

1. INTRODUCTION

- 1.1 These FAQs form part of, and are subject to, the Boat Owners Terms of Use.

2. YOUR DASHBOARD

- 2.1 **What you can do with it:** When you register, you get access to your personal account area (“**Dashboard**”). Your Dashboard will help you to manage your Listing. We make the Dashboard available to you on an “as is” basis. This means that we do not guarantee that the Dashboard or its functions are complete and/or error-free.

3. YOU MUST USE OUR SITE

- 3.1 Once you receive a Renter enquiry, you must Use our Site's (a) messaging service to respond to any such enquiry, (b) booking service so that a Renter can book your Boat, and (c) payment service so that a Renter can pay Using our payment gateway. You must not Use our Site (and in particular our Site's messaging service) as a way of receiving Renter enquiries and then not Use our Site to get a booking and thus avoid having to pay us our Commission. If you do this, this is a clear breach of this Agreement and we will terminate your Listing(s). You will also be liable to us for any losses we incur as a result of such a breach. In other words, you **must** manage communications, enquiries and booking payments through our Site. Use of external tools and payments not processed through our Site is strictly forbidden. We have set out below some more information about the services that you must Use.
- 3.2 **Bookings:** You must register for our booking service so that a Renter can book your Boat through our Site. It is your responsibility to check-in and check-out your Renter either personally or a third-party you have engaged to do so.
- 3.3 **Payments:** You must register for our payment service so that a Renter can pay you using the payment gateway. The payment gateway is not offered by us but by our payment gateway service provider (PayGenius). This means that it is subject to PayGenius' terms of service. You should review those terms of service before you decide to use the payment gateway in order to be able to accept payment for bookings through our Site.
- 3.4 In order to register, you must satisfy certain European regulatory requirements (KYC). As such, you must upload on your Dashboard the following documents as scanned copies: (a) proof of a valid passport or identity card, (b) proof of your current residential address, (c) job title, and (d) any other documentation and/or information requested of you on our Site for the purposes of PayGenius. PayGenius will take 48 hours to validate your eligibility.

- 3.5 Please note what we have no control over nor any responsibility for the payment gateway. However, if you experience any problems (or any other issues) with your registration and/or processing and receipt of payments, please contact us by email to contact@shareboat.co.uk at the earliest opportunity.

- 3.6 **Enquiries:** You must Use our messaging service to receive and respond to Renter enquiries. We will not hold messages indefinitely. This means that messages may not be accessible after they have been delivered. For this reason, you should print a copy of any message which is important (e.g. a payment receipt or a booking confirmation). We have no control over nor any responsibility for the communications between you and a Renter.

- 3.7 **Commission-based Listings:** Our Commission-based Listings also mean that the Listings will be displayed on our Site indefinitely. However, we reserve the right to remove or refuse to publish any Listing at any time (in our absolute discretion). You can also suspend or remove your Listing at any time through your Dashboard. We may ask you for information about why you are suspending or cancelling your Listing.

- 3.8 **Deposits:** You may request that the Renter pays you a deposit. If this is the case, you must display this in your Listing. The deposit amount and the timing of payment is set by you. Payment of any such deposit will not be done through our Site. ShareBoat is not responsible in any way whatsoever in relation to the above. If you have any questions or (any other issues), please contact your Renter.

4. YOUR LISTING

- 4.1 **Number of Boats:** You can display any number of Boats in your Listing.
- 4.2 **Photos:** You can display up to five (5) photographs for a Boat. A cut-down version of your Listing will be shown on our Site as a search snippet, in the form of a preview with a picture of the Boat, linked to the full-page of your Listing.
- 4.3 **Your website:** You are not permitted to link to your own website, or another website advertising your Boat, on your Listing. We will remove any such links.
- 4.4 **Renter Searches:** Boat search snippets are searched and displayed based on ShareBoat's sort algorithm. Renters can also search Listings according to various criteria, such as (a) location; (b) Boat type; (c) price; (d) number of people accommodated; and/or (e) ability to craft.
- 4.5 **Translations:** In order to make it as easy as possible for you to Use our Site, we have translated our Site in several languages. If a translation is not available on our

Site for your language, you may use Google Translate. This is a static machine translation system which is not error-free. You must review the translation, and correct all inaccuracies in it. Google Translate is subject to Google's terms. You should review those terms before using Google Translate. We have no control over nor any responsibility for Google Translate translations, if any and you provide any such translation at your own risk.

4.6 **Location:** The sort order for Listings on our Site depends on ShareBoat's algorithms and may vary from time to time. Unfortunately, we cannot guarantee your position within the search results.

4.7 **Location Map:** You can link your Listing to Google Maps. In order to do so, you must confirm that the location included in your Listing is correct on your Dashboard. Google Maps is not error free. You need to check that the Boat's correct location is shown by Google Maps. Google Maps is subject to Google's terms. You should review those terms before using Google Maps. We do not have any responsibility for the accuracy or otherwise of the Google Maps services. We have no control over nor any responsibility for Google Maps.

4.8 **SMS service:** In the future, we may offer an SMS service to inform Owners of any incoming booking enquiries about Listings.

5. WHAT YOU PAY US

5.1 Our commission-based Listings mean that you can advertise your Listing on our Site without any upfront fee. You will only be charged a commission equal to 15% of the Boat rental amount paid by a Renter on a booking ("**Rental Fee**") that you got through our Site ("**Commission**").

5.2 Our Commission includes PayGenius' payment processing fees that we incur when we make the payment of your share of the Rental Fee. Your share of the Rental Fee is the Rental Fee minus our Commission ("**Share**").

5.3 Apart from the PayGenius' payment processing fees, our Commission does **not** include in any way whatsoever (a) amounts charged for taxes (if any), (b) any other charges or amounts that you may be responsible for, and (c) fees for any products and/or services offered by third-party suppliers ("**Suppliers**") (for example, transportation services, check-in/check-out services, concierge services, arranging activities).

5.4 Your Share will be paid to you by PayGenius 24 hours after the check-in date as originally booked by the Renter. We have no involvement in the payment process and are not responsible in any way whatsoever with regards to the correct payment of the booking. However, if you experience any problems (or any other issues) with processing and receipt of payments, please contact us by email to contact@shareboat.co.uk at the earliest

opportunity.

5.5 We reserve the right to change the applicable Commission, with any changes to be notified to Owners 45 days before the new Commission is applied. If you do not remove your Listing by the time the new Commission is applied, we will assume that you accept it.

5.6 **If a Renter wishes to cancel a Boat booking, he must Use our Site to do so. If there is a cancellation 2 weeks or more before the check-in date, then the Rental Fee will be returned to the Renter minus 15%. This 15% is broken down as follows: 5% will go to you and 10% will be retained by us. If there is a cancellation less than 2 weeks before the check-in date, then the Rental Fee will not be returned to the Renter. In this case, we will pay you your Share as if the Boat booking had not been cancelled and we will retain our Commission.**

5.7 **If you wish to cancel a Boat booking, you must use our Site to do so. You must do so as soon as possible and also contact your Boat Renter to apologise for the inconvenience. The entire Rental Fee will be returned to the Boat Renter. We will contact you to find out the reason behind the cancellation. We may suspend your listing if we deem it appropriate.**

5.8 We may, from time to time, offer to you additional Owner paid services that you may decide to use. We will advertise such additional services on our Site and/or contact you. Each additional paid service may be subject to additional terms and conditions.

5.9 You are solely responsible for all charges relating to your Boat and the Listings, and shall account to the relevant authorities for all applicable taxes (including, where relevant, any sales taxes) on any payments.

6. NOTICES & ENQUIRIES

6.1 **A Team Close to You:** We are committed to be as close to our Owners as possible. We have decided to offer the easiest way to reach our team in any situation. For any kind of notices and enquiries listed below, you will find all the team direct contact details (including professional email addresses and mobile contacts) by clicking on Contact us **[NOTE: Insert link of the Contact us page].**

6.2 **Owners & Feedback.** You can contact our team by clicking Contact us **[NOTE: Insert link of the Contact us page.]** for your enquiries if (a) you have any enquiries about how our Site works, (b) you are finding difficulties when signing up, or (c) any other issues you may be experiencing and you think we can help you with. You are most welcome to provide us with any comments/feedback and suggestions about your experience of Using our Site.

6.3 **Legal & Security notices.** You can contact our team for legal and security notices including (a) copyright infringements, (b) accidents, (c) threatened proceedings

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by a Renter, by clicking [\[NOTE: Insert link to the Contact us page\]](#).

6.4 **Personal Data Enquiries.** You can contact our team for any personal data enquiries by clicking [\[NOTE: Insert link to the Contact us page\]](#).

6.5 **Media & Press Enquiries.** You are able to contact our team for any Media and Press enquiries by clicking [\[NOTE: Insert link to the Contact us page\]](#).