

General Terms and Conditions

Latest Update: 01.01.2018

1. Payments

Payment terms of our operators vary from country to country. Your invoice will show the exact payment terms for your charter. Please note the payment due dates and ensure payments reach us in plenty of time. Your booking will automatically lapse if payment is not received. We request all payments are made via bank transfer and all transfer cost are paid by the customer. Bank account details will be provided on your invoice.

2. Cancellations

Cancellations terms vary from company to company but exact details will be shown on your contract. As a guide usual SCICancellations over 90 days prior to departure 25% of total is retained. Cancellations between 90 and 30 days prior to departure 50% of total is retained. Cancellation 30 days and under total payment is retained. We request clients have adequate holiday / travel insurance.

3. Refundable security deposit

To cover loss or damage to the yacht and/or her equipment, or third-party damage caused by the yacht a refundable security deposit is required by all operators. This is normally payable on embarkation and will be refunded in full (providing no damage) on the return of the yacht. The amount of the security deposit is shown separately on your invoice and will be detailed on your charter contract with the operator. Some operators offer an insurance to cover the deposit (E.g.: damage Waiver or Deposit waiver with a reduced deposit) in place of a refundable deposit, please ask for details at the time of booking.

4. Competence

Each and every operator has its own requirements in terms of the evidence it requires from you to demonstrate competence to skipper the yacht. It is imperative that you check that the qualifications you hold are adequate to satisfy the operator's requirements. We emphasises that it is your responsibility to ensure that the qualifications you hold are sufficient to satisfy the operator's requirements, so that the charter may proceed. We accept no responsibility for any real or perceived failure to demonstrate to an operator that your qualifications are sufficient to enable the charter to proceed. Evidence of competence must be produced to this office as soon as possible after booking to ensure a smooth handover. Original documents should also be available on embarkation. Should this not be forthcoming or should the base feel the safety of the yacht and the crew is in question the operator reserves the right to allocate a skipper to the yacht and charge you for the cost of this in accordance with their price list. We accept no responsibility for any such additional charges and cannot be held liable for any costs associated with additional skipper's fees deemed necessary by the operator.

Follow link below for ICC and license information and see our "training" webpage for courses and training we offer.

- [UNECE - ICC Licence Information](#)

5. Transfers

Except when advised separately clients are responsible for making their own way to the base. We will provide all details.

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6. Times

The majority of charters will commence at 18.00, ending at 10.00. Exact start and finish times will be shown on your contract/invoice, please make sure these are understood and adhered to. When disembarking in the morning it is often a requirement to return to base by 5 pm the night before the charter finishes.

7. Contracts

All charters are based on the official contracts between yourself as the client and the operator in question. You will be required to sign a copy of this contract. It should be noted that we act at all material times as an agent only and any dispute arising will be between you the charterer and the owner/operator. Should you not have received a copy of this contract and require it before your charter commences please contact us and we shall be happy to assist you in obtaining a copy.

8. Yacht availability

All operators reserve the right that should the yacht booked become unavoidably unobtainable it can be replaced with a similar sized yacht or alternatively a full refund of all monies paid for the original yacht.

9. Changes

Any changes **or cancellation** to a booking once in place and once our invoice has been raised will qualify for a €80.00 charge to cover administration expenses.

10. Complaints

In the unlikely event of any dispute please in the first instance contact the operator who will do everything to assist. Should you still feel there is a dispute after this please make sure that we are notified of the details as soon as possible.

SCI client complaint policy and procedure

SCI and its partners aim to provide the highest standard of service to our clients and guests. If you have been less than satisfied with the service you have received, we would welcome your comments so that we can rectify the problem and improve our service in the future. To do so, please write to SCI via post or email with your feedback and an acknowledgement will be sent within five working days of receipt. Your complaint will be fully investigated and a response will be sent with 21 days of receipt. Please note that this process should be used for comments or complaints about goods or services provided directly by SCI or its partners.

