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.

Welcome	Login
Welcome to Cardiff Bay Yacht Club's online payment portal.	Email Email s required
Existing Users: Log in via your existing email address and password.	Password
New Users: Click the "Register" button and enter your Registration Code.	Login
You can pay for services by Credit Card or Debit Card.	Register Forgot your password

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
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'.

Register	Register
Once you have registered, you will be able to log	Enter your Registration Code
in to view your account and vessel details. You	
should have received a Registration Code with	Next
your Renewal Invitation or Invoice	Already Registered? Login

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

	Complete Registration
r. & Mrs. Laidler Test Test	admin@cbyc.co.uk
lease complete your registration by creating a password. nce you have registered you can update your personal etails	Enter your password Password required
For your own security, passwords must contain the following:	Confirm Password
At least: 6 Characters, 1 Capital Letter, 1 Lowercase Letter, 1 Number, 1 Special Character	Password required Register
	Already Registered? Login

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.

<u>SECTION 2</u> – How to make a booking.

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

1) Please select 'Booking Requests' here

elcome Laidler Test		Accou	nt Deta	ils						Account Summary	
Dashboard	-	Mr. & M	rs. Laidl	er Test	t Test					Unpaid Orders	Total to Pay £170.00 Pay Now
My Account	Edit Detai	s						۲	View and	Pay	Pay Now
My Cards		Active	Vessel	s(3)						Notification Preference	es
 Booking Requests Contact Us 		Name	Туре	L (m)	B (m)	D (m)	Relationship	Currei Plaqu		Latest offers, and exclusiv Share your information with	
		fflying fifteen	Flying fifteen	4.57	0	0	Owner			Receive our newsletter, co	
									Edit Prefe	rences	

2) Select the service you require.

		Total Due: £170.00	Pay Now	۹	English (en-GB)	۰	Contact Us
CARDIFF BAY	₩ Booking Requests						
Welcome Laidler Test Logout ⊡	Booking Requests						
Ø Dashboard	Select a Service						
∂ Agreements							
🚑 My Account	🚘						
) Unpaid Orders							
🚍 My Cards							
🐠 Booking Requests	Standard - Lift & Yard space						
🗣 Contact Us							

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.

Request for Star	idard - L	ift & Ya	rd spac	e - Dat	e Selec	tion									
Date Selection Select Dates															
< Back															
				May							Jun	0			
	Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa	
												1	2	3	
								4	5	6	7	8	9	10	
								11	12	13	14	15	16	17	
				24	25	26	27	18	19	20	21	22	23	24	
	28	29	30	31				25	26	27	28	29	30		

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 spa	ce - Boat Details			
Date Selection ✓ 03 Jun 23 - 22 Jun 23 Boat De	etails Additional Details	Basket	Summary	
< Back			Next >	
Please select your boat or add a new l	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 D	Details			
Date Selection ✓ 03 Jun 23 - 22 Jun 23	Boat Details	Additional Details	Basket	Summary	
< Back				Next >	
You have selected fflyi					
Boat Name	fflying fifteen				
Length(m)	4.57				
Keel					
Туре	Flying fifteen			~	
Beam(m)				۲	

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

Booking Requests

,			
Additional Details	Basket		
		Next >	
		Lift & Yard space - Please provide a short summary work to be undertaken Boat Details ✓ Additional Details Basket	Boat Details Additional Details Basket Summary

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

	ift & Yard space - Basket				
Date Selection ✓ 03 Jun 23 - 22 Jun 23	Boat Details 🗸	Additional Details <	sket 🗸	Summary 🗸	
< Back				Next >	
Order Summary	,				
Dates: 04 Jun 23 - 23 Jun	23				
Boat fflying fifteen Product		Quantity	Unit Cost	Total	
		Quantity 2	Unit Cost £80.00	Total £160.00	

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 - Date Selection ~ 03 Jun 23 - 22 Jun 23	Lift & Yard space - Summa	Additional Details 🗸	Basket 🗸	Summary ✓
< Back				✓ Submit & Pay

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: Paysafe		
	E 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/