

CRUISING GUARANTEE

Anacortes Yacht Charters guarantees that we will complete repairs to Essential Equipment/systems within a 20 mile limit of our base within 4 (four) hours of notification, or you will be compensated for your vacation time lost in excess of that 4 hours grace period. Repair time in a foreign country may take longer and cannot be guaranteed or compensated.

What 'Essential Equipment' is covered?

The following is considered essential to the operation of the yacht and is covered:

All Vessels: Engine, Transmission, Windlass, Charging System and Batteries.

Motor Vessels: Dinghy and Outboard to a maximum of ½ day charter rate total, or \$50. per day, whichever is less.

Sailing Vessels: Sails, Standing and Running Rigging, and Dinghy (same dinghy rules as motor vessels apply)

What we will do:

We will correct the problem within 4 working hours of receiving your call. If we fail to correct the problem within the 4 hour grace period, you will receive compensatory cruising time as either:

1. Extra time at the end of your scheduled charter (if available) – or-
2. Cruising credit towards your next charter.

Compensation will be based on the actual time lost **less** the 4 hour grace period.

The credit value **per charter hour** will be based on a 10 hour working day (8 AM to 6 PM, the number of days of the charter and the Yacht Rate paid.

Therefore, if your Yacht Rate was \$5000.00 for 7 days, the credit rate per hour would be \$71.43 ($\$5000 \div 7 \div 10$).

What we ask you to do:

The charterer must contact the base at the time of the breakdown for the 4-hour 'clock' to start ticking.

All grievances are to be presented by the head charterer at the end of the charter and agreed upon by Anacortes Yacht Charters prior to the charterer's departure from the marina. We will make time to sit down with your at your convenience.

What this guarantee does not cover:

All breakdowns will be serviced! However, compensatory cruising time will not be awarded for repairs to the following systems or items:

VHF Radio, Refrigeration, Stereo/Cassette/CD Player, Heaters, Electronics including Radar and GPS/Plotters, Water Pressure Pumps, Erratic Gauges, Marine Sanitation Systems and any other item **which does not render the YACHT inoperable**. Anacortes Yacht Charters will make every effort to repair these problems as quickly as possible when contacted.

****PLEASE NOTE:** To perform some repairs, Charterer may be asked to move to an anchorage or harbor more accessible for repairs, or where technicians are readily available. This is done solely at the discretion of the charterer, and any extra time in transit will not be compensated.

Please note, **excluded from this compensatory guarantee** are breakdowns that occur outside a twenty-mile radius of Anacortes Yacht Charters base, voyages into Canadian waters, and problems resulting from negligent operation by the charterer or his crew.

If you encounter any difficulties at all during your charter, please call us. Anacortes Yacht Charters has a dedicated staff that is committed to providing you with the best possible charter experience.

Thank YOU for choosing Anacortes Yacht Charters!