



ENGLESKI JEZIK ZA 3. GODINU NA STUDIJU POMORSKE TEHNOLOGIJE JAHTA I MARINA

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LESSON

1

CLEARANCE

On arrival in Croatian waters, the yacht must make its way to the nearest official Port of Entry and wait for the officials to come to the yacht for clearance. In marinas, the staff will call the relevant officials.

If no one arrives after a reasonable wait the captain should report to the police for passport control, as well as customs and Harbour Master. The crew must remain on board until formalities are complete. On arrival one must also register with the police and all crew members issued with a registration card.

Skippers are then required to obtain a cruising permit (vignette) and pay the fee for safe navigation, marine information chart and light fee, and a one-off payment for the sojourn tax. This can all be done at the same time at the port authority or branch office of the port authority.

All persons must be listed on the endorsed list when you buy the cruising permit on entry to the country. However, it may be possible to amend the list of people on board after you have entered the country. Take the passports of your new visitors to the nearest Harbour Master's office, make a new crew list, and amend the list that accompanies the cruising permit. The procedure is free of charge.

The yacht will not be allowed to carry persons who are not mentioned on the official list, and any yacht found to be in breach of this will be considered to be undertaking illegal chartering.

Children under 12 should not be recorded on the List of Persons, nor should any persons embarking on the craft outside Croatia and disembarking in Croatia nor persons embarking in Croatia and disembarking outside.

Boats leaving Croatia must obtain clearance from the Harbour Master at a port of entry. The vessel must leave Croatian territorial waters immediately and by the shortest route.

Vocabulary

I Make sentences using the following words:

1. Arrival / Croatian waters, / the yacht / make its way / near / official Port of Entry.
2. If / not arrive / reasonable wait / the captain / report / police / passport control.
3. The crew / remain / board / until formalities / complete.
4. Skippers / require / obtain a cruising permit.
5. This can / done / same time / port authority / or branch office / port authority.

II Supply the words in brackets in the right place and form in the sentence:

All persons on the endorsed list when you the cruising permit on entry to the country (to list, buy). However, it may be possible the list of people on board after you the country (to amend, to enter). Take the passports of your new visitors to the nearest Harbour Master's office, a new crew list, and amend the list that the cruising permit (to make, to accompany). The procedure is free of charge.

III Use the following words to make meaningful sentences:

1. Clearance
2. Officials
3. Passport control
4. To amend
5. To disembark

Grammar

I Make questions for the underlined words:

1. On arrival in Croatian waters, the yacht must make its way to the nearest official Port of Entry.
2. The staff will call the relevant officials.
3. This can all be done at the same time at the port authority.
4. Skippers are then required to obtain a cruising permit.
5. Boats leaving Croatia must obtain clearance from the Harbour Master at a port of entry.

Source: <http://www.noonsite.com/Countries/Croatia?rc=Formalities>

LESSON

2

DOCUMENTS AND FEES

Rules apply to crafts with a hull length over 2.5 m and propulsion gear power above 5 kW. Master of the craft entering the Republic of Croatia by sea, shall use the shortest route to call at the nearest port open to international traffic in order to undergo border control and carry out the following:

1. Endorse the list of passengers and crew on board
2. Pay the prescribed fees
3. Pay a sojourn tax for vessels over 5 m in length with beds on board
4. Report the stay on board

Master of the craft transported into the Republic of Croatia by land or tended to in the port or at some other approved place in the Republic of Croatia shall prior to commencing a journey undertake the following at the harbour-master's office:

1. Pay the prescribed fees
2. Pay the sojourn tax
3. Report the stay on board

Vignettes which served as a proof of payment of all levies shall no longer be issued. As of 1 April 2014 the safe navigation, lights and marine information chart fees no longer apply and instead a single safe navigation and marine environment protection fee is introduced, which will be charged by vessel length and engine power.

The one-off amount of the sojourn tax for boaters with vessels over 5 m in length and built-in beds depends on the length of the vessel and time of the year. The following documents in original must be available on board the craft navigating in the Republic of Croatia:

1. Proof of safe navigation, lights and marine information chart fees payment as well as proof of sojourn tax payment, if the vessel has in-built beds
2. Proof of seaworthiness of the vessel
3. Proof that the person in command of the craft is competent to operate the craft pursuant to national legislation of the state whose flag it flies, that is, pursuant to the laws of the Republic of Croatia

4. Proof of third-party liability insurance
5. Proof of ownership or letter of attorney to use the craft

After Croatia's accession to the EU, the payment of safe navigation, lights and marine information chart fees is still required, but vignettes shall no longer be issued, only receipts for the paid fees. Changes incurred in the calculation of fees for vessels. After Croatia's accession to the EU, the fees are calculated based on the criteria of the vessel's length and engine power.

The Sojourn Tax (*boravišna pristojba*)

Pursuant to the latest Sojourn Tax Act, owners and users of vessels (boaters) over 5 m in length with built-in beds shall pay a flat rate (*paušalni iznos*) tax for themselves and persons staying and sleeping on board. The paid flat rate covers the stay on board throughout the Croatian coast. Boaters may pay the flat rate of the sojourn tax for different time periods at the competent Harbour Master's offices. Boaters paying the flat rate of the sojourn tax for the first time shall be issued a vignette and a receipt for the respective time period. However, each time after that, they will only be issued a receipt for the new time period. The receipt of sojourn tax payment shall be kept on board at all times. A charter company shall charge the sojourn tax to guests chartering a boat in the port of departure for the entire duration of the charter and for all persons on board. The flat rate of the sojourn tax is established based on the length of the vessel.

Vocabulary

I Finish the sentences:

1. After joining the EU, vignettes in Croatia _____
2. The fees (previously included in the vignette) are calculated based on _____

3. The sojourn tax is paid _____
4. The flat rate of the sojourn tax is calculated _____

II Complete the sentences by changing the words in brackets:

Be sure to organise 1) _____ (renew) of the cruising permit in advance of the 2) _____ (expire) date as fines for not 3) _____ (have) a valid permit are high. In 4) _____ (add) to the cruising permit and crew list, a certificate of competence in line with the 5) _____ (require) of the vessel's flag state's regulations, 3rd party 6) _____ (insure) and proof of 7) _____ (own) or permission to use the craft, are required.

III Provide English equivalents for the following terms:

1. _____ – naknada za sigurnost plovidbe
2. _____ – svjetlarina
3. _____ – pomorska informativna karta
4. _____ – boravišna pristojba
5. _____ – paušalni iznos

*Grammar**I Correct the mistakes:*

1. When obtain yours cruising permit on entry into Croatia, you must to complete a crew list.
2. It not possible for a boat have to more one cruisings permit in a 12 month period.
3. Children below 12 is not include in this count.
4. Insurance and proof ownership or permission use the craft, are requiring.

Source: <https://doczz.net/doc/6194349/info-2016---marina-veruda>

LESSON

3

CHECK IN/OUT PROCEDURE

Check in

Upon arriving in the Base please contact our office staff for the beginning of the check-in. Prepare your sailing license, including your VHF license, passport or ID card and your Boarding Voucher.

1. The first step of the check in procedure is confirming the official crew list of Croatia (to speed up the procedure we advise you to send us your crew list in advance, at least 7 days before the charter begins)
2. Explanation of the Boat documents to the skipper, including the presentation of the “Technical support phone number” our guests can call any time, if they have any technical questions (24 hours service).
3. We offer Adriatic Pilot Books in different languages and sailing route suggestions
4. According to the lease contract security deposit has to be left either in cash or Major credit cards (Master, Visa Card or American Express Card)
5. Skipper is given the time for technical check in and name of our sailor, who is in charge of the check in. Just before technical check in skipper needs to come by the office to pick up boat documents together with Check in list.

Returning to the Base - Check out:

1. Boat documents are handed to the office staff upon your return to the Base
2. Yacht is checked by our sailor, together with the skipper. If they find no damages and all the yacht's inventory intact, the security deposit (paid at the yacht charter check-in) is returned to you. If, however, there are any damages to the yacht, or any of its inventory is missing, you are left without your security deposit. Note that you may have to pay extra if the damages to the yacht cannot be entirely covered by the security deposit.
3. Official Marina diver checks the yacht underneath the water level. Separate diver's report is issued after every charter by the official Marina staff
4. After the check-out, security deposit is returned to the skipper.

After you finish check-out on the boat, please proceed to our reception where you will finish the entire check-out procedure.

- In case the boat is not returned with a full fuel tank, the missing fuel, as well as the service of filling the tank will be charged to the client.
- The client is obliged to take garbage and waste off the boat and leave it at the designated place in the marina (next to the marina reception – at the entrance). Also, the client is obligated to leave the kitchen utensil clean.

Fees in event of lateness

- In the event of lateness, the client vouches to pay a fine in the amount of 2 % of the charter price for each hour exceeded. This fine is also charged if the boat is in the harbour, but not empty with luggage and people.
- For lateness over 12 hours, the client pays a daily charter price for every started calendar day.
- All costs arising from the excess of the agreed check-out time are covered by the client, including the inspection of the underwater part of the hull. (euronautic)

Customer Pre-Charter Check-Out List

Client Name: Today's Date:

Contract Number/Ref: Holiday/Charter Dates:

Bateau/Yacht Name: Fait Par/Report Done By:

Bateau/Yacht Type:

Base:

Your briefing staff are here to help you with any problems and will assist until you have left the docks. Please do not hesitate to ask them for help.

- 1 ___ Have you checked out of your hotel? Don't forget to **turn in** your key.
- 2 ___ Have you turned in your travel reconfirmations?
- 3 ___ Have you left USD\$400 security deposit with customer service?
- 5 ___ Yacht inventory complete?
- 6 ___ Sufficient linens on board?
- 7 ___ Beverages & provisions checked and stowed?
- 8 ___ Kayak? (optional).
- 9 ___ Snorkel equipment collected?
- 10 ___ Correct sized life preservers (*pojas za spašavanje*) for each person on board? (don't forget the children).
- 11 ___ Fresh water tanks full & valves correctly positioned?
- 13 ___ Mechanical & electrical systems checked operational?

14 ___ Outboard engine & dinghy checked operational? (n.b. gasoline must be stowed in the dinghy).

15 ___ Empty suitcases in luggage room?

16 ___ Boat keys & padlock (*lokot*) keys on board?

17 ___ Yacht operations manual & skipper's notices read and understood?

18 ___ Very Important: Inflammable l.p.g. & gasoline systems. Has someone explained the operation & warnings of these systems in detail?

Please sign & return to customer service:

Vocabulary

I Make sentences using the following words:

1. Step / check in procedure / confirm / the official crew list.
2. The lease contract / security deposit / leave / cash / Major credit cards.
3. Skipper / give / the time for technical check-in / and name / sailor / in charge of the check in.
4. Just before technical check-in / skipper / need / to come by the office / pick up boat documents / together / Check-in list.

II Match the phrases to form logical sentences

1. Regular check out time is from Friday afternoon _____
2. Boat documents are handed to the office staff _____
3. Yacht is checked by our sailor, _____
4. If they find no damages and all the yacht's inventory intact, _____
5. If, however, there are any damages to the yacht, or any of its inventory is missing, _____
6. Note that you may have to pay extra if _____
 - a) the security deposit is returned to you.
 - b) till Saturday morning latest till 9 a.m.
 - c) the damages to the yacht cannot be entirely covered by the security deposit.
 - d) together with the skipper.
 - e) upon your return to the Base.
 - f) you are left without your security deposit.

*III Make questions for the sentences in exercise III**Grammar*

I Key word transformation (take the information in the first sentence and re-write it, using the word in italic so that the second sentence has exactly the same meaning)

1. In the event of lateness, the client vouches to pay a fine in the amount of 2 % of the charter price for each hour exceeded.

Have to _____

2. This fine is also charged if the boat is in the harbour, but not empty with luggage and people.

Apply _____

3. For lateness over 12 hours, the client pays a daily charter price for every started calendar day.

In case of _____

4. All costs arising from the excess of the agreed check-out time are covered by the client, including the inspection of the underwater part of the hull.

Obligation _____

Source: <http://www.adriatic-sailing.hr/check-in/>

4

LESSON

CHASE CALLS

Policy

1. Base must monitor a pre-determined VHF radio Channel /Cell phone for Customer Service calls.
2. VHF/Cell Phone calls must be acknowledged immediately and responded to within the shortest possible time.
3. As per base operating hours, there must always be someone manning the phones and VHF.
4. The personnel monitoring the Service calls must be trained to answer the Service calls in a clear and courteous way, and must have precise guidelines as to how to direct the call most efficiently.
5. Attempt must be made to solve the problem over the VHF radio or the phone by qualified personnel. If problem cannot be solved over the radio, telephone/phone, the chase boat must be sent as quickly as possible to answer the call if the customer is within the chase boat range (20 miles). If not, base must have alternative local assistance pre-organized with other companies or individuals to service the calls.
6. When the call concerns a breakdown that is covered by our guarantee, this call will take precedence over other calls.
7. The customer must be kept informed at all times of the action taken by the base and given a fair time estimate as to when to expect arrival of service crew on board.
8. If the problem is not fixed within 4 hours of call, the charterer may be entitled to compensation according to the 4 Hour Guarantee.
9. All chase calls must be logged into the extranet.*

In the event of medical emergency the personnel responding to the call should immediately contact a doctor, the coast guard or suitable local authority depending on the type of emergency. The base manager should have pre-arranged plans with the authorities for such occurrences.

Procedure

1. Immediately after a call is received that requires a chase call, whether it is by sea, land or other means, it must be entered into the *Chase call* log.
2. After the Chase call has been completed, i.e. when the technician has returned to the base and the problem successfully fixed, the technician must enter into the log the problem he found and the remedy (*sredstvo*) used to fix the problem. It is most important to fill in the time of the first call and the time of completion of the call.
3. If the service call has been answered by a third party, the call must be written into the log after debrief (*ispitivanje*) of the charterer upon return to the base.
4. If the call involves a yacht from another base, then the chase call form must be faxed through the home base of the yacht.
5. Upon completion of the call, two possibilities exist:
 - ☐ The call does not require further action or repair, log the form into the yacht maintenance file.
 - ☐ The call requires further action upon completion of charter. The form must be clipped to the *Charter Debriefing* form to trigger further action and additional checks and/or repairs prior to next charter. Any works either completed on the chase call or to be completed before the next charter should be recorded in the *Work Order* form.

If responding to the Service call requires jury-rigging, emergency fix-up, the boat must be put into original condition prior to following charter.

* An **extranet** is a computer network that allows controlled access from the outside, for specific business or educational purposes. In a business-to-business context, an extranet can be viewed as an extension of an organization's intranet that is extended to users outside the organization, usually partners, vendors, and suppliers, in isolation from all other Internet users.

Vocabulary

I Complete the following sentences:

1. Calls must be acknowledged _____
2. The personnel must be trained _____
3. If problem cannot be solved over the radio _____
4. The calls covered by the guarantee _____
5. The customer must be informed _____

II Supply the missing words that correspond to the given definitions:

1. Immediately after a call is received that 1. _____ (to demand as obligatory or appropriate) a chase call, whether it is by sea, land or other means, it must be entered into the *Chase call* log.

2. After the Chase call has been completed, i.e. when the technician has returned to the base and the problem successfully fixed, the 2. _____ (a worker who has acquired special skills) must enter into the log the problem he found and the 3. _____ (something that corrects an undesirable condition) used to fix the problem. It is most important to fill in the time of the first call and the time of 4. _____ (a concluding action) of the call.

3. If the service call has been answered by a third party, the call must be written into the log after 5. _____ (to interview in order to obtain useful information) of the charterer upon return to the base.

Grammar

I Supply the right form of the verb:

If the call 1. _____ (involve) a yacht from another base, then the chase call form 2. _____ (must/fax) through the home base of the yacht.

Upon completion of the call, two possibilities exist:

☐ The call 3. _____ (not require) further action or repair, log the form into the yacht maintenance file.

☐ The call requires further action upon completion of charter. The form 4. _____ (must/clip) to the *Charter Debriefing* form to trigger further action and additional checks and/or repairs prior to next charter. Any works either completed on the chase call or to be completed before the next charter 5. _____ (should/record) in the *Work Order* form.

If responding to the Service call requires jury-rigging, emergency fix-up, the boat 6. _____ (must/put) into original condition prior to following charter.

Source: Sunsail Base Operations Manual

LESSON

5

CUSTOMER SERVICE DURING CHASE CALLS

Policy

Handle all guest communications or breakdowns while the charterer is out on the water or away from the base. Any dealing with compensations should be done in a quiet spot at the base.

Procedure

1. When chase boat reaches a yacht to service a call, the operator must introduce himself prior to boarding the yacht and request permission to board with toolbox and parts.
2. On each service call offer to remove garbage.
3. Operator must make absolutely certain that problem is fixed to the best of his ability. He must ensure that the charterer agrees that the problem has been dealt with satisfactorily.
4. In the event the problem cannot be fixed, the operator should assure the charterer that the problem will be addressed as soon as possible.
5. After leaving the yacht, operator must immediately check with base for any other call pending.
6. All chase calls must be followed up with a VHF/cell phone call to the yacht by the technician at the end of the working day. This is a courtesy call to ensure that the repair was successful.
7. It the chase call department/customer service responsibility to ensure that all family related or emergency messages are relayed (*prenijeti*) from client to family member or vice versa.

CHASE BOATS

Policy

All bases must have a 'chase boat' available but preferably company owned. This vessel should be adequate for local sea conditions and sea worthy enough to reach anchorages within the approved 20 mile cruising grounds within four hours. The chase boat should be in excellent condition at all times, being clean, tidy with the hull painted in company colours (if company owned).

Procedures

Maintenance

The chase boat:

1. Must be able to carry ice and fresh linens to boats. Bring any garbage back.
2. Should be started daily.
3. Always filled with fuel. Upon return from a chase call it should be filled immediately before returning to its slip (*pristanište*).
4. Should have a full maintenance check every week. This includes a mechanical check, rigging check and cleaning.
5. All work carried out on the chase boat should follow standard Work order procedures.
6. All completed work orders should be filed in the Yacht Master file.
7. All parts issued to the chase boat should be charged to the 'chase boat' account

Approval and Training of Drivers:

- Only approved drivers may use the chase boat.
- Approved drivers must satisfy any local license requirements.
- An approved driver must be given a complete training before he/she is allowed to drive the chase boat solo.
- Training will be carried out by either of the yacht operations managers or person approved to train by the yacht operations manager.
- Training should consist of docking skills, seamanship (*pomorske vještine*), knot tying, rowing, safety precautions, simple out board maintenance and general boat care.
- Chase boat drivers should be able to swim. In the event that they can't swim then a life jacket should be worn at all times.
- Each qualified driver's name will be entered into the chase boat's log book with a qualifying date.
- Every six months the driver must be given a further approval with a simple check carried out by yacht operations.
- Base must check in regularly with the chase boat. Chase boats must sign in and out of the base so that the base manager understands their whereabouts.

General rules to be observed by Operators

- The speed limit in all anchorages (*sidrište*) is five knots. Drivers must observe this at all times.
- Drivers are responsible for not overloading the chase boat. Knowledge of this will be a part of their qualifying test.
- Any driver found with an overloaded chase boat will be liable to severe disciplinary action.

- Oars must be carried at all times. This is a safety requirement in case of engine failure.
- The chase boat will remain at its slip when not in use. It is recommended that the chase boat is locked when not in use.
- The chase boat will be kept clean and tidy at all times, it is the responsibility of every driver to leave it in shipshape (*uredan*) condition for the next driver.
- The chase boat should always have full fuel tanks. It is the responsibility of the driver to fill the fuel tanks upon returning from a chase call.
- If a chase call is made at night then the vessel must have navigation lights and the driver should have a flash light.
- All chase calls will be logged in the log book and/or the chase call log.

Emergency Equipment & Safety

All chase boats must carry the following equipment at all times. This should be considered the minimum requirements, individual bases managers may if they wish add to this list.

- Life jackets for the maximum number of passengers and crew permitted to use the vessel
- At least one fire extinguisher
- One VHF radio
- One Horse shoe life ring
- One set of Flares
- Two sets of foul weather gear (*oprema za loše vremenske uvjete*)
- One pair of oars
- A small tool kit (It is assumed that a complete tool kit will be taken on most chase calls.)
- Fenders (*bokobrani*)
- Two flash lights
- First Aid Kit

Additionally all chase boats must be able to haul (*prevoziti*) ice, fresh linens and carry garbage back to the base from chase calls.

Vocabulary

I Complete the explanations with the following words:

Failing, polite, approval, confirmation, received, certain, along

1. Breakdown - The act or process of _____ to function or continue.
2. Compensation - something given or _____ for services, debt, loss, injury, etc.
3. Permission - _____ to do something
4. Assure - to cause to feel sure or _____

5. Pending - awaiting conclusion or _____;
6. Courtesy - Given or done as a _____ gesture
7. Relay – to passing something _____ from one person or group to another

Grammar

I Complete the following sentences with the correct modal verb:

- Only approved drivers 1. _____ use the chase boat.
- Approved drivers 2. _____ satisfy any local license requirements.
- An approved driver 3. _____ be given a complete training before he/she is allowed to drive the chase boat solo.
- Training 4. _____ be carried out by either of the yacht operations managers or person approved to train by the yacht operations manager.
- Training 5. _____ consist of docking skills, seamanship (*pomorske vještine*), knot tying, rowing, safety precautions, simple out board maintenance and general boat care.
- Chase boat drivers 6. _____ be able to swim. In the event that they can't swim then a life jacket 7. _____ be worn at all times.
- Each qualified driver's name 8. _____ be entered into the chase boat's log book with a qualifying date.
- Every six months the driver 9. _____ be given a further approval with a simple check carried out by yacht operations.
- Base 10. _____ check in regularly with the chase boat. Chase boats 11. _____ sign in and out of the base so that the base manager understands their whereabouts.

II Make questions for the following answers:

1. The speed limit in all anchorages is five knots.

2. Drivers are responsible for not overloading the chase boat.

3. Any driver found with an overloaded chase boat will be liable to severe disciplinary action.

4. Oars must be carried at all times.

5. The chase boat will remain at its slip when not in use.

6. It is the responsibility of the driver to fill the fuel tanks upon returning from a chase call.

7. All chase calls will be logged in the log book.

Source: Sunsail Base Operations Manual

6

LESSON

AFTER HOURS

Policy

The base must arrange coverage (by phone) for night-time hours.

Procedure

Immediately obtain this information from charter guest:

1. Name of yacht.
2. Name of person calling in.
3. Location of yacht.
4. Nature of the problem.

If the problem is an emergency, i.e. injury, fire, missing person, call the local emergency number for immediate assistance. All useful numbers to handle emergency call must be clearly displayed, together with Base manager and Yacht Operations manager private phone numbers.

In general, the local Fire Brigade or Coast Guard is the organization trained and equipped to manage emergency calls. When connected to fire rescue, tell them the problem and give complete information listed above.

If the problem is critical, i.e. the smell of propane, water leaking into boat, inform duty manager immediately. Any other problem will be dealt with in the morning.

Tell the charter guest the following information and be certain he/she understands:

1. That the agency representative will call by Telephone or VHF radio between 8:00 and 8:30 a.m. to get exact details of the problem and perhaps solve the problem over the telephone.
2. Make sure that the VHF radio and the Telephone are on at 8:00 a.m. with VHF radio tuned on the right channel.
3. That if he does not hear from the base by 8:30 a.m., he must try to call again.
4. That he leaves a contact phone number.

The operator answering the call must not make any promises or arrangements for service at a specific time. If a service call must be made, it will be the Yacht Operations Department's responsibility to make all the arrangements necessary to do the service call.

Vocabulary

I Write your company's after hours policy using the following words:

Emergency, immediate assistance, the problem, deal with, arrangement, information

II Rewrite the following sentences to make polite requests. Use the following phrases:

Could you...?

Do you mind...?

Would you be so kind ...?

May I...?

1. Name of yacht.
2. Name of person calling in.
3. Location of yacht.
4. Nature of the problem.

Grammar

I Complete the following sentences by changing the words in brackets

If the problem is an emergency, i.e. injury, fire, _____ (miss) person, call the local emergency number for immediate _____ (assist). All useful numbers to handle emergency call must be _____ (clear) displayed by sets monitoring the calls, together with Base manager and Yacht Operations manager private phone numbers.

In general, the local Fire Brigade or Coast Guard is the _____ (organize) trained and equipped to manage emergency calls. When connected to fire rescue, tell them the problem and give complete information listed above.

If the problem is critical, i.e. the smell of propane, water _____ (leak) into boat, inform duty manager immediately.

II Report what the people are saying

1. The agency representative will call you by telephone or VHF radio between 8:00 and 8:30 a.m.
The agency employee said _____
2. The VHF radio was tuned on the right channel.
The agency employee said _____
3. If you do not hear from the base by 8:30 a.m., you must try to call again
The agency employee said _____
4. Please leave a contact phone number.
The agency employee asked _____

Source: Sunsail Base Operations Manual

LESSON

7

POST-CHARTER. CUSTOMER HANDLING PROCEDURES

Remember, a charter end is just as important as departure from the dock.

I If charterer calls in prior to docking

1. Normal VHF radio procedures apply.
2. Advise charterer of precisely where he is to dock, which side to place fenders and lines and that there will be someone to assist with lines.
3. Power should be plugged in.
4. Ensure that there is a dock hand (*lučki radnik*) or a Customer Service Representative waiting to take the lines.
5. Find the name of the charterer and forward this information to the dock hand.

II Docking procedure

1. The dock hand should assist with the docking process in a quiet and controlled manner.
2. If the charterer is having problems one dock hand should advise while the other assists with the lines.

III On arrival at the dock (docking)

1. The Dock hand should ensure that the fenders are suitably positioned and that the lines are secured in a professional manner.
2. The Dock hand should identify the skipper and address him by name, if he does not know the name then he should refer to the skipper as 'Sir/Madame' or 'Captain'.
3. The Dock hand should briefly inform the skipper of the end procedures.
4. Inform the skipper that a Customer service representative will be along soon to cover any issues arising out of the charter.
5. The Customer service representative makes sure that it is a suitable time to carry out the check out and the debriefing. The debriefing should take place on the yacht.
6. The Customer service representative should kindly remind how the yacht should be returned: it should be clean, the salon clear of luggage, the inventory in place and the dinghy inflated.
7. The Customer service representative will help in Harbour Master (*lučki kapetan*) formalities, if necessary.

IV End of Contract:

When leaving the yacht, staff must collect the boat's documents as well as the log book (a copy will be given to the client if he requests it. This log book has to be imperatively collected in case of foreseeable claim (*predviđeni zahtjev*)).

When checking the inventory, staff must also discover how the cruise went, in order to check for any problems. In order to prepare the Charter Debrief form a short verbal report is to be made to the technical staff and/or the Base Manager on the cleanliness and general condition of the yacht, the client's satisfaction and any incidents which occurred.

NOTE: We are responsible for the removal of linens, fins etc. The charterer should only be responsible for their luggage.

Charter Customer Debriefing Form

Client Name: Today's Date:

Contract Number/Ref: Holiday/Charter Dates:

Bateau/Yacht Name: Base:

Bateau/Yacht Type TAXI PICK UP TIME: _____

Inventory Lost/Missing: No Yes **If Yes what?**

Service Calls: No Yes **Time Lost:** No Yes

Pests: No Yes **Estimated Time:** _____

Dingy No: _____ **Outboard No** (*broj vanbrodskog motora*): _____ **Need Service:**
No Yes

MECHANICAL: Engine Transmission Steering Windlass (*vitlo*)

Fridge Stove LPG System Cabin Lights/Fans Bilge Pump

Air-Conditioning Generator Other

Notes: _____

ELECTRICAL: Batteries/Alternator Gauges (*mjerni instrumenti*) Chart Plotter/GPS
Windlass

Ext Lights Stereo Depth/Speed Inst VHF

Auto Pilot Stereo/Tape/CD Player Electrical Panel (*razvodna kutija*) Other

Notes: _____

RIGGING: Standard/Running Rigging (*pomična oputa*) Cleat (*mala bitva*)/Blocks

Anchor Systems Lifeline (*ograda*) / Stanchions (*potporanj*)

Bimini (*za zaštitu od sunca i kiše*)/Dodger (*zaštita od morskog spreja*) Hatch/Ports

Interior/Ext Fittings Genoa

Main Sail Battens (*letve*) Roller Furling Systems (*namatanje jedra*) Other

Notes: _____

DECK: Toe-Rails Swim Ladder Hatches Other
CABIN: Latches (*kvaka, reza*) Galley Hatches/Port Lights Other
HULL: Leaks Gelcoat Underwater Paint Bulkheads (*pregrade*)
 Other

Notes: _____

PLUMBING: Water Pump/Faucets (*slavine*)/Showers Shower Pumps Heads
 Water Pressure
 Seacocks (*sigurnosni ventil*) Valves/Handles Hot Water Bilge Pumps Other

Notes: _____

GENERAL COMMENTS/SUGGESTIONS:

DECLARATION: I attest the yacht was NOT grounded (*nasukana*) nor sustained any other incidents during my charter.

Client Signature Debriefer's Signature

Debriefer: Heads checked, Boat keys/bag, Inventory checked, Customs declaration, Cell phone returned, Mask and snorkels checked.

Vocabulary

I Match the opposites:

1. important
 2. to assist
 3. quiet
 4. controlled
 5. suitably
 6. professional
 7. foreseeable
-
- a) unpredictable
 - b) insignificant
 - c) unqualified
 - d) to obstruct
 - e) inappropriately
 - f) noisy
 - g) unreserved

Grammar

I Correct the mistakes in the following sentences

When leaving the yacht, staff must collect the boat's documents as well as the log book (a copy will be given to the client if he request it). This log book has to be imperatively collect in case of foreseeable claim (*predviđeni zahtjev*).

When checking the inventory, staff must also discover how the cruise went, in order to checks for any problems. In orders to prepared the Charter Debrief form a short verbal report are to be made to the technical staff and/or the Base Manager on the cleanliness and general condition of the yacht, the client's satisfaction and any incidents who occurred.

II Fill in the blanks with the correct tense forms:

To take place, remind, to ensure, to refer to, to cover, to position, to secure,

1. The Dock hand should _____ that the fenders are suitably _____ and that the lines are _____ in a professional manner.
2. The Dock hand should identify the skipper and address him by name, if he does not know the name then he should _____ the skipper as 'Sir/Madame' or 'Captain'.
3. The Dock hand should briefly inform the skipper of the end procedures.
4. Inform the skipper that a Customer service representative will be along soon _____ any issues arising out of the charter.
5. The Customer service representative makes sure that it is a suitable time to carry out the check out and the debriefing. The debriefing should _____ on the yacht.
6. The Customer service representative should kindly _____ how the yacht should be returned: it should be clean, the salon clear of luggage, the inventory in place and the dinghy inflated.

III Rephrase the following sentences without changing the meaning (omit modals verbs):

1. The Dock hand should ensure that the fenders are suitably positioned and that the lines are secured in a professional manner.

2. The Dock hand should identify the skipper and address him by name, if he does not know the name then he should refer to the skipper as 'Sir/Madame' or 'Captain'.

3. The Dock hand should briefly inform the skipper of the end procedures.

4. Inform the skipper that a Customer service representative will be along soon to cover any issues arising out of the charter.

5. The debriefing should take place on the yacht.

6. The Customer service representative should kindly remind how the yacht should be returned.

Source: Sunsail Base Operations Manual

8

LESSON

POST CHARTER – DEBRIEF

Policy

1. Remember! The end of charter is as important as the charter start. The Charter Debriefing form is the first step in the Charter Preparation of the yacht for the next charter. The Form must be logged into the Yacht Master File and a copy handed over to the personnel responsible for preparing the boat.
2. Every charter skipper must be debriefed upon return to base.
3. The debriefing must be done by a Customer Service Representative or a member of the management.
4. The *Charter Satisfaction Survey* complete evaluation sheet will be mailed later to customer for more details about the general performance.

PROCEDURE

1. Check in the boat charter file for any chase call history on that specific charter.
2. If any, clip to charter debriefing form.
3. Upon return of yacht to base, immediately set appointment with skipper for debriefing at a mutually convenient time.
4. Charter Debriefing should take place aboard the boat.
5. The Customer Service Representative must ensure that the completed Charter debriefing form is processed according to local base procedures for further action from Maintenance Department who will issue the necessary *Work Orders*. Problems will be evaluated and fixed immediately whenever possible, or noted to be fixed at a later scheduled date.

Technical Check

This is the general verification of the yacht, its equipment and the optional equipment based the Charter Debriefing form. It must be carried out by the debriefing staff member in the presence of the skipper or of the person who signed the contract.

I Visual verification

The following points must be checked:

1. Starting the engine
2. Check the sails.
3. Also closely check: the anti-vibration system, the main flooring (*podovi*), the keel bolts (*vijak*), the hull, the stanchions and pulpits.
4. Internal verification: the varnish (*lak*) on the chart table or the chart table, the cushion covers (check for stains or burn marks).
5. Check the cleanliness of the main points: the oven / gas burners (*plinski plamenik*), the fridge, the shower trays (*tuš kade*), the WC.

A diver can verify hull and keel in a high-risk grounding area.

II Verification with the client

Ask the charterer to point out any untoward incidents which occurred during the cruise: note them on the *Charter Debrief Form*.

Vocabulary

I Match the parts of the sentence:

1. The Charter Debriefing form is the first step _____
2. Every charter skipper must be _____
3. Problems will be evaluated and fixed _____
4. A diver can verify hull and _____
5. Ask the charterer to point out any untoward _____
 - a) immediately whenever possible.
 - b) incidents which occurred during the cruise.
 - c) in the Charter Preparation of the yacht for the next charter.
 - d) keel in a high-risk grounding area.
 - e) debriefed upon return to base.

II Supply the missing words:

Check in the boat charter file for any chase _____ history on that specific charter. If any, clip to charter _____ form. Upon return of yacht to base, immediately set _____ with skipper for debriefing at a mutually convenient time. Charter Debriefing should take _____ aboard the boat. The Customer Service Representative must _____ that the completed Charter debriefing form is processed according to local base _____ for further action from Maintenance Department who will issue the necessary *Work Orders*. Problems will be _____ and fixed immediately whenever possible, or noted to be fixed at a later scheduled date.

*Grammar**I Supply the missing prepositions:*

The end of charter is as important as the charter start. The Charter Debriefing form is the first step in the Charter Preparation of the yacht _____ the next charter. The Form must be logged _____ the Yacht Master File and a copy handed _____ to the personnel responsible _____ preparing the boat. Every charter skipper must be debriefed _____ return to base. The debriefing should take place _____ the boat.

Source: Sunsail Base Operations Manual

LESSON

9

IMMEDIATE HANDLING OF YACHT

Policy

Regardless of the yacht's schedule, the following must happen immediately after the charter party has left the yacht:

1. Remove garbage and all food from the yacht.
2. Empty and clean refrigeration box
3. Bed linens and towels removed from the yacht.
4. Toilets flushed and disinfected.
5. Chart table cleaned and emptied of all previous charter materials.
6. Stack Pack checked and mainsail secured in **stackpack**. Mainsail must be checked first for any damage and stack pack closed.
7. Deck tidy, with fenders properly tied up, sheets and lines properly stowed and coiled, deck rinsed with water.
8. Yacht must be cleaned where needed within 24 hours.

NOTE:

It is strict company policy that all yachts should be charter ready at all times unless they are in maintenance. Charter ready in this case is defined as prepared for charter with the exception of linens, courtesy kit and ice.

LOST ITEMS RETURN

POLICY

To ensure that items left behind by clients at the bases must be returned in a reasonable amount of time and that clients are made aware if items are not found.

PROCEDURE

Each base's customer relations department is responsible for all communications and efforts involved in the return of items left behind by clients. Should a client call the head office and report a missing item, the head office will contact the base. The base will make every attempt to find the lost or missing items, they will send these to the source country sales office. If the item has been found,

the Customer Service Department must arrange shipment and form of payment. Clients are required to pay for the shipment of returned belongings.

To ensure that we are responsive to our customers, once the base has notified the Customer Service dept of a missing item, the client must be contacted within (3) three days by phone or email to inform them of the search effort and its results.

Once the item has been located, it must be shipped to the client within (1) one week. If the item has not been found, the Customer Service Department must inform the client within a (1) one-week period of receiving notice of the missing item.

Vocabulary

I Answer the following questions:

1. What must be done after the charter party has left the yacht?
2. Who is responsible for the lost items?
3. What is the procedure when the lost items are found?
4. What if the item has not been found?

II Find the synonyms in the text:

1. Straightaway
2. To store
3. To twist
4. A consignment
5. Be reactive

III Translate the following sentences:

1. Stack Pack treba pregledati kako bi se otkrila moguća oštećenja, a glavno jedro mora biti složeno.
2. Paluba mora biti uredna a bokobrani pravilno vezani, škote i konopi moraju biti pravilno postavljeni i namotani.
3. Sve jahte uvijek moraju biti spremne za charter, osim ako su na održavanju.
4. Klijenti moraju platiti isporuku vraćenih stvari.

IV Complete the following sentences:

1. Customer service department is responsible _____
2. Refrigeration box must be _____
3. Chart table must be _____
4. The base will sent the lost items to _____
5. Client will be contacted by _____

Source: Sunsail Base Operations Manual

LESSON

10

ARRIVAL AND BOARDING OF GUESTS

Policy

All guests are VIPs and should be treated as such at all times. The guests are on vacation and should be made to feel relaxed and comfortable. The first day of charter can be stressful; we should endeavor (*nastojati*) to make it as stress free as possible by being relaxed but efficient and happy at all times.

The arrival is the moment of direct contact with the client. It is at this point that the Customer Service Representative, through their friendly attitude, his/her stringency (*jaki osjećaj*) for detail and his sense of organization demonstrates the professionalism which sets him apart from his competitors.

Procedures

1. Welcoming the client at base

- ☐ All guests must be greeted by a smart, smiling Customer Service Representative or by the Base Manager as soon as they arrive, preferably as they disembark from the taxi.
- ☐ The client should be welcomed in his own language or in English.

Note:

Every effort should be made to welcome the customer in their own Language, at a minimum in at least in French, German and Spanish

- ☐ Welcome the client by his name and introduce yourself.
- ☐ Immediately upon arrival guest should be given a brief orientation of the base.
- ☐ Guests should be assisted with their luggage to either their room or to the yacht.

2. Late arrival

- ☐ In case of late arrival, such as when a client due to start that day has missed a flight, a staff member, approved qualified taxi driver or security guard should be on hand to show the clients on board the boat.
- ☐ The position of the boat's berth must be clearly written on a notice displayed in the window of the reception office.

3. The wait before boarding

Depending upon how early the client arrives, the length of time before he/she goes on board the yacht will vary: it may simply be the time it takes to deal with the formalities, or be a wait of several hours. The reception arrangements (premises, material, staff) must be adapted to fill in the client's time and make his/her wait a pleasant one:

At the Base:

- ☐ An area in the shade, with chairs and tables
- ☐ A cold-drinks machine/fridge
- ☐ Library, nautical guides, tourist guides, charts
- ☐ Boutique

In the vicinity of the base inform the charterer of the following:

- ☐ a bar or restaurant
- ☐ a beach
- ☐ local sights to visit

In the event that the boarding time has to be inadvertently (nehotice) postponed beyond the time stipulated (propisan) in the contract, the client must immediately be offered some form of compensation (preferably in the form of an exchange of goods, to be calculated in proportion to the delay).

Clause 2 delivery

The OWNER shall at the beginning of the Charter deliver the Yacht to the Port of Delivery and the CHARTERER shall take delivery in full commission and working order, seaworthy, clean, in good condition throughout and ready for service, with full equipment, including up-to-date safety and life-saving equipment (including life-jackets for children if any are carried in the Charterer's party), as required by the Yacht's registration authority and fitted out as appropriate for a Yacht of her size and type and enabling the CHARTERER to use the Yacht as set out in Clause 13. The OWNER does not warrant her comfort in bad weather conditions for all cruises or passages within the Charter Area.

Vocabulary

I Fill-in with appropriate term:

Stringency, inadvertently, disembark, stipulated, endeavour

1. _____ Imposing rigorous standards of performance
2. _____ To work with a set or specified goal or purpose
3. _____ To go ashore from a ship

4. _____ without knowledge or intention
5. _____ To specify or arrange in an agreement

II Answer the following questions:

1. How do you welcome the client at the base?
2. What if the client arrives late?
3. What do you do for a client while he waits for the boarding?
4. What if the boarding time is postponed?

III Supply the missing noun

All guests are VIPs and should be treated as such at all times. The guests are on _____ and should be made to feel relaxed and comfortable. The first day of _____ can be stressful; we should endeavour to make it as stress free as possible by being relaxed but efficient and happy at all times.

The arrival is the moment of direct _____ with the client. It is at this _____ that the Customer Service _____, through their friendly attitude, his/her _____ for detail and his sense of _____ demonstrates the professionalism which sets him apart from his _____.

Grammar

II Put the verbs in brackets in the right place:

Depending upon how early the client, the length of time before he/she on board the yacht will (arrive, vary, go). It simply be the time it to deal with the formalities, or be a wait of several hours (take, may). The reception arrangements (premises, material, staff) must be to fill in the client's time and his/her wait a pleasant one (adapt, make).

Source: Sunsail Base Operations Manual

LESSON

11

INTERBASE YACHT MOVEMENT

Policy

This policy is applicable for all boats transferred from the Mediterranean bases to the Caribbean, by ship or sailing by their own. This applies both to the new boats **relocated** to the Caribbean and to the “transfer boats” returning to its home Caribbean bases. The policy covers the all preparation before departure from the base; it does not cover operation of loading and **dismasting** (*skinuti jarbol*) in case of shipping.

Procedures

Maintenance:

- ☐ At a minimum, the yacht will have received a maintenance check.
- ☐ Any deficiency, outstanding repairs, equipment requiring replacement at arrival base should be reported on the Intrabase Yacht Transfer Form and communicated on departure to the arrival base and to both Regional Operations Directors. The Technical Director will be informed of all major issues.
- ☐ Appropriated check and maintenance will be carried on the boats delivered by their own, in order to insure a 6 weeks sailing (maintenance of sails, rigorous check of the rigging and of the steering system).
- ☐ A serious pest control should be done before departure.
- ☐ The date of the last haul out (*izvući*) will be notified on the transfer form.
- ☐ Any difficulty should be addressed to the Regional Operations Director.

Inventory:

- ☐ The yacht, whether it is shipped or sails to the base, should have on board their complete safety gear complying with its own flag regulation. An updated list will be provided to the Base Manager before departure.
- ☐ A list of the inventory kept on shore by the base will be also provided by the releasing Regional Operations Director (mainly the bulk (*rasuti teret*): part of the galley, complete linen, snorkelling gear, cockpit cushion, breeze boosters*, local charts and guides).
- ☐ Special instruction will be given by Regional Operations Director to the Base Manager for dinghy and outboard engine.

Important note for yachts being sailed to their destination:

- ☐ The yacht should leave with valid surveyed equipment (Life raft, Fire extinguisher, flares)
- ☐ The Base Manager should control that the safety equipment of the yacht complies with the regulation of the boat's flag, in order to accomplish an off shore delivery. Special attention will be paid to the First safety medical Kit.
- ☐ The Caribbean yacht returning to its home base will be equipped with the inventory it came with.

Paperwork

On top of the clearance (*dozvola za slobodan promet*) and/or the exportation declaration the following documents will be transferred with the boat:

- ☐ A complete survey of the boat will be done by the skipper and/or the releasing Base before departure, one copy signed by Base Manager and skipper on board, the second copy stay on the releasing base. Similar survey to be done in case of shipping.
- ☐ Inventory of the equipment on board to be signed by Base Manager and Skipper (One copy on board second recorded by the base)
- ☐ The Yacht master file should be sent securely to the discharge base, not the final receiving base.
- ☐ The Yacht maintenance file (information could be available on Intranet)
- ☐ The ship registration
- ☐ The insurance certificate

* breeze booster - gathers air and directs it below to cool and circulate air inside the boat.

Vocabulary

I Make sentences using the following words:

1. Deficiency/ require/ replacement/ communicate/ arrival base

2. Maintenance / carry out / ensure / sailing

3. Yacht / have / safety gear / comply with / flag regulation

4. Yacht / leave / valid / survey / equipment

5. Yacht / return / home base / equip / inventory / come with

II Answer the following questions:

1. Explain at least three maintenance procedures.
2. What should yacht have on board when leaving the departure base?
3. What does the base manager control?
4. What documents will be transferred with the yacht?

III Finish the sentences:

1. This policy is applicable _____
2. The policy covers _____
3. The yacht will have received _____
4. A complete boat survey will be done _____
5. The second copy of survey stays _____

IV Translate the following sentences:

1. Ova pravila se odnose na plovila premještena plovila ili na plovila u transferu.
2. Svaki nedostatak ili izvanredni popravak treba zabilježiti u obrascu za transfer i priopćiti operativnom direktoru.
3. Deratizacija se mora napraviti prije polaska.
4. Datum zadnjeg izvlačenja jahte treba zabilježiti u obrascu za transfer.
5. Manager baze će dati posebne naputke za gumenjak i vanbrodski motor.

Source: Sunsail Base Operations Manual

LESSON

12

YACHT TEMPORARY RELOCATION DELIVERY GUIDELINES AND PROCEDURES

When any yacht is to be moved from one base to another the following procedures should be followed:

1. The originating base must take a photo copy of all delivery crew's passports including full time employees.
2. All delivery captains whether an employee or a contract skipper are required to submit their resume to the base manager before being authorized to deliver a company boat. The resume must include home address and telephone number. All delivery captains are also required to have a valid certificate of qualification, the certificate must be on file with the bases manager.
1. The yacht relocation form must be filled on by delivery skipper's for all deliveries, this includes Signature Crewed Yacht deliveries
2. The Captain must inform the manager of his departure time and ETA and supply a passage plan for their intended delivery route. This plan must include planned stops along the way. The delivery skipper must also report to the Yacht Operations Manager on his arrival and ensure that the originating base is aware of his arrival.
3. If a Captain arrives from another base then he must have a letter of authority (*punomoć*) from the originating Yacht Operations Manager permitting him and his crew to take the yacht.
4. The Captain is responsible for checking in and out with Customs and Immigration and obtaining the proper local licenses.
5. The yacht must arrive charter clean. The Captain is responsible for the handing over the boat clean including the removal of dirty linens and food. Prior to customer boarding, customer service and the base's boat cleaners give final cleaning and inspection.
6. The inventory should be 100% accurate before leaving the originating base. It is the Captain's responsibility to make sure that it is in place before leaving. On arrival the inventory should be checked by a base representative before the Captain hands over the yacht. Captain must sign off.
7. Any deficiencies in the inventory at the charter start should be noted and added. These should be removed from the yacht before it is returned to its home base. This will avoid any unnecessary intercompany charges. If the base needs to add any inventory

- that pertains to (pripadati) that base (local charts, cruising guides, etc.) then they are responsible for their removal before the yacht returns home.
8. If boat leaves with a major problem, the originating base must notify receiving base so the destination base can arrange parts and repair.
 9. Copy of turnaround (process of servicing a vessel for a return trip) i.e. mechanical, technical, rigger sheets are faxed to base.
 10. For any boat relocation (delivery), there must be 2 persons per delivery.
 11. The yacht should arrive in good mechanical condition, any minor repairs or breakdowns that occur on the delivery are the responsibility of the start base. If the work is of a more major nature the receiving base should carry out the repair, having informed the originating base of the problem prior to boat's arrival. The charge for this will be to the originating base.
 12. The receiving base will be responsible for the following:
 - Filling the diesel fuel
 - Filling the water tanks
 - Linens
 - Ice
 13. When a yacht is due to return, the manager should ensure that the correct inventory is on board and any deficiencies added.
 - This should be signed by the Captain and the Manager as being accurate.
 14. The yacht should be returned to the home base in good condition. It is the base's responsibility to ensure that all systems are in order before leaving. Captains are required to sign off on the inventory and complete delivery contract.
 15. All safety systems and inventory should be in perfect working order before a yacht leaves on delivery.
 - All navigation lights working
 - VHF radio working
 - Lifejackets stowed
 - Flares in date
 - Flash lights and batteries operational
 - Horse shoe life ring in place
 - Liferaft (if applicable)
 - Safety harnesses

IMPORTANT NOTE:

No Delivery skipper should be allowed to deliver one of our boats if they rely on GPS for navigation. ALL delivery skippers must be completely competent in navigating without aid of GPS.

16. The Base Manager ensures that consideration is given to the flag of the boat (i.e. papers, equipment, legal documentation, etc.)

Vocabulary

I Translate the following sentences:

1. U bazi polaska moraju se uzeti kopije putovnica svih članova posade koji rade isporuku, uključujući i putovnice stalno zaposlenih.
2. Plan putovanja mora sadržavati sva planirana zaustavljanja tijekom puta.
3. Zapovjednik je odgovoran za predaju čistog broda, uključujući uklanjanje posteljine i hrane.
4. Po dolasku u bazu predstavnik baze treba pregledati inventar prije nego što zapovjednik preda jahtu.
5. Svi skiperi koji rade isporuku moraju biti osposobljeni za navigaciju bez GPS-a.

II Finish the sentences:

1. All delivery captains are required to have _____.
2. If boat leaves with a major problem _____.
3. Prior to customer boarding _____.
4. Any deficiencies at the charter start _____.
5. There must be 2 persons _____.

III Turn the above sentences into the interrogative form

IV Answer the following questions:

1. List all the safety systems that must be operational for the delivery.
2. What is the receiving base responsible for?
3. What is the captain responsible for?
4. Who gives the letter of authority to whom, stating what?

Grammar

IV Supply the missing verbs:

Any deficiencies in the inventory at the charter start should be _____ and _____. These should be _____ from the yacht before it is _____ to its home base. This will _____ any unnecessary intercompany charges. If the base needs to _____ any inventory that _____ that base (local charts, cruising guides, etc.) then they are responsible for their removal before the yacht _____ home. If boat _____ with a major problem, the originating base must _____ receiving base so the destination base can _____ parts and repair.

Source: Sunsail Base Operations Manual

LESSON

13

YACHT PERMANENT RELOCATION

Policy

A yacht should only be relocated if the move enhances a company's financial position. This is a time consuming and expensive exercise and must not be undertaken lightly.

NB: Every base manager that has a boat moved from his or her base, for whatever reason, must never cancel the insurance; it is only a matter of reallocating the cost.

PROCEDURES

1. The decision to move a yacht on a permanent basis must have the approval of:
 - ☐ Marketing/Revenue Management
 - ☐ The Owner (via Owner's Liaison).
 - ☐ The Regional Director or Directors if two areas are involved.
2. As soon as date has been set, the following departments should be informed by the Marketing/Revenue Management:
 - ☐ Regional Manager informs the Base Manager
 - ☐ Owner's Liaison
 - ☐ Accounting
 - ☐ Yacht Sales
3. The yacht should be blocked from chartering at the releasing base for sufficient time to be prepared for the delivery.
4. For local deliveries either the releasing base manager or receiving base manager should approve the delivery crew's qualifications.
5. A copy of the crew's resume should be kept on file.
6. Any difficulties should be addressed to the Regional Director.
7. The logistics coordinator will orchestrate the move.
8. The receiving base will sign off the standard Yacht Handover Form when the yacht is accepted at the new location. The receiving base will have 5 days to communicate, to the releasing base manager, defects of the yacht upon arrival.

9. The Yacht Maintenance File and Owner's File must be sent to the new location.
10. The releasing base informs the receiving base when the boat has departed his or her base.
11. The yacht should move from a fleet to another with its complete inventory.

YACHT ONE-WAY ENDS

Procedures

The home base is responsible for the following:

1. The organization of delivery crew and their pay.
2. Informing the receiving base of all pertinent details.

The ending base will perform the following tasks when a yachts ends at its base:

1. Debrief the guests remembering that they will not be familiar with the base.
2. Ensure that the Charter Debrief form is properly completed.
3. Give the charterers the assistance they may require.
4. Remove garbage from the yacht. If the yacht is to remain at the base more than one day, a "Post-Charter Action" applies.
5. Carry out any repairs required to ensure a safe return passage.
6. Ensure that all safety equipment, including the VHF radio and navigation lights, is in good working order.

ONE-WAY TRANSFER OF YACHTS

Procedure

Transfer of Active Boat

The receiving base should pay the cost of delivering the boat to the base. Therefore, if a boat is transferred from Martinique to St. Lucia for charter, Martinique should pay the cost of delivery to St. Lucia as it has received the benefits of the new yacht.

Charter Ready Condition

On the day a yacht arrives at the receiving base, the receiving base should inspect the yacht and prepare a list of defects (if any). The defect list should include any work or parts that are needed to put the boat in charter ready condition. The receiving base had 14 days to communicate problems back to sending base.

Delivery Fees

1. The price includes all costs related to the delivery excluding air fares but including taxis, provisioning, immigration and customs fees, crew's salary and any miscellaneous charges.

2. These fees relate only to independent skippers who are contracted by the agency. Any employees doing a delivery will not necessarily receive the same fee. This will depend on circumstances i.e. is the employee is getting his/her normal pay check whilst on the delivery.

Vocabulary

I Make sentences using the following words:

1. The yacht / block / from charter/ releasing base / for sufficient time / prepare / delivery.
2. The releasing base / informs / the receiving base / boat / depart / his or her base.
3. The receiving base / pay / the cost / deliver / the boat / base.
4. The defect list / include / any work or parts / need / put / the boat / charter ready condition.
5. On the day / a yacht / arrive / receiving base, / the receiving base / inspect / the yacht.

II Translate the following terms:

1. Upravljanje prihodima
2. Računovodstvo
3. Predaja
4. Priopćiti
5. Razni troškovi

III Answer the following questions:

1. Who approves the yacht permanent relocation?
2. Which departments should be informed about the yacht permanent relocation?
3. Which tasks will the ending base perform when they receive a yacht?
4. What does it mean a charter ready condition?
5. Explain the delivery fees.

Grammar

I Put the verbs in brackets in the right place and form:

A copy of the crew's resume on file (keep). Any difficulties to the Regional Director (address). The logistics coordinator the move (orchestrate). The receiving base the standard Yacht Handover Form when the yacht at the new location (sign off, accept). The receiving base will have 5 days, to the releasing base manager, defects of the yacht upon arrival (communicate). The Yacht Maintenance File and Owner's File to the new location (send). The releasing base the receiving base when the boat his or her base (inform, depart). The yacht from a fleet to another with its complete inventory (move).

Source: Sunsail Base Operations Manual

II SEMESTER

LESSON

14

SAFETY PRACTICES

Everything possible must be done to protect employees, customers and visitors from accidents. Safety requires cooperation and participation of every employee.

It is the Base Manager and Departmental Supervisor's responsibility to ensure:

1. necessary safety equipment, tools and/or clothing be provided
2. necessary safety equipment, tools and/or clothing be used in the appropriate fashion
3. to explain to employees the need to work safely and efficiently
4. compliance with all local safety regulations

Failure by any employee to comply with safety rules will be grounds for corrective discipline.

Safety depends greatly on correct training and common sense. It is the responsibility of the Base Manager to ensure that competent personnel are employed to carry out any task where safety is an issue. It is the responsibility of the Base Manager to train or provide training to staff where necessary.

No person should leave the base on Company business, by sea or road without first informing his or her supervisor of their intended destination and estimated time of arrival.

Yachts must only be operated by trained, competent personnel. No personnel must be forced to carry out a dangerous task or one for which they are not capable or properly trained.

New employees must be briefed on the safety aspects of working aboard yachts.

Procedures

Below Decks

1. A notice must be posted on the cockpit engine panel when the engine is being serviced.
2. When service task allows engine main battery switch must be switched off.

3. Protective clothing and breathing apparatus must be provided to staff when toxic materials are being used.
4. Shore power must be disconnected when servicing the 220v or 110v electrical systems.
5. Deck hatches must be closed by personnel prior to leaving yacht.

Above Decks

1. No inexperienced person must go aloft (*na jarbolu*).
2. When a person is aloft, one other person must remain on deck at all times.
3. The yacht must be properly secured at all times.
4. Deck hatches must be closed by personnel prior to leaving yacht.

Boatswain's chair

1. Never use a boatswain's chair (*stolica za dizanje na jarbol*) unless you have been properly trained for its use.
2. You must never work on a boatswain's chair without a safety belt with the lanyard (*kratki konop*) from the safety belt being secured to a separate safety line or other means affording equivalent safety.
3. Your chair must be suspended from all four corners by means of rope slings (*remen*).
4. Your rope attachment to the block should be by means of a thimble (*karika*) and splice (*splet, pletenica*).

Hoisting (*dizanje*)

Our company policy of safety requires that everything possible be done to protect employees, customers and visitors from accident.

1. Never use chains or rope slings that are twisted.
2. Never wrap the hoist (*dizalica*) rope or chain around the load as a substitute for a sling.
3. Do not carry loads over people.
4. Only employees who have been trained in the proper use of hoists are allowed to operate them.

Vocabulary

I Answer the following questions:

1. What must be ensured by the base manager and supervisor in terms of safety?
2. What are safety procedures when below decks?
3. What are safety procedures when above decks?

4. What is the procedure when working with boatswain's chair?
5. Explain the hoisting procedure.

Grammar

I Supply the missing verbs:

Safety depends greatly on correct training and common sense. It is the responsibility of the Base Manager to ensure that competent personnel are employed to _____ any task where safety is an issue. It is the responsibility of the Base Manager to _____ or _____ training to staff where necessary.

No person should _____ the base on Company business, by sea or road without first informing his or her supervisor of their intended destination and estimated time of arrival.

Yachts must only be _____ by trained, competent personnel. No personnel must be forced to carry out a dangerous task or one for which they are not capable or properly trained.

New employees must be _____ on the safety aspects of working aboard yachts.

II Write your company's safety policy using the following words:

Equipment, personnel, safety, training, deck

Source: Sunsail Base Operations Manual

LESSON

15

MACHINE GUARDING AND COMPRESSORS

Policy

Our company policy of safety requires that everything possible be done to protect employees, customers and visitors from accident.

1. Keep all equipment clean and properly maintained.
2. Equipment and machinery should be securely placed and anchored when necessary to prevent tipping (*naginjanje*) or other movement that could result in personal injury.
3. All emergency stop buttons should be coloured red.
4. Check to be sure all pulleys (*koloturnik*) and belts that are within 7 feet of the floor or working level are properly guarded.
5. All moving chains and gears should be properly guarded.
6. Splash guards should be mounted on machines that use coolant to prevent the coolant from reaching employees.
7. Methods should be provided to protect the operator and other employees in the machine area from hazards created at the point of operation, rotating parts, flying chips, and sparks.
8. All machinery guards should be secure and arranged so they do not become a hazard when using them.
9. When special hand tools are used for placing and removing material, they should protect the operator's hands.
10. When cleaning machinery with compressed air, the air pressure should be controlled and personal protective equipment or other safeguards used to protect operators and other workers from eye and bodily injury.
11. Do not remove, alter or bypass any safety guards or devices when operating any piece of equipment or machinery.
12. Do not try to stop a work piece as it goes through any machine. If the machine becomes jammed, disconnect the power before clearing the jam.

COMPRESSORS

1. When working with a compressor, see that the compressor is operated and lubricated (*podmazati*) in accordance with the manufacturer's recommendations.
2. Before you do any repair work on the pressure system of a compressor, be sure the pressure is bled off (*smanjiti*) and the system is locked out.
3. Signs should be posted to warn people of the automatic starting feature of the compressor.
4. Never direct (spray or shoot) compressed air towards another person or yourself.
5. Do not use highly compressed air for cleaning purposes.
6. If you are using compressed air for cleaning off clothing, the pressure should be reduced to less than 10 psi.
7. Always use personal protective equipment when using compressed air for cleaning.
8. Whenever there is a coupling (*spojnica*) used for high pressure hose lines where a connection failure would create a hazard, be sure to use safety chains or other suitable locking devices for the coupling.
9. Before using compressed air to empty containers of liquid, always check the safe working pressure of the container.
10. Never use compressed air to clean up or move combustible dust if such action could cause the dust to be suspended in the air and cause a fire or explosion hazard.

Vocabulary

I Key word transformation (take the information in the first sentence and re-write it, using the given word so that the second sentence has exactly the same meaning)

1. Keep all equipment clean and properly maintained.

MUST _____

2. Splash guards should be mounted on machines that use coolant to prevent the coolant from reaching employees.

UNLESS _____

3. Methods should be provided to protect the operator and other employees in the machine area from hazards created at the point of operation, rotating parts, flying chips, and sparks.

TO SECURE _____

4. Do not remove, alter or bypass any safety guards or devices when operating any piece of equipment or machinery.

FORBID _____

5. When working with a compressor, see that the compressor is operated and lubricated in accordance with the manufacturer's recommendations.

CHECK _____

6. Never direct (spray or shoot) compressed air towards another person or yourself.

MUSTN'T _____

7. Always use personal protective equipment when using compressed air for cleaning.

RECOMMEND _____

8. Whenever there is a coupling used for high pressure hose lines where a connection failure would create a hazard, be sure to use safety chains or other suitable locking devices for the coupling.

APPLICATION _____

9. Before using compressed air to empty containers of liquid, always check the safe working pressure of the container.

MANDATORY _____

10. Never use compressed air to clean up or move combustible dust if such action could cause the dust to be suspended in the air and cause a fire or explosion hazard.

ACCIDENT _____

Source: Sunsail Base Operations Manual

LESSON

16

ENTERING CONFINED SPACES

Policy

Our company policy of safety requires that everything possible be done to protect employees, customers and visitors from accident.

1. Be sure confined spaces are thoroughly emptied of any corrosive or hazardous substances such as acids or caustics, before entry.
2. Before entry, be sure all lines containing inert, toxic, flammable, or corrosive materials are valved off or disconnected and separated.
3. Be sure either natural or mechanical ventilation is provided prior to entering a confined space.
4. Before entry, be sure appropriate atmospheric tests are performed to check for oxygen deficiency, toxic substances and explosive concentrations in the confined space. Be sure adequate illumination is provided for the work to be performed in the confined space.
5. The atmosphere inside the confined space should be frequently tested or continuously monitored during conduct of work.
6. There should be an assigned safety standby employee outside of the confined space, whose sole responsibility is to watch the work in progress, sound an alarm if necessary, and help render assistance.
7. The standby employee, or other employees, is prohibited from entering the confined space without lifelines and respiratory equipment, when there is any question as to the cause of any emergency.
8. In addition to the standby employee, there should be at least one other trained rescuer in the vicinity.
9. There must be an effective communication system in place whenever respiratory equipment is used and the employee in the confined space is out of sight of the standby person.
10. Approved respiratory equipment is required if the atmosphere inside the confined space cannot be acceptable.
11. Before gas welding or burning is started in a confined space, check hoses for leaks. Compressed gas bottles are forbidden inside the confined space. Torches are to be

- lighted outside the confined area, and the confined area tested for an explosive atmosphere each time before a lighted torch is taken into the confined space.
12. When using oxygen-consuming equipment, such as salamanders, torches, furnaces in a confined space, assure combustion without reducing oxygen concentration of the atmosphere below 19.5 per cent by volume.
 13. Whenever combustion-type equipment is used in a confined space, provisions are to be made to ensure that the exhaust gases are vented outside of the enclosure (*ograđeni prostor*).
 14. Check each confined space for decaying (*u raspadanju*) vegetation or animal matter which may produce methane.
 15. Check each confined space for possible industrial waste which could contain toxic properties.
 16. When the confined space is below the ground and near areas where motor vehicles are operating, check to see if it is possible for vehicle exhaust or carbon monoxide to enter the space.

Vocabulary

I Supply the appropriate word:

Be sure 1. _____ spaces are 2. _____ emptied of any corrosive or hazardous 3. _____ such as acids or caustics before entry.

Before entry, be sure all lines containing inert, toxic, flammable, or corrosive materials are valved off or 4. _____ and separated.

Be sure either natural or mechanical 5. _____ is provided prior to entering a confined space.

Before entry, be sure appropriate atmospheric tests are 6. _____ to check for oxygen deficiency, toxic substances and explosive concentrations in the confined 7. _____.

Be sure adequate 8. _____ is provided for the work to be performed in the confined space.

II Provide English equivalents for the following terms:

1. Zatvoreni prostori –
2. Kiseline –
3. Zapaljiv –
4. Pružiti pomoć –
5. Izvan vidokruga –
6. Crijevo –
7. Curenje –
8. Ispušni plinovi –

III Answer the following questions:

1. What should be checked before entering confined spaces?
2. What is the purpose of the stand-by employee?
3. What is the procedure when using oxygen-consuming equipment?
4. What should be looked for within the confined space?

Source: Sunsail Base Operations Manual

LESSON

17

CATASTROPHIC EVENTS READINESS

Policy

Overview

Hurricanes are a fact of life in the Caribbean. Hurricanes Louis and Marilyn in 1995 were vivid evidence of the fury of these natural events that produce waves, flooding and wind damage. All of these are a real threat to the viability (*održivost*) of our organization. A high level of preparedness can reduce the impact. It is therefore imperative that all bases make appropriate preparations to ensure the safety of guests and staff and to substantially reduce the level of damage to our properties and yachts and subsequent (*naknadni*) dislocation which can be caused by a hurricane.

These procedures are provided as a general guideline to help bases prepare specific plans for their facilities. Development of plans specific to a base should be completed by a group rather than an individual. Membership in this group should include senior management, customer service representatives, shore side maintenance, senior mechanic, and if a hotel is involved, Hotel Manager, kitchen personnel, etc. This process will enable the specific requirements of each department as well as the interrelationships between them to be considered and integrated into an overall plan.

The following section has been designed to provide recommendations, tasks and responsibilities for each major department within a base. These recommendations assume the base with an associated hotel. Where there is no hotel some of the shore side procedures will be valid for our offices and other work areas. Procedures and responsibilities for preparedness, response and recovery are provided..

This document is not the plan. Each base must prepare a plan suited for the local conditions. This document should be used as a guideline to the preparation of the local plan. The procedures detailed must be tested and inconsistencies (*nelogičnost*) worked out and corrected through drills and simulation exercises. Additionally the plan must be integrated into the overall management plan for the base in terms of budget, training and Job descriptions. Training is vital to the success of a hurricane preparedness and disaster plan.

Testing of the plan should:

1. Confirm that all personnel understand their responsibilities and can successfully carry them through.

2. Serve as training for personnel
3. Be conducted on an annual basis preferably before the onset (*početak*) of hurricane season, i.e., April.
4. Include consideration and review of the plan, incorporating changes as these are found necessary.

All plans should place emphasis on preparatory actions to be taken before a disaster. These should help reduce the potential impact and accelerate the recovery process after a hurricane.

Introduction

The Hurricane/Tropical weather season consists of the months of June through November. Most severe weather occurs generally only from late July to late October. This manual will outline the responsibilities of the various departments during the hurricane season. These responsibilities are ordered according to the four aspects of preparedness:

- a. Precautions—those steps that must be taken on a yearly basis upon the advent (*dolazak*) of the season.
- b. Immediate preparation—these steps must be taken when the threat of a strike of a tropical storm is imminent.
- c. Storm safety—action while the storm is occurring.
- d. Clean up—actions following a storm.

Each department should take the general requirements outlined in this plan and evolve more detailed orders and areas of responsibility. These should be appended (*dodati*) to relevant sections. That this is done is essential; otherwise, this plan becomes obsolete (*zastario*). In the event of a tropical storm approaching one of our locations, the decision to recall the charters back to base should NOT be made by the base. The base manager should contact the Regional Director who will then contact the corporate office. The final decision to recall the charterers back to the base MUST be made by the President and the Regional Director.

There cannot be a blanket policy (*generalne upute*) written for hurricane recalls, any decisions to recall our charters will be made per location and weather circumstances.

Vocabulary

I Write a story about hurricanes using the following words:

Waves, flooding, gusts, drills, guidelines, personnel

II Answer the following questions:

1. *Who develops a hurricane preparedness plan and why?*
2. *What should the hurricane plan incorporate?*
3. *Explain the four aspects of preparedness for the hurricane.*

III Supply the appropriate adjective:

Hurricanes are a fact of life in the Caribbean. Hurricanes Louis and Marilyn in 1995 were 1. _____ evidence of the fury of these 2. _____ events that produce waves, flooding and wind damage. All of these are a 3. _____ threat to the viability of our organization. A 4. _____ level of preparedness can reduce the impact. It is therefore imperative that all bases make 5. _____ preparations to ensure the safety of guests and staff and to substantially reduce the level of damage to our properties and yachts and 6. _____ dislocation which can be caused by a hurricane.

IV Rearrange the words to make sentences:

1. Each department / and areas of / should take / and evolve / more detailed orders / outlined / in this plan / the general requirements / responsibility.
2. These should / otherwise, / to relevant / this plan / be appended / and it is essential; / sections / becomes obsolete.
3. In the event / to recall / the charters / approaching / the decision / one of our locations, / back to base / should not be made / of a tropical storm / by the base.
4. The final decision / the charterers / must be made / back to the base / to recall / by the President and the Regional Director.
5. There cannot be / per location / any decisions to recall / written for / hurricane recalls, / our charters / will be made / a blanket policy / and weather circumstances.

Source: Sunsail Base Operations Manual

LESSON

18

INSURANCE CLAIMS

Policy

Insurance Company Information:

The person responsible for reporting all claims to the insurance adjuster is the Logistics Coordinator. Please contact the Logistics Coordinator first for all incidents and he will liaise (*suradivati*) with the insurance adjuster (*regulator osiguranja*). If you are not able to contact the Logistics Coordinator, please contact the adjuster and copy the Logistics Coordinator and the Regional Director as to the content of the original communication.

REPORTING AN INCIDENT

Damage caused by incident estimated under \$10,000

1. Incident occurs with client
2. Report incident to Logistics Coordinator and also notify Regional Director within 48 hours of incident being reported.
3. Take detailed pictures of damage done to vessel.
4. Complete incident report and send to the Logistics Coordinator along with pictures. Please be sure to fill out as much information as possible on this form. We especially need the estimated cost and also estimated time it will take to have the boat back out on charter.
5. Once repair is completed, take pictures of the repaired area and send them to the Logistics Coordinator.
6. Fill out expense report. Please include all costs that were caused by incident in the report.
7. Collect all invoices for repairs. This includes parts, cost of shipping parts, salvage (*spašavanje*) (if needed), repairs, man hours, etc. This is the base manager's responsibility.
8. Send all copies of invoices to the Logistics Coordinator. (All incident reports will be forwarded to the Global Owner Care Manager so that the owners can be notified of the incident.)

Damage caused by incident estimated over \$10,000usd

1. Incident occurs with the client - report incident to the Logistics Coordinator and also notify the Regional Director within 48 hours of incident being reported.

2. Take all action necessary to get boat safely back to area where vessel can be repaired.
3. Take detailed pictures of damage done to the vessel and send to the Logistics Coordinator.
4. Complete incident report and send to the Logistics Coordinator and the Regional Director. Fill out as much information as possible and send back to the base.
5. Logistics Coordinator will determine with insurance company if survey is needed for an estimate of repairs.
6. If survey is needed the insurance company will notify the Logistics Coordinator. Insurance company will appoint a certified surveyor if one is in the area. If insurance company does not have surveyor in the area then the base manager will be responsible for finding a local surveyor in the area to make a report. Logistics Coordinator will inform the base if they need to hire a local surveyor.
7. Once survey is completed surveyor needs to send report into Logistics Coordinator.
8. Insurance company and the Logistics Coordinator will agree on a price and notify base to have necessary repairs completed on vessel.
9. Base manager must give an estimated time of completion and keep the Logistics Coordinator informed of progress on repairs. Base manager is responsible for getting vessel back out on charter as soon as possible.
10. Once repairs are completed. Take pictures of the area that was repaired.
11. Send pictures and expense report to the Logistics Coordinator.
12. Collect all invoices for repairs. This includes parts, cost of shipping parts, salvage (if needed), repairs, man hours, etc..... Please include surveyors invoice for completing report. This is the base manager's responsibility.
13. Send all copies of all invoices to the Logistics Coordinator. (All incident reports will be forwarded to the Global Owner Care Manager so that the owners can be notified of the incident.)

Please note:

When parts are removed from inventory, an invoice must be written up allowing for a 50% margin for parts removed from stock.

- When internal labour is used, an invoice must be written up allowing for a \$50.00 per hour charge for internal labour, using an in-house repair form.
- When parts are needed to be shipped in please include all freight and import costs. Please add these costs to your expense report.

Vocabulary

I Underline the correct verb:

1. Once repair is completed, *take / make* pictures of repaired area and send them to the Logistics Coordinator.

2. Please *include / involve* all costs that were caused by incident in the report.
3. Take all action necessary *to get / reach* boat safely back to area where vessel can be repaired.
4. Coordinator will *determine / say* with insurance company if survey is needed.
5. When parts are *needed / required* to be shipped in please include all freight and import costs.

II Match the words from the list to their definitions:

1. Adjuster
 2. Invoice
 3. Salvage
 4. A survey
 5. Margin
- a. one who investigates insurance claims or claims for damages
 - b. the minimum return that an enterprise may earn and still pay for itself.
 - c. a document issued by a seller to a buyer listing the goods or services supplied and stating the sum of money due
 - d. a careful inspection
 - e. the act of saving any goods or property

III Match the phrases to form logical sentences

1. If survey is needed the insurance company ...
 2. Insurance company will appoint ...
 3. If insurance company does not have surveyor in the area ...
 4. Logistics Coordinator will inform the base if ...
 5. Once survey is completed surveyor ...
- a. ... needs to send report to the Logistics Coordinator.
 - b. ... will notify the Logistics Coordinator.
 - c. ... then the base manager will be responsible for finding a local surveyor in the area to make a report.
 - d. ... a certified surveyor if one is in the area.
 - e. ... they need to hire a local surveyor.

Source: Sunsail Base Operations Manual

LESSON

19

THIRD PARTY INCIDENTS

1. Incident occurs
2. Base manager will notify Logistics Coordinator and Regional Director.
3. Base personnel must photograph the damaged area of the vessel as well as the name of the boat.
4. Base Manager will fill out incident report and send into Logistics Coordinator along with pictures.
5. Base manager will determine the repair estimate and once discussed with Logistics Coordinator, agree to the value of the damage.
6. If damage exceeds the \$1,000 level, the Logistics Coordinator will work with the Base Manager to agree with third party and notify the Chief Financial Officer to obtain approval for payment to vessel owner.
7. Prior to payment, the Logistics Coordinator, Base Manager will obtain the injured/damaged party's signature on a release form approved by the insurance underwriters (*osiguravatelj*). Such form will be returned to the Logistics Coordinator for transmittal (*prijenos*) and retention (*zadržavanje*).

Bodily injury incidents

1. Incident occurs
2. Base manager must fill out incident report.
3. Notify Regional Director and Risk Management Coordinator
4. Report the injury in all cases:
 - a. If client has received medical attention
 - b. If client is obviously hurt, even if he or she doesn't report.
 - c. If the debriefer feels there may be a problem, even if the injury seems small. A charterer who is unhappy about his charter may use such an injury to sue us.

Instructions for completing incident report

1. Provide date, time and location of incident.

2. Give full description of incident, includes names of all parties involved. If necessary, attach a separate sheet to complete report and include any additional pertinent (*relevantan*) information.
3. Attach any witness statements to any claim form.
4. List police department or any local authorities involved
5. Note the extent of the injury.
6. Determine whether the client is covered by a Care Protection company.
7. Send any receipts for medical treatments/payments made by the company with the incident report.
8. Send incident report to the Risk Management Coordinator.

Yacht related bodily injury

Policy

All bodily injury incidents (including death that may occur while the charterer is off the vessel) must be reported using the incident report located at to the Customer Care Director, the head office, via fax or email as soon after the incident is possible.

I. Please report the injury in all cases:

- a. If the client has received medical attention
- b. If the client is obviously hurt, even if he or she doesn't report the injury
- c. If the debriefer feels there may be a problem, even if the injury seems small. A charterer who is unhappy about his charter may use such an injury as method to sue us.

II. Instructions for completing incident report

- a. Provide date, time and location of incident
- b. Give full description of incident, including names of all parties involved. If necessary, attach a separate sheet to complete report and include any additional pertinent information.
- c. Attach any witness statements to any claim form.
- d. List police department or any local authorities involved
- e. Note the extent of the injury
- f. Determine whether the client is covered by the Care protection.
- g. Send any receipts for medical treatments/payments made by the company with the incident report.

Vocabulary

I Find words in the text which have the opposite meaning to the words below:

1. Not spoiled
2. Hand over
3. Vaguely
4. Joined
5. Irrelevant

II Match the nouns and verbs as they are used in the text:

- | | |
|-----------------------|-----------------------|
| 1. Incidents | a. Must be filled out |
| 2. Manager | b. Must be attached |
| 3. Incidents | c. Must be reported |
| 4. Witness statements | d. Will fill out |
| 5. Incident reports | e. Occur |

III Create new words from the words below:

1. Notify
2. Obtain
3. Approve
4. Own
5. Complete
6. Attach
7. Determine
8. Local

IV In your own words describe the procedure in case of the third party injury and bodily injuries

Source: Sunsail Base Operations Manual

LESSON

20

TRIP INTERRUPTION CANCELLATION DELAY

Claims policy

If a claim is to be filed, it is the charterer's responsibility to file his/her own claim. We can assist by giving the charterer a brochure and the phone number, however, do not give advice or recommendations regarding the insurance coverage. It is up to the insurance company to assist with filing the claim once they have been contacted.

General information

Coverage is for the entire charter party (*ugovor o zakupu broda*) and becomes effective upon charter agency's receipt of the initial deposit, and occurs 89 days or less prior to the customers scheduled departure date.

To waive (*odreći se*) the insurance coverage, the charterer of record must return the signed waiver form (*obrazac o odustajanju*) (see sample form on following page) with the initial deposit or within two weeks (14 days) of the booking date, if paying by credit card. Waiver of this insurance will not be accepted by telephone. If the waiver is not received in the allotted time (*ugovoreno vrijeme*), it will be returned to the customer with a stamped (*ovjerena*) message. Coverage cannot be purchased after final trip payment has been made unless approved by Charter Sales manager.

This insurance protection may not be waived by individual members of the charter party.

On a booking within 30 days, the *Trip Cancellation and Interruption Insurance* is mandatory and the waiver form will not be sent.

Name changes are permitted after the agency had received the Guest List. Comment or notate the contract record with the new name and address, assess the applicable (if any) change fee, and forward cost sheet to the mail room.

When insurance is purchased by entire party and some of the passengers cancel and file a claim, make sure the insurance premium for the "cancelled person" remains in the contract.

Trip cancellation & trip interruption

Trip Cancellation/Trip Interruption - Coverage:

Please note: Clients must advise the charter agency and the insurance company as soon as possible in the event of a claim. The insurer will not pay any benefits (*naknade*) or additional charges incurred (*nastali*) that would not have been charged if client had notified the charter agency and the insurance company.

Trip Cancellations and Interruption pays for forfeited (*izgubljen*), non-refundable, unused payments or deposits if due to:

- ☐ Unforeseen sickness, injury, or death of the insured, a traveling companion, immediate family member, or business partner. (Certain exclusions apply.)
- ☐ The Insured's principal residence being made uninhabitable by fire, flood or similar natural disaster, vandalism, or burglary.
- ☐ The Insured(s) being subpoenaed (*uručen sudski poziv*), required to serve on jury duty, hijacked (*otet*), or quarantined.
- ☐ Being involved in or delayed due to an automobile accident en route to departure.

Reasons not covered:

- ☐ Carrier-caused delays such as mechanical difficulties (covered under Travel Delay)
- ☐ Travel arrangements cancelled by the tour operator, airline, or cruise line.
- ☐ Change in plans ("I just don't want to go").
- ☐ Normal pregnancy or childbirth.
- ☐ Financial circumstances ("I can't afford to go").
- ☐ Business or contractual obligations ("My boss changed my vacation.").
- ☐ Any government regulation or prohibition, war, civil disorder.

Travel delay

Coverage:

Reimburses up to \$200 a day for reasonable additional expenses if delayed for 12 hours or more due to:

- ☐ Inclement Weather (*loše vrijeme*)
- ☐ Strike or other job action.

Vocabulary

I Make verbs out of the following nouns:

1. Assistance
2. Advice
3. Receipt
4. Exclusion
5. Residence
6. Prohibition
7. Obligation

II Translate the following terms into English:

1. Potraživanje
2. Odreći se
3. Obrazac o odustajanju
4. Ugovor o zakupu broda
5. Prebivalište
6. Ugovorne obveze
7. Nadoknaditi

III Supply the missing words:

Coverage is for the entire charter party and becomes _____ upon the receipt of the _____ deposit, and occurs 89 days or less prior to the customers scheduled departure date.

To waive the insurance _____, the charterer of record must return the signed waiver form with the initial deposit or within two weeks (14 days) of the booking date, if _____ by credit card. Waiver of this insurance will not be _____ by telephone. If the waiver is not _____ in the allotted, it will be returned to the customer with a stamped message. Coverage cannot be _____ after final trip payment has been made unless approved by Charter Sales manager.

IV Answer the following questions:

1. State which reasons are covered in case of trip cancellation.
2. State which reasons are not covered in case of trip cancellation.

Source: Sunsail Base Operations Manual

LESSON

21

DELAY IN DELIVERY

If, by reason of *force majeure* the owner fails to deliver the Yacht to the charterer at the Port of Delivery at the *commencement* of the Charter Period and delivery is made within forty-eight (48) hours of the scheduled commencement date, or within one tenth (1/10th) of the Charter period, whichever period is the shorter, the owner shall pay to the charterer a refund of the Charter Fee at a pro rata (*srazmjerno*) daily rate or if it be mutually agreed the owner shall allow a *pro rata* extension of the Charter Period.

Failure to deliver

If by reason of force majeure the owner fails to deliver the Yacht within forty-eight (48) hours or a period equivalent to one-tenth (1/10th) of the Charter Period, whichever period is the shorter, from the due time of delivery, the charterer shall be entitled to treat this Agreement as *terminated (raskinut)*. The charterer's exclusive remedy will be to receive repayment without interest of the full amount of payments made by him to the owner or Stakeholder. Alternatively, if the parties mutually agree, the Charter Period shall be extended by a time equivalent to the delay.

If the owner fails to deliver the Yacht at the Port of Delivery at the commencement of the Charter Period, other than by reason of force Majeure, the charterer shall be entitled to treat this Agreement as *repudiated (odbijen)* by the owner. The charterer will be entitled to repayment without interest of the full amount of all payments made by him to the owner or Stakeholder.

Should the charterer become entitled to liquidated damages for cancellation or failure to deliver the vessel other than by reason of force majeure liquidated damages will be calculated and paid forthwith (*odmah*) on the following scale:

- i. Three months or more before commencement of the Charter Period, an amount equivalent to fifteen per cent (15%) of the Charter Fee.
- ii. More than one month but less than three months before commencement of the Charter Period, an amount equivalent to twenty five per cent (25%) of the Charter Fee.
- iii. More than fourteen (14) days, but less than one month before commencement of the Charter Period, an amount equivalent to thirty-five per cent (35%) of the Charter fee.

- iv. Less than fourteen (14) days before commencement of the Charter Period, an amount equivalent to fifty per cent (50%) of the Charter Fee.
- f) The broker's commission is deemed (*smatra se*) earned on the signing of this Contract and the OWNER shall pay the whole of the *commission* forthwith if the charter is delayed, the vessel is not delivered or the Charter is cancelled.

Vocabulary

I Translate the following terms into English:

Viša sila –
Početak –
Srazmjerno –
Raskinuti ugovor –
Provizija –
Odbijeni sporazum -

II Make verbs out of the following nouns:

Delivery –
Extension –
Calculation –
Receipt –
Payment –
Agreement –

III Underline the correct word:

If by reason of force majeure the owner 1) *fails / falls* to deliver the Yacht within forty-eight hours or a period equivalent to one-tenth of the Charter Period, whichever period is the shorter, from the due time of delivery, the charterer shall be 2) *entitled / liable* to treat this Agreement as terminated. The charterer's exclusive remedy will be 3) *to receive / to collect* repayment without interest of the full amount of payments made by him to the owner or stakeholder. Alternatively, if the parties 4) *mutually / reciprocally* agree, the Charter Period shall be 5) *extended / enlarged* by a time equivalent to the delay.

Source: <https://www.yachtownersdirect.com/advice/yacht-charter-advice/yacht-charter-fees-and-cost/>

CANCELLATION BY CHARTERER

Should the charterer give *notice of cancellation* of this *Agreement* on or at any time before commencement of the Charter Period, the charterer shall remain liable for all payments due prior to and unpaid at the date of cancellation.

Should notice of cancellation be given by the charterer or should the charterer fail after having been given notice to pay any amount payable under this Agreement, the owner shall *be entitled to* treat this Agreement as having been *repudiated* by the charterer and to retain the full amount of all payments made by the charterer.

Re-let

Without prejudice to the owner's remedies, if the owner is able to re-let the Yacht to another charterer for all or part of the Charter Period then the owner or the Broker/Stakeholder on his behalf shall refund to the charterer such net balance as is due to the charterer after re-letting which is to be calculated upon the following basis:

The original charter fee, net of commissions, shall be deducted from (*oduzima se od*) the net hire for the Charter Period due to the owner from the re-letting. To this figure is to be added all reasonable additional expenses, including commissions, *incurred by* the owner on re-letting. The figure as calculated will be deducted from the monies actually received from the charterer and any remaining amount due to the charterer will be repaid. The intention is that the owner shall not receive less in net proceeds from any re-letting than would have been received if the original Agreement had been fulfilled. The owner shall use his best *endeavours* to re-let the Yacht and shall not unreasonably withhold his agreement to re-let, although charters, which may reasonably be considered detrimental to the yacht, its reputation, its crew or its schedule, may be refused.

Financial failure of the owner

If, after signature of this Agreement, the OWNER suffers financial failure, the charterer reserves the right to cancel the Charter, whereupon the owner shall immediately release the charterer from his obligations under this Agreement and all monies shall be refunded without deduction. The owner shall remain liable to pay to the Broker the commission which would have been earned had it not been for the owner's financial failure. In this context, 'financial failure' shall include but not be limited to bankruptcy, liquidation, or similar arrangements or interventions made as a result of the owner's becoming insolvent.

Vocabulary

I Translate the following terms into English:

Obavijest o otkazivanju -

Sporazum -

Imati pravo na -

Odbačen -

Nastali od strane -

Nastojanja -

II In your own words describe the procedure of cancellation by charterer and re-letting the yacht

Source: <https://www.yachtownersdirect.com/advice/yacht-charter-advice/yacht-charter-fees-and-cost/>

LESSON

MARINA

A marina is a dock or basin with moorings and supplies for yachts and small boats. A marina differs from a port in that a marina does not handle large passenger ships or cargo from freighters.

The word *marina* is also used for inland wharves on rivers and canals that are used exclusively by non-industrial pleasure craft such as canal narrowboats.

Marinas may be located along the banks of rivers connecting to lakes or seas and may be inland. They are also located on coastal harbours (natural or manmade) or coastal lagoons, either as standalone facilities or within a port complex.

Facilities and services

A marina may have refuelling, washing and repair facilities, marine and boat chandlers, stores and restaurants. A marina may include ground facilities such as parking lots for vehicles and boat trailers. Slipways (or boat ramps) transfer a trailered boat into the water. A marina may have a boat hoist well (a traveling crane) operated by service personnel. A marina may provide in- or out-of-water boat storage.

Fee-based services such as parking, use of picnic areas, pubs, and clubhouses for showers are usually included in long-term rental agreements. Visiting yachtsmen usually have the option of buying each amenity from a fixed schedule of fees; arrangements can be as wide as a single use, such as a shower, or several weeks of temporary berthing. The right to use the facilities is frequently extended at overnight or period rates to visiting yachtsmen. Since marinas are often limited by available space, it may take years on a waiting list to get a permanent berth.

Moorings and access

Boats are moored on buoys, on fixed or floating walkways tied to an anchoring piling by a roller or ring mechanism (floating docks, pontoons). Buoys are cheaper to rent but less convenient than being able to walk from land to boat. Harbour shuttles (water taxis), may transfer people between the shore and boats moored on buoys. The alternative is a tender such as an inflatable boat. Facilities offering fuel, boat ramps and stores will normally have a common-use dock set aside for such short term parking needs.

Where the tidal range is large, marinas may use locks to maintain the water level for several hours before and after low water.

Economic organization

Marinas may be owned and operated by a private club, especially yacht clubs — but also as private enterprises or municipal facilities. Marinas may be standalone private businesses, components of a resort, or owned and operated by public entities.

Vocabulary

I Supply the appropriate terms

A marina is a dock or basin with 1. _____ and supplies for yachts and small boats. A marina differs from a port in that a marina does not 2. _____ large passenger ships or cargo from 3. _____. The word *marina* is also used for inland 4. _____ on rivers and canals that are used exclusively by non-industrial pleasure 5. _____ such as canal narrow-boats.

Marinas may be located along the 6. _____ of rivers connecting to lakes or seas and may be inland. They are also located on coastal harbours (natural or man made) or coastal lagoons, either as standalone 7. _____ or within a port complex.

II Find the appropriate synonyms in the text:

1. A dealer in nautical supplies –
2. A ramp beside a body of water –
3. A lifting device –
4. Convenience –
5. A business organization –
6. Relating to a local government –

III Write your own story using the following words:

Mooring, refuelling, trailer, maintain, boat hoist

Source: <https://en.wikipedia.org/wiki/Marina>

LESSON

24

YACHT CLUBS

Yacht Clubs are mostly located by the sea, although there are some that have been established at a lake or riverside locations. Yacht or sailing clubs have either a marina or a delimited section of the beach or shoreline with buoys marking the areas off-limits for swimmers as well as safe offshore anchorages. On shore they also include a perimeter reserved for the exclusive use of the members of the club as well as a clubhouse with attached bar, café or restaurant where members socialize in a pleasant and informal setting.

Although the terms Yacht Club and Sailing Club tend to be synonymous, some general differences regarding the recreational use of boats can be broadly outlined. Historically a Yacht Club tended to focus on a membership composed of yacht owners. This type of club often was extremely exclusive, attracting the aristocracy or the high class and leaving small boat owners out of the circle. On the other hand, a Sailing Club tended to focus on a membership composed of owners of smaller boats such as dinghies. These became very popular towards the end of the 19th century when small boats began to be produced on an industrial scale.

Yacht clubs are often known by their initials. Many well-known yacht clubs have been established under royal patronage or have been granted the title at some point in their history.

Organized and run by the membership, Yacht Clubs became a place to promote the sport of sailboat racing and cruising, as well as provide a meeting place for the particular social community. The membership is a mixture of people with specific recreational affinities. Generally, the members include those who sail as crew for cruising or racing, as well as boat owners. Also it is up to the members decide on the objectives of the club to satisfy the membership and to attract other like-minded individuals. For example, some clubs include owners of powerboats, while others specifically exclude them. In order to overcome difficulties concerning the affinities of their members, one particular club may have two sections, a sailing section and a powerboat section.

Members Clubs often have paid staff for catering, bar duty, boat yard duty, accounts, office etc. Control and organization of the club is done for the membership via members elected by the membership into roles such as Sailing Secretary, Commodore, Cruising Captain, Racing Captain etc. Smaller clubs typically have a condition of membership which requires active participation of the membership in activities such as maintenance of club facilities and equipment.

Unlike the classical clubs where the membership is the focus, certain clubs are run on a commercial basis. They may be owned by individuals or a company to provide a service and generate a profit. Often they are associated with a particular marina or port. Objectives are usually very similar to members clubs but the social side maybe more dominant.

Vocabulary

I Find the opposites in the text:

1. *Boundless* –
2. *Detached* –
3. *To impede, to hold back* –
4. *Passive* –
5. *To push back* –

Grammar

I Re-phrase the following sentences using the modal verbs

1. Yacht or sailing clubs have either a marina or a delimited section of the beach or shoreline with buoys marking the areas off-limits for swimmers as well as safe offshore anchorages.
2. On shore they also include a perimeter reserved for the exclusive use of the members of the club as well as a clubhouse with attached bar, café or restaurant where members socialize in a pleasant and informal setting.
3. Organized and run by the membership, Yacht Clubs became a place to promote the sport of sailboat racing and cruising, as well as provide a meeting place for the particular social community.
4. Some clubs include owners of powerboats, while others specifically exclude them.
5. Smaller clubs typically have a condition of membership which requires active participation of the membership in activities such as maintenance of club facilities and equipment.

II Supply the words in brackets in the right place in the sentence:

Yacht Clubs are located by the sea, there are some that have been established at a lake or riverside locations (mostly, although). Yacht or sailing clubs have a marina or a section of the beach or shoreline with buoys marking the areas for swimmers as well as safe offshore anchorages (either, delimited, off-limits) . On shore they also include a perimeter (opseg) for the use of the members of the club as well as a clubhouse with bar, café or restaurant where members socialize in a pleasant and informal setting (reserved, exclusive, attached).

Although the terms Yacht Club and Sailing Club tend to be synonymous, some differences regarding the use of boats can be outlined (general, recreational, broadly). Historically a Yacht Club focus on a membership composed of yacht owners (tended to). This type of club often was exclusive, attracting the aristocracy or the high class and small boat owners out of the circle (extremely, leaving). On the other hand, a Sailing Club tended to focus on a membership of owners of boats such as dinghies (composed, smaller). These became popular towards the end of the 19th century when boats began to be produced on an industrial scale (very, small).

Source: https://en.wikipedia.org/wiki/Yacht_club

LESSON

25

JOB DESCRIPTIONS OF A YACHT CREW

Vessels in General

Large yachts require well-trained crew for manoeuvres at sea, docking and anchoring. Yachts may be privately owned, corporate or commercial vessels. Sizes vary considerably, which of course determines how many crew are needed. A 70-foot boat might need six crew; a 200-footer maybe 20. Racing yachts may employ professional sailors, and each crew member will have a specific job. The "super yachts" can employ sizable rotating crews and have teams in multiple places such as Europe and South America, between which they will cruise with a core group, then call upon the services of additional crew in various ports. Every boat will need a professional captain and people who are trained to help safely manoeuvre the boat from Point A to Point B, as well as frequently having to entertain or interact with owners and guests.

Captain

Power yachts often have a captain, chef, steward and several deckhands (*mornari*). Yacht captains often have 100-ton or higher near-coastal licenses, or "tickets." A key requirement of their training is thorough knowledge of the Navigation Rules of the Road (inland and international). The captain of a sail or power vessel is in charge of everything and is ultimately responsible for the safety of all passengers, crew and the boat itself in all weather conditions. Captains aboard sailing vessels must in addition be expert with the multiple details necessary to manoeuvre under sail.

Mates, Navigator, Engineers

Sometimes the captain doubles as navigator, but on larger vessels that job goes to a different person. The navigator works closely with the captain to plan the details of travel by water. Navigators select and study navigation charts; choose and plot courses; intake data from weather faxes and navigation instruments; keep a sharp eye on the barometer; and alert the captain to any concerns. Their job can include radio communications, keeping logs and radar plotting. They are responsible for always knowing the precise location of the vessel.

A first or second mate is like the nearest support to the captain, and they disseminate captain's orders to the crew and supervise activities on board, assuring all is followed through appropriately. The first or second mate may take on multiple tasks and oversee the boat when the captain is ashore or indisposed. Engineers maintain the engine(s) and deck machinery, plus all the electrical, sanitary and refrigeration equipment aboard ship.

Helm and Deckhands

Captains and crews aboard sailing yachts must be able to trim the sails for all wind conditions. Captains don't always steer their ships, so a helmsperson is hired. "Helm" (*kormilar*) will drive the boat--not as easy a task as most make it look--and typically have other duties, including assisting with docking or helping secure the ship and adjusting sails.

Deckhands (*mornar*) are the vital worker bees of any boat. They keep everything smoothly operating. Many tasks engage them no matter what hour of the watch they are on--such as handling sail or dock lines, keeping decks clean, following orders, lifting and dropping anchor, setting and reducing sail, climbing masts, polishing teak (*tikovina*) and chrome, and interacting with guests. Some crew will also be expected to lower and operate dinghies and take guests to shore for fishing trips or other excursions. Good, loyal hands are hard to come by.

Chef, Purser (*brodski računovođa i opskrbnik*), Steward, Land Support

Large corporate and private yachts may have a personal chef and sometimes a chef's assistant. The chef plans and prepares all meals for all on board. Pursers purchase items, supply and stock the boat. Stewards take care of the personal needs of guests, sometimes serving meals and other times assisting with mundane tasks. Land support can be any number of people who maintain operations from shore. Duties might include bookkeeping, weather alerts, document preparation and mailing, coordinating arriving and departing passenger details, communicating by satellite, fielding emails and all other business. Income levels in this group vary tremendously by duty, skill level and experience.

Vocabulary

I Supply the missing words

Vessels in General

Large yachts require well-trained crew _____ manoeuvres at sea, docking and anchoring. Yachts _____ privately owned, corporate or commercial vessels. Sizes vary considerably, which of course determines how many crew _____ needed. A 70-foot boat might need six crew; a 200-footer maybe 20. Racing yachts _____ employ professional sailors, and each crew member _____ have a specific job. The "super yachts" can employ sizable rotating crews and have teams in multiple places such as Europe and South America, between _____ they will cruise with a core group, then call _____ the services of additional crew in various ports. Every boat will need a professional captain and people who _____ trained to help safely manoeuvre the boat from Point A to Point B, as well as frequently having to entertain or interact _____ owners and guests.

II Supply the words from below

Captain

Addition, thorough, conditions, under, near-coastal, ultimately, deckhands

Power yachts often have a captain, chef, steward and several 1. _____. Yacht captains often have 100-ton or higher 2. _____ licenses, or "tickets." A key requirement of their training is 3. _____ knowledge of the Navigation Rules of the Road (inland and international). The captain of a sail or power vessel is in charge of everything and is 4. _____ responsible for the safety of all passengers, crew and the boat itself in all weather 5. _____. Captains aboard sailing vessels must in 6. _____ be expert with the multiple details necessary to manoeuvre 7. _____ sail.

III Supply the appropriate verbs

Mates, Navigator, Engineers

To double, to go, to work, to select, to plot, to include, to disseminate, to follow, to maintain

Sometimes the captain 1. _____ as navigator, but on larger vessels that job 2. _____ to a different person. The navigator 3. _____ closely with the captain to plan the details of travel by water. Navigators 4. _____ and study navigation charts; choose and 5. _____ courses; intake data from weather faxes and navigation instruments; keep a sharp eye on the barometer; and alert the captain to any concerns. Their job can 6. _____ radio communications, keeping logs and radar plotting. They are responsible for always knowing the precise location of the vessel.

A first or second mate is like the nearest support to the captain, and they 7. _____ captain's orders to the crew and supervise activities on board, assuring all is 8. _____ through appropriately. The first or second mate may take on multiple tasks and oversee the boat when the captain is ashore or indisposed. Engineers 9. _____ the engine(s) and deck machinery, plus all the electrical, sanitary and refrigeration equipment aboard ship.

IV Match the phrases to make sentences

Helm and Deckhands

1. Captains and crews aboard sailing yachts must be able _____
2. Captains don't always steer their ships, _____
3. "Helm" (*kormilar*) will drive the boat--not as easy a task as most make it look-

4. Deckhands (*mornar*) are the vital worker bees of any boat. _____
5. Many tasks engage them no matter what hour of the watch they are on--such as handling sail or dock lines, keeping decks clean, _____

6. Some crew will also be expected to lower and operate dinghies and take guests to shore _____
- a) for fishing trips or other excursions. Good, loyal hands are hard to come by.
 - b) and typically have other duties, including assisting with docking or helping secure the ship and adjusting sails.
 - c) to trim the sails for all wind conditions.
 - d) They keep everything smoothly operating.
 - e) following orders, lifting and dropping anchor, setting and reducing sail, climbing masts, polishing teak and chrome, and interacting with guests.
 - f) so a helmsperson is hired.

Chef, Purser, Steward, Land Support

Large corporate and private yachts may have a personal chef and sometimes a chef's assistant. The chef plans and prepares all meals for all on board. Pursers purchase items, supply and stock the boat. Stewards take care of the personal needs of guests, sometimes serving meals and other times assisting with mundane tasks. Land support can be any number of people who maintain operations from shore. Duties might include bookkeeping, weather alerts, document preparation and mailing, coordinating arriving and departing passenger details, communicating by satellite, fielding emails and all other business. Income levels in this group vary tremendously by duty, skill level and experience.

V Match the words with explanations:

To purchase, to stock, mundane, to field, income

- 1. _____ found in the ordinary course of events
- 2. _____ To respond to or deal with
- 3. _____ To provide or furnish with something,
- 4. _____ The amount of money received during a period of time in exchange for labour or services
- 5. _____ To obtain in exchange for money or its equivalent

Source: <https://www.superyacht-crew-academy.com/superyacht-crew-jobs.html>

LESSON

26

YACHT CHARTER SEASON

It is important to understand the charter seasons and how they may affect the planning of your private yacht charter. A charter season can refer to the weather pattern of a destination or the peak times when the demand for yacht charter is at its highest.

When referring to a charter season in terms of weather and climate, the seasons are broken into "summer" and "winter" whereas when speaking in terms of peak times, the seasons are "high" and "low" with high season being the busiest times and low referring to the slowest. It is important to understand that, although somewhat misleading, a charter "season" refers to periods of weeks as opposed to full seasons.

It is important to understand that seasonal weather will affect the location of the majority of crewed yachts, which will move from one region to another, in line with the charter seasons. When choosing a charter destination ensure to establish the best cruising months as this will allow you to choose from a wider selection of yachts. The summer and winter seasons may overlap, particularly from year to the next and summer in one destination may be winter in another.

Europe

The prime cruising season in Europe is during the summer, from June to September. Antibes (France) and Palma de Mallorca (Spain) are two yachting Mecca's which welcome the largest amount of job-seeking crew members. Many yachts spend their summers in the Mediterranean operating charters or cruising privately. During these months, many additional crew will be hired to help out while yachts are on charter.

Americas

Ft. Lauderdale (USA) is the yachting hub for yacht crew, especially for beginners. Super yachts typically come to Ft. Lauderdale for repairs, yard work and crewing once they have returned from trips to the Mediterranean, East coast of the USA and the Caribbean. They often depart in early winter and early spring for cruises.

The Caribbean (E.g. Antigua, St. Maarten, etc.) is active all year round, but the busiest season will be in the US winter months (October – March) when many super yachts move south to warmer climates. However, most US based yachts pick up their crew in Florida or their home port before they leave.

The Bahamas is a relatively popular spot all year round. Because the islands of the Bahamas are so close to South Florida, it is uncommon for crew to base themselves there. Typically, crew from Florida will be flown for work in the Bahamas when necessary.

During the US summer months (May – September) many super yachts leave Florida, the Bahamas and the Caribbean, to head to the northeast coast of the United States. Newport, Rhode Island (USA) is a very popular spot, especially for sailboats and race crew. You will find a great deal of yachting activity in and around this area, all the way down to New York and the islands located off it.

Vocabulary

I Match the words as they are used in the text:

weather	round
peak	work
charter	times
yard	destination
year	pattern

II Make sentences using the following words and make the necessary changes:

1. Important / understand / the charter seasons / and affect / the planning / private yacht charter.
2. A charter season / refer / weather pattern / destination or the peak times / demand / yacht charter / highest.
3. When refer / to a charter season / weather and climate, / the seasons / break into / "summer" and "winter".
4. Important / understand that, / although mislead, / a charter "season" / refer / to periods of weeks / opposed / full seasons.

Grammar

III Write questions for the underlined words in the following sentences:

1. The Caribbean is active all year round.
2. The busiest season will be in the US winter months when many super yachts move south to warmer climates.
3. Most US based yachts pick up their crew in Florida or their home port before they leave.
4. Because the islands of the Bahamas are so close to South Florida, it is uncommon for crew to base themselves there.

5. During the US summer months many super yachts leave Florida, the Bahamas and the Caribbean, to head to the northeast coast of the United States.
6. You will find a great deal of yachting activity in and around this area, all the way down to New York and the islands located off it.

Source: <https://www.yachtcharterfleet.com/advice/charter-seasons.ht>

APPENDIX



YACHTING GLOSSARY

1 Advance payment

The amount of money you will need to pay to your agent upon making a booking (usually 35% - 50% of the total charter fee), in order to reserve the boat of your choice. Alternatively, this is sometimes termed the Deposit.

If you cancel your holiday - for whatever reason - before the scheduled date of departure, the cancellation fees will be deducted from your advance payment and you will be refunded the difference.

2 Balance payment (*uplata konačnog iznosa*)

The remaining amount of money (when you deduct the advance payment you have already paid), you will need to pay to your agent upon making a booking (usually 50% - 65% of the total charter fee).

The time you will be requested to pay the balance payment varies from one month prior to embarkation to the date of embarkation.

3 Bareboat charter

A bareboat charter is an arrangement for the hiring of a boat, whereby no crew or provisions are included as part of the agreement; instead, the people who rent the boat from the owner are responsible for taking care of such things.

4 Bareboat yacht

A vessel (sailboat or motorboat) that is carrying the related licence and is capable of executing bareboat charters.

1. Bareboat yachts are obliged to be equipped with several (safety related) items, like a life raft or a DMSS VHF Radio. This is a typical inventory list for a bareboat sailing yacht
2. Most yacht builders are offering 2 versions of their basic models, the owner's and the charter version with an extra cabin layout (*dodatna kabina*). Bareboat yachts are usually the charter version.
3. Bareboat yachts range in size from 27 to 65 feet

5 Berth charter

(Also cabin charter, skippered share-boating or sailing cruise) is the type of sailing vacation, where you reserve a berth (or a cabin if you are a couple) on a yacht, on a pre-scheduled sailing trip.

Berth chartering is similar to an ordinary cruise, only - instead of a big cruise liner - you sail with a yacht.

6 Boat briefing

The demonstration -upon embarkation- of the chartered vessel from the agencies' representatives - or the yacht owner- to the client.

Most of the charter agencies are offering the charterer and his or her party a specific boat briefing aboard the yacht, covering all the operating systems, including rigging, electrical system, water system, windlass (*vitlo*), stove, dinghy, outboard and emergency systems. Briefing time is usually 1-2 hrs.

7 Boat owner

The person or company, who owns the boat's titles and "bill of sale" (*kupoprodajni ugovor*). In legal terms, the owner has the right to sign a charter contract for his boat (or boats) ONLY, compared with a charter agent, who can sign contracts for other people's yachts as well.

We will refer to an "owner" this is a person who owns only **one** -or maximum **up to three**- yachts.

It is reasonable that, if one owns more than three yachts, he cannot possibly be in several places - and meet his clients- at the same time, therefore he needs to employ staff and authorize them to do the job.

Except that, when an owner owns many yachts, he is "forced" sometimes to pass some of his bookings -in order to "best serve" the booking plans of his own boats- to other friends or colleagues, who own the same type of yachts as his. No matter if he makes money -or not- from this "transaction", he is acting as a local yacht charter agent, accepting bookings on other people's yachts.

8 Booking

Booking is another term for a reservation, in the travel and hospitality industry, including airlines, railroads, hotels, and restaurants. In yacht chartering it is the reservation of a specific charter boat for a fixed time period.

9 Booking confirmation

In legal parlance it is the initiation of a future contract to be entered into by the buyer/seller, with all the implications thereof. This will lead to the request for an advance payment, which should be paid within 5-10 days, for the contract to become valid.

10 Brokerage

Is the legal right some companies have to mediate between the boat sellers and the buyers.

11 Budget boat

1. in chartering: Vessels (sailboat or motorboat) which -due to their **age**- are low in charter price and appeal to the frugal (*štedljiv*) charterer
2. in brokerage (*posredništvo*): A boat that -due to its' age, size and condition- is low priced

12 Cancellation

A holiday cancellation can be initiated by either of the two parties involved

1. The charterer cancels his holiday. Cancellation fees will apply according to the charter agreement.
2. The provider cancels the holiday. The charterer will be offered an alternative (of similar value and nature) holiday or he will be reimbursed according to the clauses in the charter agreement

13 Cancellation fees

The amount deducted by a supplier from a refund of prepaid funds, when a reservation is cancelled. This amount increases as the scheduled holiday date approaches.

The most common cancellation fees for yacht chartering are:

- In case of cancellation 2 months and over prior to embarkation, a cancellation fee of 20% of the total charter cost will apply.
- In case of cancellation between 30 and 60 days prior to embarkation, a cancellation fee of 35% of the total charter cost will apply.
- In case of cancellation between 30 days and embarkation, all money paid so far will be held by the agency.

14 Charter boat

A boat (sailboat or motorboat) carrying the relevant licence, equipped with the necessary inventory and capable of executing yacht charters.

1. The charter boats are obliged to be equipped with several (safety related) items, like a life raft, flares, flotation aids or a DMSS VHF Radio. This is a typical inventory list for a bareboat sailing yacht
2. Most yacht builders are offering 2 versions of their basic models, the owner's and the charter version with an extra cabin layout. Bareboat yachts are usually the charter version. View most of the charter boats available worldwide
3. Bareboat yachts range in size from 27 to 65 feet, when crewed vessels range from 50 to 200 feet.

15 Charter contract

A legal and enforceable agreement between two or more parties. A charter contract is usually signed by 3 parties: the client (charterer), the boat owner and an agent in-between.

In some countries the contract (charter agreement for self-sail charters) is issued from the Government (e.g. in Greece, where all companies/owners are obliged to use this contract), when in others -like in Turkey or the Caribbean-, every company is using its own legal document.

16 Charterer (or the client)

The person who reserves a boat for charter and his name is written on the charter agreement.

Although it usually happens, there is no obligation that the charterer should be on the boat he/she booked. A grandmother can very well book a boating holiday and offer it to her grandson as birthday present. This doesn't mean that the granny should be on board during the holiday, yet it is her name written on the charter agreement.

19 Charter Fee

The amount of money you will need to pay to charter a yacht. The charter fee does not include any optional extras (like a spinnaker, an outboard or skipper's fees).

When an agency quotes the advance payment you will need to pay, this should be a percentage of the basic charter fee (i.e. 50%). The extras -outboard, skipper, etc.- may be paid upon embarkation

20 Charter licence

The licence a yacht should carry in order to be capable of executing yacht charters. This licence is issued by the local authorities and amongst other things, it details the number of passengers the boat can carry and the safety items with which it should be equipped.

21 Charter version

Most yacht builders are offering 2 versions of their basic models, the owner's and the charter version with an extra cabin layout. Bareboat yachts are usually the charter version.

22 Check-in

The demonstration of the chartered vessel to the client. The skipper and his first mate will go through the check-in with a member of the base crew, or the boat owner.

From the moment your holiday starts you should estimate a 3-4 hrs delay until you can set sail. This includes the check-in procedures, the paperwork and provisioning.

23 Check-in time

1. The time written on the charter agreement stating when your holiday starts.
2. The duration -in time- the check-in procedure takes (usually 1-2 hrs)

From the moment your holiday starts you should estimate a 3-4 hrs delay until you can set sails. This includes the check-in procedures, the paperwork and provisioning.

24 Check-out procedures

At the check-out time, after you pack your luggage and empty the boat, a member of the agency or the owner will inspect the vessel and verify possible damages. Your security deposit will be refunded after that inspection -provided of course that everything was found to be in good order.

Although the check-in procedures are taking 1-3 hours, the check-out is much faster than that - usually 15-30 min., as the boat is checked by a professional who knows the vessel well.

25 Check-out time

The time written on the charter agreement stating when your holiday ends. Eventually, the time you should pack-up your luggage and leave the boat.

26 Crewed boat (also: luxury boats)

Larger charter yachts (sailboats or motorboats), which will not only include the services of a professional captain but also the services of a full crew. The crew may include a chef, steward and stewardess, engineer, boson, first mate, deck hand and other 'exterior crew' such as scuba dive masters or luxury yacht tender operators.

27 Crewed boat charter

Luxury yachts chartered out to paying clients per day or week. These are larger charter yachts and will not only include the services of a professional captain but also the services of a full crew. The crew may include a chef, steward and stewardess, engineer, boson, first mate, deck hand and other 'exterior crew' such as scuba dive masters or luxury yacht tender operators.

28 Deposit

The amount of money you will need to pay to your agent upon making a booking (usually 35% - 50% of the total charter fee), in order to reserve the boat of your choice. Alternatively, this is sometimes termed the Advance Payment.

29 Dinghy sailing

Dinghy sailing is the activity of sailing small boats by using the sails and underwater foils (*hidrokrila*) (centreboard and rudder). It also involves adjusting the trim and balance by changing position of the crew and helm (*kormilo*) within the boat. Together with 'course made good' (*kurs preko dna*, *pređeni kurs*) (effective choice of route and manoeuvres), these are the five essentials of dinghy sailing.

II SEMESTER

30 Discount

Are reductions to the basic charter price. They could modify the charter price either based on the duration of the trip (the longer trip triggering higher discounts), or on the time when the holiday will be booked (early booking) - these are intended to speed payment and thereby provide liquidity to the agency.

The most common discounts are:

- 5% - Repeat client
- 10% - Early booking
- 5% - 3 week charter
- 10% - 4 week charter

31 End-cleaning fee

The fee charged to the client for returning the chartered boat dirty.

The average end-cleaning fee for yachts up to 36 feet is €50 and for yachts above 37 feet is €80. Some companies are setting the end-cleaning fee obligatory to be paid upon embarkation.

32 EPIRB (Emergency Position Indicating Radio Beacon)

An EPIRB is a device carried on a boat, which can be either operated manually or set to operate if immersed in water. This device emits a radio signal which can be picked up by rescue services or even commercial airliners, giving the precise location of that device.

33 Extras

Recreational items provided on a bareboat yacht, which will be charged on top of the basic weekly charter fee.

Most common extras are a spinnaker (*dodatno prednje jedro*) or blister, an outboard, an autopilot or a surf board. Other equipment can also be provided for a fee, such as a mobile phone, portable VHF or GPS, scuba assortments, etc.

34 Flotilla sailing

A small fleet of 6-12 yachts (usually 27 - 36 feet) sailing together as a group and escorted by a larger vessel and a lead crew, which provides assistance and guidance wherever needed.

Although by many is considered as a different type of yachting holiday, flotilla sailing is a bareboat, with the addition of a lead boat and crew. You still charter the **whole boat** and you

are **fully** responsible for the condition of your vessel. You also need to leave a refundable security deposit (*sigurnosni depozit*).

A flotilla consists of a group (around five and maximum twelve boats) of yachts -usually from 27 to 36 feet-, which all follow the same itinerary. During the day you sail independently but you can always refer back to the lead boat. All yachts depart from the same harbour or bay and meet again all together in the evening.

Every morning a briefing takes place in which, the cruising plan of the day is discussed, a weather report is given (when necessary) and where you get useful tips about that day's cruising. Once on your way you can contact the lead boat by VHF, an easy-to-handle sender/receiver radio transmitter.

The flotilla leader also gives technical help if necessary. Even experienced sailors often choose to go with a flotilla because of the social advantage of sailing in a group. The assistance provided and the large number of people in a flotilla group, has made this type of sailing holiday popular for families.

Flotilla yachting combines the safety of sailing in a group with the freedom of your own boat. The flotilla leader is more of a nautical companion and source of information than an entertainer.

35 Holiday insurance (or travel insurance)

An insurance which will protect your money in case of a cancellation, as well as the costs occurring from a medical treatment for injury or illness during your holidays, loss of personal effects -such as luggage. You should not confuse a holiday insurance with the yacht insurance, which will cover losses or damage on your vessel (or a 3rd party vessel), but does not cover your personal safety neither the losses occurring from a cancellation of your holiday.

36 Inventory list

A list with all the items and equipment on a yacht. When chartering a boat you will go through the inventory list during the check-in procedures. This is a typical inventory list for a bareboat yacht.

All charter boats should be equipped according to their size in order to fulfil the safety requirements of the countries issuing the charter licence. Some other items (like biminis or in-mast furling systems) are deducted from the charter market needs.

Here follows a typical list of the items you should expect to find on a bareboat chartered vessel:

DECK
<ul style="list-style-type: none"> • Main Sail (slab) • Genoa (rolling) • Anchor CQR, chain & rope • Anchor Danforth, chain & rope • Fenders • Mooring ropes • Line of 50 m. • Line of 20 m. • Emergency tiller • Sun awning tent • Swimming ladder • Dinghy • Oars • Foot pump • National flags • Windlass handle • Bilge pump handle • Flippers and mask • Boat hook • Deck brush • Water hose • Gangway • Bucket • Water plastic can • Diesel plastic can • Funnel
In some vessels only
<ul style="list-style-type: none"> • In mast rolling main sail • Cockpit cushions • Cockpit shower • Cockpit table • Bimini top
BOOKS & CHARTS
<ul style="list-style-type: none"> • Sea charts for the anticipated area • Ship's paper files • Crew list • Pilot book • List of lights • Dividers • Parallel ruler • Pencil, eraser, sharpener
SAFETY
<ul style="list-style-type: none"> • Life raft • Life jackets • Safety harnesses • Horseshoe buoy & Floating light • Battery operated navigational lights • Emergency red lights • First aid kit

<ul style="list-style-type: none"> • Parachute flares • Smoke signals • Hand flares • Portable fog horn • Fire extinguishers • Emergency QNC flags • Black anchor balls • Radar reflector • Mirror
MISCELLANEOUS
<ul style="list-style-type: none"> • Winch handles • Flash light • Dinghy repair kit • Sails repair kit • Ashtrays • Door panel & keys • Rowlocks • Boson's chair • Bolt cutter
ENGINE
<ul style="list-style-type: none"> • Engine oil spare • Battery fluid • Impeller spare • Alternator belt • Spare fuses • Spare bulbs • Set of tools
EXTRAS (upon a fee)
<ul style="list-style-type: none"> • Spinnaker • Spinnaker boom • Outboard engine • Windsurf • Auto pilot • G. P. S.
GALLEY
<ul style="list-style-type: none"> • Ice box or electric fridge • Gas stove • Sugar pot • Coffee pot • Plates • Glasses • Mugs • Forks/Spoons • Knives • Bread knife • Openers • Cutting board • Frying pan • Bowls • Casseroles

<ul style="list-style-type: none"> • Salt-pepper set • Strainer • 2 X Gas bottles • Dustpan and brush • Toilet brush
HOTEL INVENTORY
<ul style="list-style-type: none"> • Blankets • Bed Sheets • Pillows • Pillow cases • Towels • Tea cloths
ELECTRONICS
<ul style="list-style-type: none"> • V.H.F. • Echo sounder • Speedometer • Barometer • Clock • Radio • Cassette player • Speakers (in/out) • Electric bilge pump • Binoculars • Hand bearing compass
In some vessels only
<ul style="list-style-type: none"> • CD Player • G.P.S. • NAVTEX • Plotter

37 Knot

1. a fastening or securing of linear material such as rope, by tying or interweaving
2. a unit of water or air speed ideally equalling 1 nautical mile per hour, depending on the relative motion of the medium

38 Lead boat

A vessel that escorts a group of yachts smaller in size (flotilla sailing) and provides assistance and guidance wherever needed. The lead boat has a professional lead crew of 2-3 (skipper, hostess and sometimes an engineer). In some cases only the lead boat might carry passengers on a cabin charter holiday schedule.

39 Lead crew

The crew on a flotilla lead boat. The crew provides assistance and guidance wherever needed to all the flotilla boats. The lead crew is usually 2-3 persons (skipper, hostess and sometimes an engineer).

40 Local agent

The specialized yacht charter agent you will find in the destination country

The local agent is a term you will find in this site only, to distinct the agencies in the destination countries -which are usually "specialized" only in yacht chartering"- from the travel agent or tour operator you will find in your country. The local agent is most probably the "representative" of the travel agent or tour operator and it is the one who intermediates between the travel agent and the boat owner.

A local agency has legal rights to sign contracts and book yachts -their own, or others. Usually the local agencies own a small number of vessels (1-5) and mostly operating enjoying commissions from bookings on other people's yachts. For this site a yacht owner, who owns more than 3 yachts, is considered to be a local agent.

41 Low season

The time of year when travel to a destination is low and prices decline. In yacht chartering low season is May, June and October in the Mediterranean and November & February for the Caribbean. In the various agencies catalogues the low season usually appears as "period C".

42 Luxury boat (also: crewed boats)

Larger charter yachts (sailboats or motorboats), which will not only include the services of a professional captain but also the services of a full crew. The crew may include a chef, steward and stewardess, engineer, boson, first mate, deck hand and other ancillary such as scuba dive masters or luxury yacht tender operators.

43 Mega yachts

Also known as a **super-yacht**, a mega yacht may be either a sailing or motor yacht, large in size -over 160 ft. A vessel of this size usually has four decks above the water line and one or two below. It is likely to have a helicopter landing platform.

Some Mega Yachts are used exclusively by their private owners, others are operated all year round as charter businesses, and a large number are privately owned but available for charter part time. Weekly charter fees range from a few tens of thousands of dollars a week to nearly a million dollars a week. This covers the wages of the crew, but not fuel, food and drink, or other incidental (*uzgredan*) expenses.

44 Nautical mile (nm)

A **nautical mile** is a unit of length. The nautical mile is used around the world for maritime and aviation purposes. The international standard definition is: 1 nautical mile = 1852 metres exactly. There is no official international standard symbol for the unit nautical mile. The symbols **NM**, **nm** and **nmi** are commonly used. In yachting the nautical mile is related to the speed a vessel can reach, whereas 1 knot = 1 nm per hour.

45 One way trip

A charter where you embark the boat in one Port and you finish the trip in a different Port. There are two types of one-way trips.

1. You request from the charter agency the Ports of your choice. In this case you will most probably be charged an extra fee for the relocation of the vessel, and
2. The company has to relocate a vessel anyhow (e.g. a charter ends in Port A and the next charter for this boat starts after two weeks from Port B). In this case the agency will offer you the boat at a discounted rate if you agree to accept the trip for these two weeks for the given Ports.

46 Outboard

Outboard motors for a boat are developed as a self-contained (*samostalan*) unit with engine, subsidiary systems, and propeller, designed to be mounted at the stern (rear) of the craft. They are the most common method of propelling small watercraft.

In bareboat chartering outboard motors are usually 2-4 HP and are carried on board the yachts in order to power the tenders. Sometimes they are offered from the charter agencies/boat owners as "optional extras" (*dodatna oprema*) -under a weekly fee, when by some (especially for charters on yachts larger than 40 ft) they are offered for free as part of the vessel's inventory.

47 Peak season

Peak (or high) season is the time of year when travel to a destination is at its highest and prices raise. In yacht chartering peak season is August for the Mediterranean and January for the Caribbean. In the various agencies catalogues the peak season usually appears as "period A".

48 Season periods

The holiday season is divided in categories according the demand from the travellers. These are:

- Period A (the peak season and most expensive)
- Period B (medium demand and prices)
- Period C (the low season, prices drop)
- Off season (if you can find a boat, this will be in the lowest possible price)

49 Port fees

The fees a yacht needs to pay when berthed in local marinas, harbours and or Ports. The Port fees vary and the amount is related to the vessel's size and the nature of the Port (organized marinas are the most expensive). Since this sort of costs are never included in the quoted charter price, it is a good idea to ask your agent to estimate an aprox. cost for the duration of your trip.

50 Provisions

Traditionally, to stock needed materials or supplies; especially a stock of food. In this sense it is usually used to describe supplying a vessel for an extended voyage. On bareboating you may authorize your agency to do that for you (if they offer such a service), or do it by yourself on the embarkation day. On crewed charters, the crew takes care for the provisions (the client will need to pay for that).

51 Refundable security deposit

On bareboat, upon embarkation you will need to leave with the agency a refundable deposit to cover any loss or damage during the trip, that is not covered by the vessel's insurance.

The amount of this deposit varies with size and value of the yacht and it may be paid in cash, traveller's cheques or major credit card prior to embarkation.

52 Sleep aboard (SAB)

You may arrive at your destination late in the afternoon or evening, when it is no longer possible to get underway for your charter holiday. Most bareboat companies offer what is called a "sleep aboard" the night before your bare boat sailing vacation begins. This means you may hire your yacht (at a reduced rate) to sleep aboard while still docked on company premises.

A sleep aboard does not mean you may leave any earlier than the time stated in your charter contract, which is usually noon. Several companies reserve the right to board your boat (with you aboard) prior to noon in order to complete last minute preparations and maintenance. Arrange your sleep aboard (SAB) when you make your reservation. In high season, there may be times when the yacht you've chartered isn't available for a sleep aboard. In this case, ask your broker or charter company to arrange nearby hotel accommodation for you.

53 Tender

A **tender** (or dinghy) is a small utility (*pomoćni*) boat attached to a larger boat. Tenders are usually rowboats or have a small outboard motor, while others may use a small sailing rig. They are necessary for any off-ship excursions from larger boats, outside of docking at suitably-sized ports or marinas.

54 Windlass

A windlass is a device which will lift -or lower- the anchor. It can be manually or electrically (usually 800 - 1500 W) operated. A burned windlass is one of the "top ten" most common damages on a bareboat. Treat these little gems as if they were your best friend in the world! Don't ask a windlass to do what it was not designed to do.

55 Yacht Broker

1. A yacht charter broker is a specialist travel agent which acts as a representative for the chartering of a yacht or boat. The yacht charter broker also commonly organises travel arrangements and other vacation details
2. A yacht broker is the person (or company) who specialises in yacht brokerage. A **broker** is a party that mediates between a buyer and a seller, as opposed to an agent who acts on behalf of a principal.

56 Yacht charter

Yacht chartering is the practice of renting, or chartering, a sailboat or motor yacht and traveling to various coastal or island destinations. This is usually a vacation activity.

Companies that provide yachts for charter usually require guests to demonstrate that they have a qualified skipper and at least one skilled crew member. If the guests cannot provide their own skipper (bare-boat charter), most companies will provide a paid professional skipper. This is known as a "skippered" charter.

Luxury yachts are also chartered out to paying clients per day or week. These are larger charter yachts and will not only include the services of a professional captain but also the services of a full crew. The crew may include a chef, steward and stewardess, engineer, boson, first mate, deck hand and other 'exterior crew' such as scuba dive masters or luxury yacht tender operators.

APPENDIX

II

BUSINESS ENGLISH

Telephone

Making contact :

- Hello / Good morning / Good afternoon ...
- This is John Brown speaking
- Could I speak to please?
- I'd like to speak to
- I'm trying to contact

Giving more information:

- I'm calling from Tokyo / Paris / New York / Sydney ...
- I'm calling on behalf of Mr. X ...

Taking a call :

- X speaking.
- Can I help you?

Asking for a name / information :

- Who's calling please?
- Who's speaking?
- Where are you calling from?
- Are you sure you have the right number / name?

Asking the caller to wait :

- Hold the line please.
- Could you hold on please?
- Just a moment please.

Connecting :

- Thank you for holding.
- The line's free now ... I'll put you through.
- I'll connect you now / I'm connecting you now.

Giving negative information :

- I'm afraid the line's engaged. Could you call back later?
- I'm afraid he's in a meeting at the moment.
- I'm sorry. He's out of the office today. / He isn't in at the moment.
- I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here
- I'm sorry. There's nobody here by that name.

- Sorry. I think you've dialled the wrong number./
I'm afraid you've got the wrong number.

Telephone problems :

- The line is very bad ... Could you speak up please?
- Could you repeat that please?
- I'm afraid I can't hear you.
- Sorry. I didn't catch that. Could you say it again please?

Leaving /

Taking a message :

- Can I leave / take a message?
- Would you like to leave a message?
- Could you give him/her a message?
- Could you ask him/her to call me back?
- Could you tell him/her that I called?
- Could you give me your name please?
- Could you spell that please?
- What's your number please?

Presentations

Starting the presentation

Good morning/Good afternoon ladies and gentlemen

- The topic of my presentation today is ...
- What I'm going to talk about today is ...

Why you are giving this presentation

- The purpose of this presentation is ...
- This is important because ...
- My objective is to ...

Stating the main points

- The main points I will be talking about are :
 ◇ Firstly,
 ◇ Secondly,
 ◇ Next,
 ◇ Finally ... we're going to look at ...

Introducing the first point

- Let's start / begin with ...

Showing graphics, transparencies, slides, etc.

- I'd like to illustrate this by showing you ...

Moving to the next point

- Now let's move on to ...

Giving more details

- I'd like to expand on this aspect/problem/point ...
- Let me elaborate on that.
- Would you like me to expand on/elaborate on that?

Changing to a different topic

- I'd like to turn to something completely different ...

Referring to something which is off the topic	<ul style="list-style-type: none"> • I'd like to digress here for a moment and just mention...
Referring back to an earlier point	<ul style="list-style-type: none"> • Let me go back to what I said earlier about ...
Summing up or repeating the main points	<ul style="list-style-type: none"> • I'd like to recap the main points of my presentation: <ul style="list-style-type: none"> ◊ First I covered ... ◊ Then we talked about ... ◊ Finally we looked at ... • I'd now like to sum up the main points which were : <ul style="list-style-type: none"> ◊ First ... ◊ Second, ◊ Third,
Conclusion	<ul style="list-style-type: none"> • I'm going to conclude by ... <ul style="list-style-type: none"> ◊ First ... ◊ Second, ◊ Third, • In conclusion, let me ... <ul style="list-style-type: none"> ◊ First ... ◊ Second, ◊ Third,
Questions	<ul style="list-style-type: none"> • Now I'd like to invite any questions you may have. • Do you have any questions?

Expressions for Agreeing, Disagreeing, Suggesting Alternatives, and Interrupting

Giving an Opinion

In my opinion...

I think...

The way I see it...

According to...

As far as I'm concerned...

Asking for an Opinion

What do you think?

Do you agree?

What are your thoughts on this?

Agreeing

I completely agree. (strong)

You're absolutely right. (strong)

I couldn't agree more. (strong)

Exactly.

You're right.

Disagreeing

I completely disagree. (strong)

I totally disagree. (strong)

I disagree.

That's not always true.

That's not always the case.

I agree.

I'm not so sure about that. (weak)

I guess so. (weak)

I don't know if I agree with you. (weak)

You could be right. (weak)

You may have a point there. (weak)

Acknowledging someone's argument and presenting yours

I agree with you, but...

That may be true, but...

I see your point, but...

I guess so, but...

That's not necessarily true because...

Not necessarily because...

Countering Directly

But...

But why...?

But if...

But what about...

Interrupting

Sorry to interrupt, but...

Can I add something?

Sorry, you were saying... (after interrupting someone)

Please let me finish. (after being interrupted)

Redirecting

Let's get back to...

Getting back to...

You were saying that...

BUSINESS COLLOCATIONS WITH DO AND MAKE

make

make a choice

make a comparison

make a complaint

make a connection

make a contribution

make a decision

make a demand

make a difference

make a fortune

make a living

make a mess
make a mistake
make a noise/sound
make a point
make a profit
make a promise
make a request
make a suggestion
make a telephone call
make an appointment
make an attempt
make an effort
make an exception
make an excuse
make an offer
make changes
make clear
make ends meet
make money
make payments
make plans
make progress
make the best of something
make the most of something
make time
make sense
make sure

do

a job well done
do a crime
do an experiment
do business
do damage
do good/bad
do harm
do research
do right/wrong
do someone a favor
do something/anything
do well
do your best

do your duty
do your part
do your share

WRITING BUSINESS LETTERS

Useful phrases and vocabulary for writing business letters.

Salutation	<ul style="list-style-type: none">• Dear Mr. Brown• Dear Ms. White• Dear Sir• Dear Madam• Dear Sir or Madam• Gentlemen
Starting	<ul style="list-style-type: none">• We are writing<ul style="list-style-type: none">- to inform you that ...- to confirm ...- to request ...- to enquire about ...• I am contacting you for the following reason...• I recently read/heard about and would like to know• Having seen your advertisement in ..., I would like to ...• I would be interested in (obtaining / receiving) ...• I received your address from ----- and would like to ...
Referring to previous contact	<ul style="list-style-type: none">• Thank you for your letter of March 15.• Thank you for contacting us.• In reply to your request, ...• Thank you for your letter regarding ...• With reference to our telephone conversation yesterday...• Further to our meeting last week ...• It was a pleasure meeting you in London last month.• I enjoyed having lunch with you last week in Tokyo.• I would just like to confirm the main points we discussed on Tuesday.
Making a request	<ul style="list-style-type: none">• We would appreciate it if you would ...• I would be grateful if you could ...• Could you please send me ...• Could you possibly tell us / let us have ...• In addition, I would like to receive ...• It would be helpful if you could send us ...

	<ul style="list-style-type: none">• I am interested in (obtaining / receiving) ...• I would appreciate your immediate attention to this matter.• Please let me know what action you propose to take.
Offering help	<ul style="list-style-type: none">• Would you like us to ...?• We would be happy to ...• We are quite willing to ...• Our company would be pleased to ...
Giving good news	<ul style="list-style-type: none">• We are pleased to announce that ...• I am delighted to inform you that ..• You will be pleased to learn that ...
Giving bad news	<ul style="list-style-type: none">• We regret to inform you that ...• I'm afraid it would not be possible to ...• Unfortunately we cannot / we are unable to ...• After careful consideration we have decided (not) to ...
Complaining	<ul style="list-style-type: none">• I am writing to express my dissatisfaction with ...• I am writing to complain about ...• Please note that the goods we ordered on (date) have not yet arrived.• We regret to inform you that our order n ----- is now considerably overdue.• I would like to query the transport charges which seem unusually high.
Apologising (US: Apologizing)	<ul style="list-style-type: none">• We are sorry for the delay in replying to ...• I regret any inconvenience caused (by) ...• I would like to apologise for the (delay, inconvenience)...• Once again, please accept my apologies for ...
Orders	<ul style="list-style-type: none">• Thank you for your quotation of ...• We are pleased to place an order with your company for..• We would like to cancel our order n• Please confirm receipt of our order.• I am pleased to acknowledge receipt of your order n• Your order will be processed as quickly as possible.• It will take about (two/three) weeks to process your order.• We can guarantee you delivery before ...(date)• Unfortunately these articles are no longer available / are out of stock.

Prices	<ul style="list-style-type: none">• Please send us your price list.• You will find enclosed our most recent catalogue and price list.• Please note that our prices are subject to change without notice.• We have pleasure in enclosing a detailed quotation.• We can make you a firm offer of ...
Referring to payment	<ul style="list-style-type: none">• Our terms of payment are as follows ...• Our records show that we have not yet received payment of...• According to our records ...• Please send payment as soon as possible.• You will receive a credit note for the sum of ...
Enclosing documents	<ul style="list-style-type: none">• I am enclosing ...• Please find enclosed ...• You will find enclosed ...
Closing remarks	<ul style="list-style-type: none">• If we can be of any further assistance, please let us know.• If I can help in any way, please do not hesitate to contact me.• If you require more information ...• For further details ...• Thank you for taking this into consideration.• Thank you for your help.• We hope you are happy with this arrangement.• We hope you can settle this matter to our satisfaction.
Referring to future business	<ul style="list-style-type: none">• We look forward to a successful working relationship in the future.• We would be (very) pleased to do business with your company.• I would be happy to have an opportunity to work with your firm.
Referring to future contact	<ul style="list-style-type: none">• I look forward to seeing you next week.• Looking forward to hearing from you, ...• Looking forward to receiving your comments,• I look forward to meeting you on the (date).• I would appreciate a reply at your earliest convenience.• An early reply would be appreciated.

- Ending business letters
- ◇ Sincerely,}
 - ◇ Yours
sincerely,} for al customers / clients
 - ◇ Sincerely
yours,}
 - ◇ Yours faithfully, in more formal letters
 - ◇ Regards, for those you already know and/or with whom
you have a working relationship

Sources:

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