedure
- C: Activity & Base Kit List