



ISLAND CRUISING

YACHT CHARTERS & SAILING SCHOOL

Island Cruising LTD guarantees that if you have a breakdown during your charter, we will complete repairs within four (4) hours of notification, or you will be compensated for your vacation time lost.

What is covered: The following equipment is considered essential to the operation of the yacht and is covered under our guarantee: engine, transmission, sails, standing and running rigging, battery and alternator.

What we will do: If you should encounter a breakdown of any of the above-mentioned equipment, we will correct the problem within 4 working hours of receiving your call. If we fail to correct that problem within the 4 hours, you will receive **compensatory sailing time** at the end of your charter (if available), or a **sailing credit** toward your next charter. Compensation will be based on 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 (6AM to 6PM), the number of days of the charter and the charter fee paid. Therefore, if your charter fee is \$2500 for 7 days, the credit rate per hour lost would be \$29.76 ($\$2500 \div 7 \div 12$).

What we ask you to do: To receive guaranteed service on your charter, you **must** contact the base at the time of breakdown, problem or dissatisfaction. All grievances must be presented by the head charterer at the charter end, and agreed upon by Island Cruising prior to the charterer's departure from the marina.

What this guarantee does not cover: All other breakdowns will be serviced, but compensation will not be provided if repairs take more than the aforementioned 4 hours. **Exclusions** to the compensated guarantee are as follows: **VHF, refrigeration, stereo/cassette/CD player, water pressure pump, heaters, holding tank, dinghy, outboard, knot meter, depth sounder and other items which do not render the yacht inoperable.** Also excluded from the 4-hour compensated guarantee are breakdowns which occur **outside a 25-mile radius** of Port Sidney Marina, and problems resulting from **negligent operation** by the charterer.

Island Cruising will make every effort to repair these types of problems as soon as possible, if the charterer chooses, but charterers may be asked to meet us halfway at an anchorage so that our repair team can readily reach the yacht by land or sea. If you encounter any difficulties at all during your charter, please do not hesitate to call us with any of your concerns. Island Cruising has a dedicated staff willing to offer whatever assistance they can to insure that your vacation is the very best it can be.