



PYC Poole Base Client information & joining instructions

COVID 19 2020: Dear clients with restricted operation 2020 & 2021 we have introduced measures to aid in keeping both our staff & clients safe. These include a new cleaning protocol which will utilise Hocl this adheres to the relevant BS EN certificates & accreditations & will not compromise our commitment to the environment as sailors. It is possible that boarding times may be later than usual though we will endeavour to keep any disruption to a minimum.

There may also be an additional charge for sanitisation added as an obligatory extra for overnight charters.

Please check with all members of your party before travelling that no symptoms of Covid 19 (Temperature, persistent cough, loss of taste or smell see government advice) have been experienced in 2 weeks prior to departure. THAT NO member of your party has been in contact with anyone diagnosed with Covid 19 in the 2 weeks prior to departure. Only commence travel when these conditions are satisfied. Any doubts please contact before travelling.

Transfers to marina.

There is a large car park 5 min walk from the marina & The Thistle Hotel also offer non resident parking.

Airport & Station : We can arrange transfer for a preferential rate and service.

Ferries dock at Poole Port a short taxi ride or walk from Poole Quay Marina.

CHECK IN & HANDOVER:

1. Charter yachts are normally available after 14:00 & by 16:00 on the date of the first day booked for 3 day or week charters, or 1000 on day charters. Due to extra cleaning required & protocols may be later depending on other handovers however please update us with your arrival time and as always we will endeavour to minimise any waiting.

2. All charter guests will be met by the ramp leading to Poole Quay Boat Haven.

Guests are asked to text/call ... Chris 44 7769 658412 30 minutes before arrival at port. Please do advise arrival time prior as soon as you are able so that we can minimise any waiting.

The handover will be conducted to adhere to social distancing wherever possible and ideally between 1 member of our staff and the only the skipper of the boat unless safety concerns dictate otherwise. All parties to wear suitable face mask.

Whereas normally we would offer help with bags etc we will endeavour to maintain distance and reduced physical contacts for your safety & ours. We also normally handover with beds made up however all linen will be handed over in individual sealed bags

All payments and paperwork will ideally be made where possible before you arrive at the marina. Where cash is needed please put correct amount in an envelope with your name and amount so that it can be quarantined. Obviously we will not be able to supply change.

The boat will have been cleaned & sanitised for your arrival but please continue to maximise all precautions whilst on board. If you are in any doubt about your health or aspect of the charter PLEASE advise us BEFORE and we will do whatever we can to find a safe & acceptable solution

3. Skippers must present passport, sailing qualifications and booking form on arrival also pay the security deposit, or Damage waiver either in cash or by credit card (any deductions +2%) before start of charter.

4. A qualified sailing instructor will then escort clients to their yacht for handover brief.

5. Should client wish, PYC instructors will provide a short sea trial. To be arranged in advance for the first full day of charter (chargeable).

6. The charterer shall check the boat & inventory are complete, correct & satisfactory and raise any issues within 1 hour of the handover. After this time or after departure from the marina we will assume the boat and contents are satisfactory. Any items reported missing after this will be considered as lost by the charterer and will be charged against their security deposit as will the cost to deliver them to the boat.

CHECK OUT & HANDBACK:

1. Yachts must be returned refuelled & returned to berth in allocated base by the agreed time on the last full day of charter. Failure to return on time will incur additional charges. (Please see Charter Details Pdf)

2. Yacht should 1st be taken to the fuel quay and all fuels to be returned to full. Fuel receipt to be handed to PYC.

3. On arrival at the fuel quay, or on the way in, please contact PYC who will come on board to ensure return to the base berth.

4. We do not make an obligatory charge for end cleaning as we prefer our clients to take care of the boats as we would, & we therefore ask that boat is returned in a "ship shape" fashion. A basic clean is appreciated, rubbish removed, holding tank empty, heads & galley in reasonable state fridge & cooker presentable. IF a yacht is returned in an unreasonable condition we will charge to put extra cleaning team on in order to prepare for next client. Minimum charge for this is £ 95 Euro & £ 40 / hour thereafter. This will be estimated on handback – see #7.

5. Yacht must be vacated at agreed time on departure date.

6. Once client has vacated the yacht, PYC will perform the hand back check.

7. Security deposit refund will not be refunded until we have completed the hand back check & or estimated repair of any loss or damage.

Local office:

Poole Yacht Charter,C/o :

Poole Quay Boat Haven, Poole Town Quay, Poole BH15 1HJ.

01202 715570 / 44 (0) 7769658412

There is a small Tesco supermarket opposite the marina, there are also larger supermarkets within a 15 – 20 Min walk.

Thank you; we wish you fair winds & a pleasurable charter on this beautiful area of the South coast.
