



DESOLATION SOUND  
YACHT CHARTERS

# DESOLATION SOUND YACHT CHARTERS LTD.

## GUARANTEE

**Desolation Sound Yacht Charters Ltd.** guarantees that if you have a breakdown during your charter, we will complete repairs within five (5) 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 5 working hours of receiving your call. If we fail to correct the problem within that 5 hours, you will receive compensatory sailing time at the end of your scheduled charter (if available), or a sailing credit toward your next charter. Compensation will be based on actual time lost less the 5 hour grace period. The credit value per charter hour will be based on a 12-hour working charter day (7AM to 7PM), the number of days of charter and the charter fee paid.

### **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 situation details must be presented by the head charterer at the end of the charter, and agreed upon by DSYC Ltd. at that time.

### **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 5 hours. Exclusions to the compensated guarantee are as follows: GPS, VHF, refrigeration, stereo/cassette/CD player, dinghy, outboard, knot meter, depth sounder and other items which do not render the yacht inoperable. Also excluded from the 5 hour compensated guarantee are breakdowns which occur outside the defined Desolation Sound-Comox area and problems resulting from negligent operation by the charterer.

If you encounter any difficulties at all during your charter, please do not hesitate to call us with any of your concerns. DSYC Ltd. has a dedicated staff willing to offer whatever assistance they can to insure that your vacation is the very best it can be.