



Frequently Asked Questions (FAQ)

1. What is Vasa Sail Charter? What can you expect from us?

Vasa Sail Charter is born to provide an unique cruise charter experience for your sailing holidays. Headquartered in Alicante, we have a sole objective: to provide you with the best platform for you to decide how best to spend your free time. We offer both bareboat and crewed yacht charter for you, your family and friends.

Our team is committed to help you preparing for your sailing holiday, share best practices and tips in order to make your trip unforgettable. Upon request we can also extend to you with additional complementary services such as: **transit** from and to the airport/train station, **provisions package** and **skipper** amongst others.

2. How can you formalise a reservation?

Upon contacting us and confirming the availability for the requested chartered period, you will receive an email confirmation detailing all the aspects of the reservation including any other service contracted.

You will have 5 working day's in order to complete the payment of 50% of the total amount outstanding. Prior to the chartered date, you will be contacted in order to complete the rest of the payment (not later than 5 day's prior to the chartered period).

3. What happens if you don't follow the payment schedule?

We appreciate mistakes can happen so you will be contacted by our team.

In the unlikely event of not completing the payments in the way it's detailed in Q2, we would take the following actions:

- Missing initial payment (50%): we will consider it a failed reservation and you will lose your reserved period.
- Missing final payment (50%): we will cancel the reservation (i.e. you will not be able to do the check-in), and we will withheld 30% of the total amount (returning 20% back to you).

4. What information will be requested to you prior to check-in?

In order to confirm your eligibility to rent the yacht, we will ask you to send a copy of your skipper licence. This will ensure that the check-in goes smooth and fast! We will also ask for the crew information details.

If you have requested the **transit** services, we will request information about your flight/train in order to ensure the transportation goes efficiently.

If you request the **provisions package**, we will coordinate a list of items to be bought on your behalf. This will be delivered in your check-in so you will only need to store it in the yacht (in line with your preferences).

If you have requested **skipper** services, we will share details of him/her prior to doing the check-in.

5. What happens at the check-in process?

Day has come, you have arrived in the city where your journey begins. Check-in on a yacht is from 5pm. If you arrive earlier, let us know and we will try to prepare the boat sooner. Our team will welcome you at the Real Club de Regatas de Alicante (RCRA) entry and will escort you aboard the yacht.

Renting the yacht without crew/skipper: you inspect the yacht for external and internal damage, get technical instructions, weather recommendations, route and marinas. Accept the yacht, sign the necessary documents and make the insurance deposit.

Renting a yacht with our skipper: we only carry out a check-in of the internal elements and the external inspection is not required. You will agree on the final route based on the weather conditions and you will make the insurance deposit.

If you have requested the provisions package, you will have time to store all the items. If this service is not requested, you will have the chance to go to the supermarket and purchase products.

The insurance deposit will be taken via credit card. We cannot accept cash sorry!

A week ahead of excellent yachting and sea adventures is now starting!

6. What if you have questions during the renting period?

Never stress!! Our team will be available for any questions that should arise following the check-in phase. We understand sometimes the amount of information received is overwhelming hence we have made notes around the boat to help your way.

7. What happens on the check-out?

We would carry out the check-out on Fridays at 6pm. You will still have the right to stay onboard until Saturday 9am.

During the check-out, we will ensure that the yachts technical aspects remain unchanged relative to the check-in. Deposit insurance will be returned accordingly within the following days of performing this check-out.

8. Do you want to stay mooring in the RCRA for additional time?

Your comfort comes first! We would typically only allow you to stay the night of the check-in and the day of the check-out. Let us know if you have different plans and we will work in being as flexible as possible.

9. Is the minimum yacht rental period 1 week?

We want to be as flexible as possible with our clients. Please contact us at info@vassail.com or +34 660 852 258 if you have specific requirements with respect to rental periods.

We will try and make it happen if there is any availability!