

# ANACORTES YACHT CHARTERS

## PACIFIC NORTHWEST ADVENTURES

### CRUISING GUARANTEE

Anacortes Yacht Charters guarantees that we will complete repairs within 4 (four) hours of notification, or you will be compensated for your vacation time lost.

#### What we cover:

The following is considered essential equipment 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 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 EITHER:

1. Compensatory 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 12 hour working charter day (6 AM to 6 PM, the number of days of the charter and the charter fee paid.

Therefore, if your charter fee was \$2500.00 for 7 days, the credit rate per hour would be \$29.76 ( $\$2500 \div 7 \div 12$ ).

#### What we ask you to do:

To enable us to correct discrepancies you **must** contact the base at the time of the breakdown.

All grievances **must** 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.

#### What this guarantee does not cover:

**All breakdowns will be serviced!** However, compensatory cruising time will **not** be paid for repairs to other systems or items such as:

VHF Radio, Refrigeration, Stereo/Cassette/CD Player, Heaters, Electronics including Radar and GPS/Plotters, Water Pressure Pumps, Erratic Gauges, Marine Sanitation Systems, Bow or Stern Thrusters 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 if contacted.

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

Also **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!