

Boat Yard Services

Booking Guide

Members can now book a variety of services directly via the Harbour Assist Portal. These services include;

- 1) Standard Yard Space
 - This is suitable for boats **up to 10m in length**.
 - It includes a lift out and back in (NB. Not available at weekends)
 - Up to 30 days in the yard.
 - Available to book up to 60 days in advance.

- 2) Large Yard Space
 - Suitable for boats **over 10m in length**
 - Service includes lift out and back in (NB. Not available at weekends)
 - Up to 30 days in the yard.
 - Available to book up to 60 days in advance.

- 3) Lunch-time lift out
 - Suitable for all boats kept within the marina.
 - Service includes a 1-hour lift in the hoist.
 - **This service is Free of charge.**
 - Add-on service available – boat wash off @ £25
 - NOTE – Member must present boat at slipway between 11:45-12:00. Lift will be done by 12:30 and returned to the water at 13:30.
 - **Time extensions are not available.** Boat must be cleared from slipway immediately.
 - **Failure to present boat on time may result in booking being cancelled. Refunds will not be provided in these circumstances.**

- 4) Overnight Sling – Weekdays.
 - Suitable for all boats kept within the marina.
 - Service includes an overnight lift in the sling.
 - NOTE – Member must present boat at slipway between 16:00-16:15. Lift will be done by 16:30. Boat to remain in sling overnight and returned to the water by 10am on the following day.
 - **Time extensions are not available.** Boat must be cleared from slipway immediately following lift in.
 - **Failure to present boat on time may result in booking being cancelled. Refunds will not be provided in these circumstances.**

- 5) Weekend Sling
 - Suitable for all boats kept within the marina.

- Service includes an overnight lift in the sling.
- Add-on service available – boat wash off @ £25
- NOTE – Member must present boat at slipway between 15:30-15:45 on Friday afternoon. Lift will be done by 16:30. Boat to remain in sling over the weekend and returned to the water by 10am on the following Monday.
- **Time extensions are not available.** Boat must be cleared from slipway immediately following lift in.
- **Failure to present boat on time may result in booking being cancelled. Refunds will not be provided in these circumstances.**

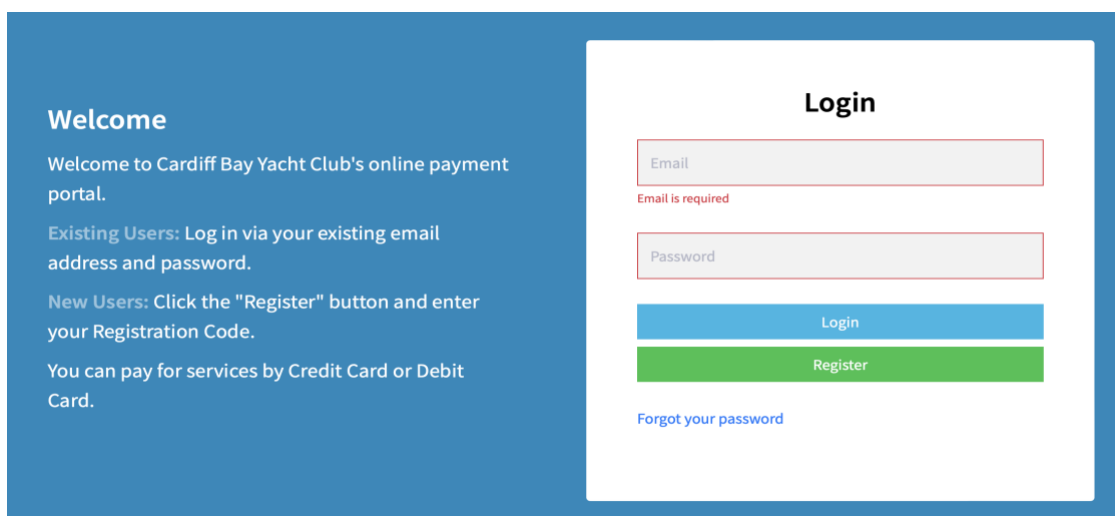
SECTION 1 - How to access the Harbour Assist Portal

If you are an existing user or have previously registered, then please skip to Section 2.

Members can access the portal using by clicking the following link or copying it and pasting into you web browser;

<https://cbyc.harbourassist.com/portal>

You will need to register before you can use the portal. Click on the green 'Register' button.



You will be asked to enter your 'Registration Token'. Each member has a unique code which can be found in the 'How to pay' section on at the bottom of any club invoice.

How to make a payment
Online at https://cbyc.harbourassist.com/portal logging in with your email and password or, if registering to pay for the first time, by entering your Unique Registration Code which is [REDACTED]
By Phone by calling +44 (0)29 2066 6627 and giving your card details to staff.
By Post – enclosing a cheque made payable to "CBYC"
In Cash - by visiting the Office in person.
By BACS – Sort Code 40-16-18 Account 21473271

Enter your code and click 'Next'.

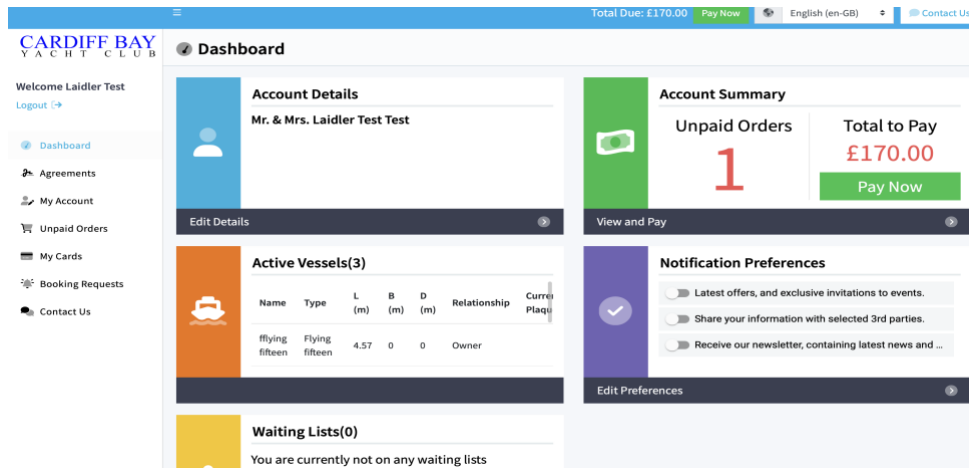
You will then be required to create a new password. Please make sure your chosen password conforms to the requirement set out below.

Once registered the portal will log you in to your account. Members can use this portal to view your account details, view and pay invoices, contact us with queries and book the various services offered by the club.

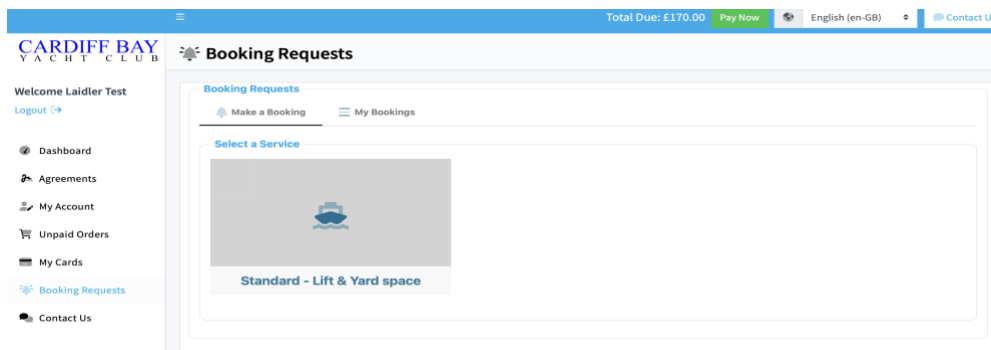
SECTION 2 – How to make a booking.

To make a booking for yard services follow these simple steps;

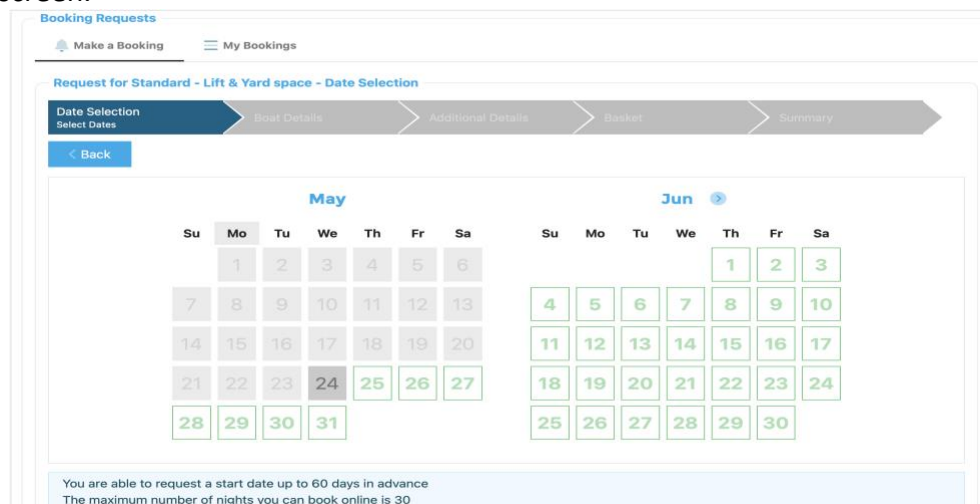
- 1) Please select 'Booking Requests' here



2) Select the service you require.



3) Select the date you require the service. For yard bookings you will need to select a start date and end date. Please note the booking restrictions at the bottom of the screen.



4) Choose which boat you require the service for by clicking the 'Select' button adjacent to the correct boat. (Most members on have one boat listed on their account)

Then Click 'Next'.

Booking Requests

Make a Booking | My Bookings

Request for Standard - Lift & Yard space - Boat Details

Date Selection ✓
03 Jun 23 - 22 Jun 23

Boat Details | Additional Details | Basket | Summary

< Back | Next >

Please select your boat or [add a new boat](#) to this request

Boat	Length (m)	Select
fflying fifteen	4.57 (m)	Select
Lovely Boat	10 (m)	Select

5) Please add any missing details about your boat. These are highlighted with red boxes. Then click 'Next'.

Request for Standard - Lift & Yard space - Boat Details

Date Selection ✓
03 Jun 23 - 22 Jun 23

Boat Details | Additional Details | Basket | Summary

< Back | Next >

You have selected **fflying fifteen**
[Change selected boat](#)

Boat Name:

Length(m):

Keel:

Type:

Beam(m):

6) Please provide a short summary of the work to be undertaken and then click 'Next'.

Booking Requests

Make a Booking | My Bookings

Request for Standard - Lift & Yard space - Please provide a short summary work to be undertaken.

Date Selection ✓
03 Jun 23 - 22 Jun 23

Boat Details ✓ | Additional Details | Basket | Summary

< Back | Next >

Please provide a short summary work to be undertaken.

7) You will then be shown a summary of your booking including the associated cost.

Request for Standard - Lift & Yard space - Basket

Date Selection ✓
03 Jun 23 - 22 Jun 23

Boat Details ✓

Additional Details ✓

Basket ✓

Summary ✓

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Next >

Order Summary

Dates: 04 Jun 23 - 23 Jun 23
Boat fflying fifteen

Product	Quantity	Unit Cost	Total
HOIST FEES UNDER 10M	2	£80.00	£160.00
Yard (Day 1 - 30)	1 x 91.4 Calculated from 20 Days x 4.57 Length	£0.25	£22.85
Total:			£182.85

Please check the details. If you need to make amendments, then you can click 'Back' and edit the booking as required. Once satisfied, please click 'Next'.

8) To confirm the booking, please select 'Submit & Pay'.

Request for Standard - Lift & Yard space - Summary

Date Selection ✓
03 Jun 23 - 22 Jun 23

Boat Details ✓

Additional Details ✓

Basket ✓

Summary ✓

< Back

✓ Submit & Pay

Thank you for making a request to book **Standard - Lift & Yard space**. Please check all the details are correct before you confirm your request.


9) You will then be directed to the payment screen. Please make payment via the portal by clicking 'checkout' at the bottom of the screen and following the onscreen instructions.


Invoice : 38059 **Date: 24 May 2023**

Product	Quantity	Total
HOIST FEES UNDER 10M Dates: 04 Jun 2023 - 23 Jun 2023 Boat: fflying fifteen Unit Cost £80.00	2	£160.00
Yard (Day 1 - 30) Dates: 04 Jun 2023 - 23 Jun 2023 Boat: fflying fifteen Unit Cost £0.25	1	£22.85
Total:		£182.85
Payments Received:		£0.00

Pay for this now **Balance: £182.85**

Total Due: £352.85

 Paysafe

 Checkout

10) The portal will then submit your request for review and final approval and send you confirmation that your request has been received. Once scheduled in the diary you will receive a second email to finalise the booking.

Terms & Conditions

1. BOOKINGS

- 1.1. All services are subject to availability.
- 1.2. CBYC reserves the right to withdraw booking service without notice.
- 1.3. CBYC reserves the right to amend or cancel bookings at any time. (e.g. mechanical failure or inclement weather.)
- 1.4. The booking system is a self-service facility and Members must register on the Harbour Assist portal.
- 1.5. Where boats are not presented on time, the booking may be cancelled and fee forfeited.

2. PAYMENT

- 2.1. Payment must be made at the time of booking.
- 2.2. Bookings will not be confirmed until payment is made in full.
- 2.3. Any unpaid orders will automatically be cancelled after 7 days, and the member will need to rebook.
- 2.4. Partial refunds will not be provided if boats return to the water faster than planned.
- 2.5. Boats overstaying the duration of existing booking will be returned to the water where possible. If it is not possible to safely return the boat to the water, the member will incur Penalty fees at a rate of £2.00 per metre per day.

3. CANCELLATION

- 3.1. Members may cancel their booking up to 7 days before the schedule date. A full refund will be issued.
- 3.2. Cancellation with less than 7 days' notice will not receive refund.
- 3.3. Where bookings are cancelled by the club, service will be rescheduled, or a full refund will be provided. The club does accept responsibility for incidental loss relating to third party costs.

4. Other

- 4.1. Members must not apply paint/anti-foul near the hoist strops.
- 4.2. CBYC reserves the right to amend terms and conditions without prior notice/