

# YachtMovers – Frequently Asked Questions

We want to make dealing with YachtMovers as clear and straightforward as possible and to ensure that there are no nasty surprises at any point in the delivery process. To do this, we have made loads of information available for [download](#) from our web site. If there is anything that you don't understand, please just ask.

## What is a Fully Crewed Delivery?

Our Fully Crewed Delivery is the complete delivery service. If you don't have the time, experience or the inclination to move your yacht yourself, we will do it for you. We will provide a highly experienced, thoroughly professional skipper, with a carefully selected crew, to sail her to your required destination. Keeping you informed throughout, our team will take great care of your yacht, delivering it in the best possible condition. You need to ensure the yacht is seaworthy, insured, suitably equipped (see details below), fueled and ready to go. We will then do the rest, including planning, and provisioning for the passage.

## What is an Assisted Passage?

If you want to sail your yacht yourself but don't have the experience or confidence, then our Assisted Passage can help you. This offers the opportunity to have our highly experienced skipper / instructor sail with you, for some or all of a passage. This can be a great learning and confidence building experience, with one to one tuition on your own yacht. You can choose what you want to do and the pace at which you want to go and we will be there to support you along the way.

## Can I get training and RYA or ICC certification from YachtMovers?

All of our Assisted Passages offer an element of training, however we can also offer more formal training and certification. Through our relationship with [Hamble School of Yachting](#), one of the premier RYA Recognised Training Centres, we can offer bespoke sail training solutions on your own yacht. These require additional time to be built into the passage for specific training, but can be a very effective way to learn.

## What's the process for booking a delivery?

We hope you will find YachtMovers very straightforward to work with. We will help you through the process but the following outlines the key steps you can expect to follow:

1. Contact us with your delivery requirements. You can email us at [info@yachtmovers.co.uk](mailto:info@yachtmovers.co.uk), call us on +447919017835 or complete the [quote request form](#) on our web site. If you are unsure about anything, talk to us first, we can offer helpful, no obligation, advice. This can often save you money and stress.
2. We will provide a detailed quote, with pricing and availability clearly spelled out.
3. If you are happy with the quote and wish to book the delivery, we will provide a Letter of Agreement ([LoA](#)) for you to sign and return, together with paying a deposit.
4. We will return a countersigned copy of the LoA to you to confirm your booking
5. If flights or other travel bookings are required, we do this asap to ensure that we get the best value solution.
6. We will ask you provide some basic [information](#) and details of the [yacht equipment inventory](#), to enable us to prepare for the delivery. We provide simple templates to identify the information required.
7. Payment of the balance is required 5 weeks before the delivery starts.
8. We plan and execute the delivery, keeping you informed throughout the preparation and passage.
9. We provide an end of delivery report, with a full reconciliation of expenses, and return any unused passage and travel expense deposits.

## What are the costs of delivery and what's included / excluded?

The cost of the delivery is made up of 3 components:

**Delivery Fee** - The cost of a professional skipper for the Delivery or Assisted Passage. For fully crewed deliveries, this also covers the crew selection & management (generally crew are unpaid on deliveries), and includes provisions for the passage. For Assisted Passages, the provisioning costs are excluded, as these would be met directly by the owner.

**Crew Travel Costs** – The cost of transport for the skipper and, if required, crew to and/or from the vessel (details will be specified in the quote/LoA). These are estimates, based on the use of the cheapest reasonable transport available.

**Passage Costs** - The onboard expenses that you would incur if you were making the passage yourself, such as fuel, port fees, any repairs necessary en route, etc. On an Assisted Passage, where the owner is on board, these costs would be met by him or her directly.

The Delivery Fee may be a **Fixed Price**, in which case YachtMovers assumes the risk for delays due to bad weather, or based on a **Standard Day Rate**, where the charge is made based on a daily rate, and only days used are paid for.

Crew Travel Costs and Passage costs are estimated and a deposit is required to cover these. At the end of the delivery a full reconciliation is provided and unused funds are returned.

We do not charge additional VAT on our prices.

## How does the YM Fixed Price Delivery Fee work?

YachtMovers are one of the few delivery companies that offer a genuine Fixed Price option. Once we have agreed the Delivery Fee, then it is fixed. This covers the services of our professional skipper and crew for the duration of the delivery, including all onboard provisioning. We don't then charge extra for delays caused by bad weather.

You don't need to worry about us taking risks with your yacht if we hit delays. We can assure you that we never put the yacht or crew at risk to make up time. We are a small company, we don't use third party skippers, so there is no temptation to 'push' them to go out in unsuitable conditions to maintain the company profit margins. As well as your yacht, it is our lives and reputation that are on the line, so we have a vested interest in making the right calls.

You can find more details of the [pricing](#) on our web site.

## How does the Standard Day Rate / Assisted Passage Delivery Fee work?

If a Fixed Price Delivery Fee is not appropriate, then we also offer a Standard Day Rate Delivery Fee. This is based on the same day rates but you just pay for the actual number of days used. An estimate would be agreed at the outset. If additional days are required, an addition fee is paid, if less days are required, then the unused days are refunded (up to 20% of days booked). The Delivery Fee includes provisioning for the crew for the passage. Crew travel and passage costs are calculated in the same way as for the Fixed Price delivery.

The same process is used for calculating the Delivery Fee for an Assisted Passage. As the owner is onboard during an Assisted Passage, they would normally cover the provisioning, so this is excluded from the day rate. Travel cost would be calculated as above but the owner would normally cover the passage costs directly, so a deposit for that would not be required.

You can find more details of the [pricing](#) on our web site.

## How does Own Boat Training and RYA certification work?

Informal training is included within the standard costs of an Assisted Passage. You can choose how much training you want and this may impact on the length of the passage, but that is simply reflected in the number of days paid for.

For RYA training or ICC certification, additional days will need to be set aside for the training. These will be contracted separately, directly with the sea school, but the training will be delivered by our fully qualified RYA Instructor skipper. That way, you get the reassurance that you are getting genuine, high quality RYA certified training, dovetailed appropriately into your delivery passage.

All other factors, such as travel expenses, passage costs and provisioning are covered as per the Assisted Passage above. See our web site for more [pricing](#) information.

### **What deposit do I need to provide and when do I need to make payments?**

To secure the agreed date, we require a deposit to be paid within 5 days of booking. The deposit consists of 25% of the Delivery Fee plus 50% of the Travel Expense deposit. We ask for the travel expense to be provided early in the process so that we can book necessary flights etc as soon as we can. This ensures that we obtain the optimum low cost fares wherever possible.

We require the remaining balance to be paid five weeks before the departure date.

### **What equipment does the Yacht need to have?**

You need to ensure that the yacht is seaworthy, suitably equipped for the intended passage and ready for sailing on the agreed joining date. It should have a fully serviced life raft, a full fuel tank, and all necessary safety equipment in place and in date. The equipment required will depend upon the specific passage being undertaken but you can find guidance on this in our [minimum equipment document](#) on our web site. More information can be found on the [RYA web site](#) and in the RYA Boat Safety Handbook (G103).

Prior to the delivery starting, we will ask you to provide an inventory of the yacht's equipment. This usually enables us to resolve any issue early on, avoiding delays and extra costs on embarkation. You can also find our [Inventory Questionnaire](#) on our web site. If in doubt, do talk to us before purchasing new equipment.

Upon arrival the Skipper will do a complete inspection of your boat. You can find our [Skippers Pre-delivery checklist](#) on our web site. Please note however, we are not qualified surveyors and the review is not a survey. Whilst we will attempt to identify any obvious issues, the responsibility for the seaworthiness of the vessel remains with the owner.

### **What documentation does the yacht need?**

Original documentation will be required onboard, for example registration, insurance, proof of ownership and VAT payment, ship's radio license etc. Other documentation will depend upon location. For example, some countries request translations of insurance certificates. Specific permits may be required in some areas. A Letter of Authority made out for the skipper, will also be needed. When we provide the passage plan, we will discuss the documentation requirements with you. This is also covered in our [minimum equipment document](#) on our web site.

### **Who insures the Yacht?**

The Owner will need to provide hull and all risks insurance to cover the yacht for the whole passage. We ask that the delivery skipper is named on the insurance for the duration of the passage, including suitable contingency for delays. This does not normally incur any additional costs, as it is included by most marine insurers. We are happy to provide details of the experience and qualification of the skipper if they request this information. Please let us know asap if your insurer sets any specific conditions on your policy (some, for example, specify minimum crew numbers for Biscay crossings and may specify date dependency on this too).

We also carry our own marine public liability insurance.

## **What is YachtMovers availability / lead time like?**

Availability will vary across the year. Please be aware that there are particularly busy periods for all delivery companies at the start and end of the sailing season. If you are seeking a delivery in the April-June time or September-October, we would strongly recommend early booking.

Being a small, personal delivery company, means that we are often able to be flexible on dates. We want to maintain the highest quality standards, so we don't over commit ourselves and our diary is very straightforward. The best thing to do is to get in contact as soon as you know when you might want the delivery, and we can let you know straight away about our availability.

## **Who will skipper my yacht?**

If you book a YachtMovers delivery, then your yacht will be skippered by Glenn Smallcombe. He is a highly experienced, commercially endorsed, YachtMaster Ocean, so you know that your yacht will be in the best of hands. Glenn is also an RYA YachtMaster Instructor, so you can rely on getting excellent training, whether informally on Assisted Passages or on formal RYA courses.

## **As the owner, can I come along on a Delivery?**

Assisted Passages are particularly geared around the owner but we also welcome you to join us on Fully Crewed Deliveries. Whilst this can also be a good learning experience, it should be noted that Fully Crewed Delivery passages are often paced differently and involve longer legs, than on most Assisted Passages.

## **Who chooses the route?**

The skipper is responsible for the safety of the yacht and crew, and therefore has the final decision on all routing and other decisions on the passage. The skipper will liaise with the you to keep you fully informed of progress throughout the delivery and will of course take account of the owners wishes wherever possible. On an Assisted Passage, this is particularly relevant, as the owner will set the agenda and pace that they wish to go and our skipper will fully support this.

## **Why should I choose YachtMovers?**

YachtMovers is different from most commercial yacht delivery companies. We don't employ freelance skippers and we're not building a large scale, impersonal delivery business. For us, profit isn't the driving motive, love of sailing is at the heart of what we do. We enjoy helping people get the best out of sailing and we are passionate about providing the very best standard of professional delivery service. So we will go the extra mile to ensure that you don't just get your yacht delivered safely but that you get a great experience throughout when you deal with YachtMovers.

## **Where can I find the YM terms and conditions?**

We want to be as open and transparent as possible so, as well as sending you a copy of our [terms and conditions](#) with the booking paperwork, you can also find them on our web site [downloads page](#), along with all of our other documentation.

## **What if I have any other questions?**

Our skipper has many thousands of miles sailing experience on many different kinds of yachts. We are very willing to share that experience and offer owners free, no obligation, advice before a delivery is booked. If you have any questions about any aspect of the yacht, her sailing capabilities, equipment to be fitted, or any other aspect of the delivery, please don't hesitate to ask.