



Damage Deposit Best Practice Guide

What is a damage deposit?

A damage deposit is held by armada to cover the cost of any additional charges that may be levied against you, or your group, whilst on armada. The value of the damage deposit is confirmed at the time of booking, but is usually £75.00 and is paid alongside your holiday final balance. Provided there are no charges, this will be returned in full once you have arrived home from your holiday.

What could I be charged for?

- **Damage to your yacht**
 - Both intentional and unintentional damage to any part of the yacht
 - Damage to any inventory items, including your dinghy
- **Loss of inventory items**
 - Any items signed as being present at the start of your holiday that are missing on your departure will be charged for
- **Cleaning/rubbish removal from your yacht**
 - Yachts must be left as found
 - All bins and rubbish must be removed before departure
 - Any additional cleaning required will be charged for
- **Damage to and/or additional cleaning of any public spaces**
 - This includes bars, nightclubs and any other social spaces used during the week
- **Additional costs as a result of anti-social behaviour**
 - In instances where a passenger is, in our opinion, guilty of anti-social behaviour, armada reserves the right to request that an additional damage deposit is paid to demonstrate the passenger's desire to improve their behaviour.
 - In instances where the passenger is not prepared to pay this additional damage deposit, armada reserves the right to terminate their holiday.
- **Additional costs exceeding your deposit**
 - In the event that any damage charge directly attributable to you or your yacht exceeds the total damage deposit you have paid, you are liable for the additional costs incurred.
- **Communal charges**
 - Any charges levied towards the entire group
 - Any unclaimed charges levied towards individuals



What are communal charges?

Your damage deposit, along with that of other members of your group, is pooled together to form a larger 'communal deposit' which can be used towards charges that are levied against your group as a whole, or any other member of your group while on holiday. If we are not able to identify those responsible for costs, we will deduct these charges from everyone.

In instances where damage caused by other members of your group exceeds their personal damage deposit and armada has not been able to recover the extra costs from the relevant passengers, we reserve the right to reclaim these costs from the communal deposit.

When will my damage deposit be returned?

We aim to make your damage deposit refund available to you within 35 days of your return from your holiday. We are purely a middleman in this process; we do everything possible to refund as much of your damage deposit as possible. If you follow the guidance below, you give yourself the best chance of getting your deposit back in full.

Yacht check-in (self-skipped Yachts)

Check-in is the process of the charter company handing over the yacht to your skipper. It is vitally important that you all take your time checking ALL of the yacht's inventory. If you sign to say that something was on the yacht at the start of the week, and it's missing at the end of the week, the charter company will charge the whole crew for a replacement. It's therefore vitally important to physically find and identify everything on your inventory checklist before your skipper signs to say it's there. Take pictures (including date and time stamp) of any pre-existing damage.

Check-in (skipped Yachts).

Report any pre-existing problems to your skipper immediately. They will notify the charter company and try to get it fixed ASAP.

Reporting problems to your rep is not an effective way of mitigating charges at the end of the week - report directly to your skipper so they can inform the charter company.



During your stay

Respect your yacht and follow the rules set out by the skipper.

Take your rubbish to the external bins throughout the week so it doesn't build up to the last day.

Don't move inventory items. It's hard to track them down at the end of the week and you will be charged for any missing items.

On Departure

Tidy your yacht, make sure all washing up is done and bins are emptied, remove all rubbish from the yacht and check you have packed all personal belongings. The check-out process is similar to the check-in process at the start of the week. The charter company will go through the yacht and tick off all inventory, and inspect the yacht for any signs of damage. If you know of anything wrong with the yacht (either through damage by you or your crew, or an unexpected breakage), let the charter company know. Chances are they'll find it anyway, and your honesty may be rewarded.