

# Course Cost, Terms & Conditions for the 8 Day Steward/ess/Deckhand Course & Enrolment Form (Theory & Practical)

**FULL COURSE COST-~~\$2595.00~~AUD**

## TO OBTAIN THE 8 DAY SUPER YACHT STEWARD/ESS/DECKHAND TRAINING: (THEORY)

1. To get started on the Crew Pacific 8-day super yacht steward/ess/Deckhand theory training, you will need to fill out the enrolment form below and return to Crew Pacific
2. To obtain the theory training modules, you will be required to pay in full \$1595.00 AUD, this money is non-refundable. Once this has been paid in full & cleared through the bank, you will be provided with five stewardess modules and instructions on how to start your "Theory training"
  - Specific's regarding the International super yacht industry
  - Laundry formalities
  - Various Table services that is used on a super yacht (*Russian & American Service*)
  - Interior & Exterior detailing on a super yacht
  - Professional Decorum and social skills (*Procedures of working and living on a super yacht with your crew*)
  - *The deckhand training theory will be sent to you once Crew Pacific has completed it.*
3. You will be required to read each module and complete your theory tasks and multi choice questionnaire sheets as per instructions provided to you.
  - Once multi choice questionnaire sheets are completed you will be required to return these back to Crew Pacific as soon as possible.

## COMPLETING THE CREW PACIFIC 8 DAY SUPER YACHT STEWARD/ESS/DECKHAND "PRACTICAL LESSONS" AT CREW PACIFIC'S TRAINING FACILITIES:

1. To obtain the practical lessons, you will be required to pay the outstanding amount of \$1000.00AUD on the first day of the practical lessons.
2. A Steward/ess/Deckhand test will be provided to you on the last day of the practical lessons, you will be required to complete this hand written test and once marked & satisfied with your answers Crew Pacific will issue you with your 8 Day super yacht steward/ess/Deckhand certificate.

**IMPORTANT INFORMATION:** Just completing the Crew Pacific theory training does not make you qualified or eligible for Super yacht Steward/ess, deckhand, stew/deckhand positions, to be fully certified and eligible for employment on a super yacht you will need to complete both the "*Theory, Practical and the Steward/ess/Deckhand test*".

- Once you have completed both the theory & practical lessons Crew Pacific will issue you with an 8-day super yacht steward/ess/deckhand certificate.
- Then Crew Pacific can begin to assist you into super yacht steward/ess, deckhand or stew/deckhand employment.



## ENROLMENT FORM

### EIGHT DAY SUPER YACHT STEWARD/ESS/DECKHAND TRAINING COURSE

NAME: ..... DATE OF BIRTH: .....

ADDRESS: .....  
.....

COUNTRY: ..... STATE: ..... POST CODE: .....

CONTACT DETAILS: (ADD COUNTRY CODE

MOBILE: ..... HOME PHONE: .....

E-MAIL: .....

Are you Fully Covid Vaccinated? YES ☐ NO ☐

WHAT SKILLS, LAND QUALIFICATIONS DO YOU HOLD? .....  
.....

FOR THE YACHT EXCURSION YOU WILL BE REQUIRED TO WEAR A CREW PACIFIC POLO SHIRT: SO PLEASE CAN YOU PROVIDE  
YOUR SHIRT SIZE. ....

DO YOU HAVE ANY FOOD ALLERGIES? .....

### **PAYMENT DETAILS REQUIRED FOR THE 8 DAY SUPER YACHT STEWARD/ESS/DECKHAND COURSE**

**TOTAL COST OF COURSE** **\$2595.00AUD**

**COST FOR MODULES (THEORY):** **\$1595.00AUD**

*(Once modules have been paid for in full, there is a no refund policy)*

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**FINAL PAYMENT FOR PRACTICAL LESSONS** **\$1000.00 AUD**

*(To be paid on the first day of the practical lessons, below are the practical lessons  
Course dates)*

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## CREW PACIFIC'S COURSE DATES FOR THE 8 DAY SUPER YACHT STEWARD/ESS/DECKHAND PRACTICAL TRAINING. *Tick the course date you want to attend to complete your "Practical Training"*

FEBRUARY 6 <sup>TH</sup> -15 <sup>TH</sup> 2023	<input type="checkbox"/>
FEBRUARY 27 <sup>TH</sup> - MARCH 8 <sup>TH</sup> , 2023	<input type="checkbox"/>
MARCH 20 <sup>TH</sup> -29 <sup>TH</sup> 2023	<input type="checkbox"/>
APRIL 24 <sup>TH</sup> – MAY 3 <sup>RD</sup> 2023	<input type="checkbox"/>
JUNE 12 <sup>TH</sup> -21 <sup>ST</sup> 2023	<input type="checkbox"/>
JULY 10 <sup>TH</sup> – 19 <sup>TH</sup> 2023	<input type="checkbox"/>
AUGUST 7 <sup>TH</sup> -16 <sup>TH</sup> 2023	<input type="checkbox"/>
SEPTEMBER 4 <sup>TH</sup> – 13 <sup>TH</sup> 2023	<input type="checkbox"/>
OCTOBER 9 <sup>TH</sup> -18 <sup>TH</sup> 2023	<input type="checkbox"/>
NOVEMBER 20 <sup>TH</sup> – 29 <sup>TH</sup> 2023	<input type="checkbox"/>

### CREDIT CARD DETAILS:

Card Holders full name: .....

Card Type:     VISA     ☐                             MASTER CARD     ☐

Card Number:

Card expiry date:  /

Validation number (the last three digits on the back of the card):

### POLICY ON STUDENTS' PAYMENTS & REFUNDS FOR THE THEORY (MODULES)

1. To obtain the theory training (modules) a \$1595.00AUD is required to be paid in full. Once the student has obtained these modules there is a Non-refundable policy, however if for unforeseen circumstances should occur such as
  - A family member bereavement or family member should get hurt badly.
  - Student should hurt themselves badly or become critically ill
  - Notification must be given in writing, email or by advising a Crew Pacific staff member in the office where the Crew Pacific course is being held. Students should consider the following notification periods as to what sort of refund they can expect.

### PRINCIPLES - CREW PACIFIC COURSE CANCELLATION & FEES PAYABLE

- If Crew Pacific has insufficient bookings (numbers) to economically run a scheduled course, we reserve the right to cancel the course by notifying all students that their course has been cancelled. In an event that, Crew Pacific cancels a course, students are eligible for a full refund, or they can transfer to another course.
- In an event that, Crew Pacific cancels a course, due to limited students, or for *unforeseen circumstances* out of Crew Pacific control you will be transferred (rolled over) to another course.

### POLICY ON STUDENTS' PAYMENTS & REFUNDS FOR THE PRACTICAL LESSONS

1. On the first day of the practical lessons the outstanding amount of \$1000.00AUD is to be paid in full, this fee is a Non-refundable policy, however if unforeseen circumstances should occur such as
  - A family member bereavement or family member should get hurt badly and you need to return home immediately.

- Student should hurt themselves badly or become critically ill
  - Notification must be given in writing, email or by advising a Crew Pacific staff member in the office where the Crew Pacific course is being held. Students should consider the following notification periods as to what sort of refund they can expect
2. If Crew Pacific receives notification (In writing, by e-mail or by phone call) from a student that they wish to withdraw from a practical course, the amount of refund to be provided will be as follows.
- **Notification more than 5 business days before the date of course** - 100% refund of course fee or transfer to another course at no cost.
  - **Less than 5 business days before the date of the course** -75% refund of course fee or transfer to another course at no cost.
  - **Less than 3 business days before the date of the course** **NO REFUND** payment will be made by Crew Pacific, however you can transfer to another course date at no cost.

#### **PRINCIPLES - CREW PACIFIC COURSE CANCELLATION & FEES PAYABLE**

- If Crew Pacific has insufficient bookings (numbers) to economically run a scheduled Practical course, we reserve the right to cancel the course by notifying all students that their course has been cancelled. In an event that, Crew Pacific cancels a course, students are eligible for a full refund, or they can transfer to another course.

#### **NON-ATTENDANCE & NO NOTIFICATION WITH BUSINESS HOURS:**

- If a student fails to not turn up to a class, no refund will be payable. Students need to be aware that leaving a message on the Crew Pacific office answering service outside of business hours where the course is held on the day before the course is not accepted as a notification of cancellation.
- If a student is sick on the day of their course, and can support this with a medical certificate, they will receive either a full refund or be transferred to alternate date at no charge but must be available to complete the training within six months of the original course date.
- If the student has failed to attend due to any other reason **NO REFUND** will be payable however a course transfer may be granted at the discretion of the Crew Pacific office.

#### **STUDENT COURSE TRANSFER**

A student may request a course transfer without incurring any administration fee but must consider the following conditions.

- Participants will only be permitted to transfer courses once and must complete the training within six months on the original date of enrolment.
- If a student failed to turn up to the scheduled course and can provide evidence to support the reason, they may be awarded one additional transfer. Evidence accepted includes a medical certificate, or evidence of death in the family. Subsequent course transfers granted to the students may incur a 10% transfer fee charged at the discretion of the Crew Pacific office.
- Once a subsequent transfer is granted, no further transfers or refund will be granted.
- Students who are more than 30 minutes late for their scheduled transfer course will forfeit all rights to any further transfers or refund.

Date: .....

Signature: .....