

1. INTRODUCTION

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

2. YOUR ACCOUNT

- 2.1 **What you can do with it:** When you register, you get access to your Account. Your account includes, amongst other things, (a) a dedicated page, known as the “My profile” page. Your personal profile page displays your photo and name as mandatory fields. Other personal and travel information are optional and you can decide whether and what to include, (b) the availability to monitor specific Boats, (c) save favourite Boats, (d) add notes and create lists, (e) save comments on Boats, (f) post, store or upload Submissions (as defined in Section 7 of the Boat Renter Terms of Use) in relation to rented Boats, (g) link your Facebook or Google Plus account. By logging in with your Facebook or Google Plus login credentials or linking your Account with Facebook or Google Plus, you agree to transfer your login credentials from Facebook or Google Plus and to display the list of your Facebook or Google Plus friends who also have an Account with us. This information will be displayed on your personal profile page, and (h) share favourite Boats or lists with others, such as friends and family and social networks. We make your Account available to you on an “as is” basis. This means that we do not guarantee that your Account or its functions are complete and/or error-free.

- 2.2 **Account Deactivation:** You can deactivate your Account at any time. You can do that by going directly to your personal profile’s settings page. You understand and accept that even if you deactivate your Account data could be retained by us under the terms of our Privacy Policy and Cookie Policy. You understand and consent to the use of your data as outlined in our Privacy Policy and Cookie Notice.

- 2.3 It is your responsibility to ensure that you have the correct boat licence for the Boat you book through our Site. A Boat Owner may request a copy of your licence before giving you possession of the Boat. Failure to hold the correct licence may result in the booking being cancelled and the cancellation rules under Section 7 shall apply.

- 2.4 With your Account, you can do all the following things!

3. YOUR ENQUIRIES

- 3.1 You must Use our messaging service to communicate with the Owner. 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 or any responsibility for the communications between you and an Owner.

4. AN EASY BOOKING PROCESS

- 4.1 When you have found a Boat you would like to rent, you can go ahead and book it using our Site's booking facility. In order to do so, you will need to log into your Account. When you click the ‘Request to Book’ button, a booking confirmation popup will open setting out a summary of your booking e.g. check-in/check-out dates, number of days, price, security deposit required etc.

- 4.2 The booking request will not be sent to the Boat Owner until you have confirmed that the summary is correct. Once you have confirmed that the summary is correct, the booking request will be sent to the Boat Owner. You will then receive an email confirming that your booking request has been submitted.

- 4.3 The Boat Owner has 48 hours to confirm whether he would like to accept your booking request. If the Boat Owner does not accept your booking request, you will be invited to contact the ShareBoat team to find another solution. At any time during the searching or booking process, you may contact a member of the Shareboat team for help. See Section 8 for information on how to contact us.

- 4.4 It is the responsibility of the Owner to do the check-in and check-out either personally or a third-party he has engaged to do so.

5. HASSLE-FREE PAYMENT

- 5.1 You must register for our payment service so that you can pay an Owner 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. We have no control over nor any responsibility for the payment gateway provided by PayGenius.

- 5.2 **In order to register, you must satisfy certain European regulatory requirements (KYC). As such, you must upload on your Account 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.**

- 5.3 If the Boat Owner accepts the booking request, you will get an email inviting you to pay for the booking through the payment gateway.

- 5.4 PayGenius will take payment of the booking fee from

your bank account and it will be held by them. It will be released to the Boat Owner 24 hours after you have checked-in. This is to allow easy pay back should there be any problems during the check-in.

5.5 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.

5.1 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.

6. DEPOSITS

6.1 An Owner may request that you pay a deposit. This will be displayed in his Listing. Both the deposit amount and the timing of the payment is set by the Owner. Payment of any such deposit will not be done through our Site.

6.2 ShareBoat is not responsible in any way whatsoever in relation to the above. However, if you have any questions (or any other issues) with a deposit, please contact the Owner directly.

7. CANCELLATIONS

7.1 If you wish to cancel a Boat booking, you must Use our Site to do so. If you cancel 2 weeks or more before the check-in date, then the Rental Fee will be returned to you minus 15%. If you cancel less than 2 weeks before the check-in date, then the Rental Fee will not be returned to you.

7.2 If an Owner cancels your Boat booking, he must use our Site to do so. He must do so as soon as possible and also contact you to apologise for the inconvenience. The entire Rental Fee will be returned to you. We understand how inconvenient a cancelled Boat booking can be. We want your trip to be fun and memorable, that's why we want to help you get your trip back on track in the rare event of a cancellation. The quickest way to find another Boat to rent is for you to start another search on our Site. However, we will be more than happy to do what we can to help. You can contact us by clicking [\[NOTE: Insert link to the Contact us page\]](#) and we will help you with your search.

8. NOTICES & ENQUIRIES

8.1 **A Team Close to You:** We are committed to be as close to our Renters 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 [\[NOTE: Insert link of the Contact us page\]](#).

8.2 **Renters & 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.

8.3 **Legal & Security notices.** You can contact our team for legal and security notices including (a) copyright infringements, (b) accidents, (c) threatened proceedings by an Owner, by clicking [\[NOTE: Insert link to the Contact us page.\]](#).

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

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