



## CRUISING GUARANTEE

Anacortes Yacht Charters guarantees we will complete repairs to **Essential Equipment** and/or systems that occur within a 20-mile limit of our Anacortes base within 4 working hours of notification, during working hours, or you will be compensated for lost vacation time *in excess* of that 4-hour grace period.

**Repair time in a foreign country will logically take longer, and cannot be guaranteed or compensated.**

### **COVERAGE: What is 'Essential Equipment'?**

All Vessels: Engine, Transmission, Windlass, Charging System & Batteries. Also included are Dinghy & Outboard to a maximum of ½ day charter rate total, or \$50. per day, whichever is less.

Sailing Vessels: Sails, Standing and Running Rigging.

### **What we will do:**

We will correct the problem within 4 working hours in a normal working day (8AM-6 PM) of receiving your call.

If we cannot meet this goal during the initial 4-hour grace period, for time beyond that you will be eligible for one of the following:

1. **Extra time** at the end of your scheduled charter ("Compensatory Time", if available) – or-
2. **Cruising Credit** towards a future charter within two years

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 after any discounts.

SAMPLE: If your Yacht Rate was \$8000.00 for 7-days, your credit rate would be \$114.29/hour ( $\$8000 \div 7 \div 10$ ).

### **What we ask you to do:**

The Charterer must contact our 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 you at your convenience. Please arrive early to present your data.

### **EXCLUSIONS: What this guarantee does not cover:**

**All breakdowns will be serviced!** However, Compensatory Time or a Cruising Credit will not be awarded for repairs to the following systems or items:

VHF Radio, Refrigeration, Stereo/Music Systems, TV/Sat TV Systems, 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 relocate vessel to a different anchorage or harbor to be more accessible to secure parts and for technicians who can complete the repairs. This is done solely at the discretion of the charterer, and **time in transit will not be included in compensatory time**.

### **N.B. Please take special note of these exclusions:**

- **Breakdowns outside a twenty-mile radius** of AYC's Anacortes base cannot be included in this guarantee. This includes voyages into **Canadian waters**.
- **Problems resulting from misuse** or improper or negligent operation by Charterer or crew.

If you encounter difficulties of any kind during your charter, please call us. It is our goal to provide you with the best possible charter experience. *Thank you* for choosing Anacortes Yacht Charters!