



Guide to your smoother sailing vacation

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CHECK IN PROCEDURE

BEFORE ARRIVAL:

No later than 5 days before your arrival, send us the completed crew list along with your mobile phone number

Do not forget the following documents:

- Passports
- Charter contract (voucher)
- Skipper's license (Please check here is your license on the list that the government approves)
- VHF license – at least one person from your crew must hold a VHF license

If you are coming by car:

- There is a ramp at the marina's entrance – take the ticket.
- You are paying for the parking at the marina reception upon leaving.
- The marina sets up the price for the parking, and you can check it.

Provisioning: Dalmatia Yacht Supply

If you want to order some food and beverages when you embark on the boat, feel free to contact our partner who provides this kind of service.

More info:

<https://dalmatiayachtsupply.com/>

PRIORITY CHECK-IN

Check-in between 1:00 PM and 2:00 PM – payment upon reservation, limited availability, maximum five vessels per Saturday. The price of priority boarding can be found in our price list.

In the event that the service cannot be provided, Euronautic d.o.o. (EN) reserves the right to unilaterally refund the amount paid for the "PRIORITY CHECK-IN" service.

In such case, the guest shall not be entitled to claim any further financial or non-material compensation due to the inability to provide the agreed service. By confirming the reservation and paying the advance payment, the Client enters into a legal relationship with EN and confirms that they have read, understood, and accepted this clause.

ONLINE CHECK-IN

There is a possibility of an Online check in. This way you can pay in advance, from the comfort of your own home, all base costs, tourist tax, deposit etc. There is also boat map to be found - which has detailed documentation for each boat. In this way you will significantly reduce waiting time in the base.



CHECK IN AT THE RECEPTION

Upon arrival at the base, you are required to check in at the Euronautic office.

Registration includes settling all due fees and completing the necessary documentation in order to ensure a smooth and efficient check-in.

Please respect the agreed check-in time. We will do our best to have the yacht ready for you as soon as possible, however we need time to prepare and clean it properly.

Kindly note that only the skipper should come to our office for registration, so that the procedure can be completed as quickly and smoothly as possible.

Payment is possible in euros, either in cash or by credit card. An ATM is located at the entrance of the marina.

SECURITY DEPOSIT

- The security deposit must be paid before embarkation, either in cash or by credit card pre-authorisation (VISA, DINERS, MASTERCARD).
- Euronautic Dashboard – The Dashboard is designed to speed up the reception check-in process and make it simpler and more efficient. The link is generated upon booking confirmation and sent to the agent/client.

Through the Dashboard you can:

- Find all necessary information about your booked vessel
- Pay additional fees (tourist tax, base cost, outboard engine, etc.)
- Leave the vessel deposit
- Enter the crew list
- Use the chat to contact us directly
- Track the current vessel location
- View basic information about the base
- Access important documents, including the vessel licence, insurance policy and VHF licence

If you have not received your Dashboard link, you can request it from our Booking Department (booking@euronautic.hr):

- Deposit insurance - A non-refundable deposit can be bought on the spot, and the price is ca. 12% of the deposit for the first and second weeks. If there are three or more weeks, a client has to pay a new deposit insurance policy. The deposit insurance does not cover clogged toilets and waste tanks and the missing fuel for the fuel tank. The refundable deposit is mandatory and depends on the type of vessel.



TOURIST TAX

Tourist tax must be paid at the base before embarkation for the entire accommodation period.

Adults pay 1,33 EUR per person daily, children 12-18 years pay 0,66 EUR, and children under 12 don't pay tourist tax.

BASE COST

The mandatory base cost must be paid at the base before embarkation and includes: check-in, check-out, final cleaning, diver inspection on the check-out, gas, and made-up beds with bed linen for a one-week charter.

The price of the mandatory base cost can be found in our price list.

CHECK IN ON THE BOAT

The yacht check-in is carried out by a Euronautic skipper together with the Client (the yacht's skipper). During the check-in procedure, the yacht is inspected to ensure that all equipment is in place and in proper working order.

The Client will receive instructions regarding important fuses and specific features of the particular yacht model, as well as guidance on the use of the toilet system, gas installation, and outboard engine.

If anything is unclear, we encourage you to ask additional questions during the check-in. After signing the check-in list, please report any existing damage to Euronautic without delay so that it can be properly recorded. Damage that is not reported and documented cannot be accepted later during check-out.

Official check-in begins at 5:00 PM, as all yachts must be cleaned and prepared beforehand.

Please note that a short waiting time is possible until our skipper comes to your yacht to begin the check-in procedure. While waiting, we recommend reviewing the inventory list and checking the water tanks (tanks are left empty so that you can fill them with fresh water), as well as preparing any questions to ensure a thorough and complete check-in.

If you wish to arrange an earlier check-in, please refer to the "PRIORITY CHECK-IN" section for more information.

THE BOAT

- Our yachts are equipped in accordance with the applicable Croatian laws and regulations. A detailed equipment list is available on our website for each individual yacht.
- Safety on board is our priority. All our yachts are equipped with life jackets (for the maximum number of persons permitted on board), safety harnesses (3 or 6 per yacht, depending on size and classification), fire extinguishers, a first aid kit, a toolbox, and all other mandatory safety equipment. For a complete overview, please refer to the yacht's inventory list. If you have any additional questions, feel free to ask during check-in.
- The galley is equipped with a stove, oven, refrigerator, sink, and basic cookware and cutlery. Coffee machines, kitchen towels, dish sponges, dishwashing detergents, and toilet paper are not provided on board. Yachts are equipped with kitchen utensils according to their maximum guest capacity.
- Bed linen per person (sheets, duvets, and pillows) is provided on each yacht. Additional bed linen is available at an extra charge; prices are listed in our price list. Towels can also be rented as an optional service (set per person: 1 large and 2 small towels). Please refer to our price list for further details.
- Electricity in Croatia is 220V / 50Hz (standard European two-pin plugs). A 220V power supply is available in marinas and ports via shore power connections. The yacht is also equipped with a 12V system (as in a car).



USEFUL INFORMATION

- Luggage carts are available at the reception – please contact our staff for assistance.
- Due to low water pressure, our staff is not able to fill the water tanks. The tanks are left empty, so we kindly ask you to fill them yourself if needed and check their level before departure.
- After completing the check-in procedure on the rented yacht, you will receive the yacht documents that allow you to leave the port.
- Skipper training service – The training lasts 3 hours. Advance booking is required, and the price is available upon request. The number of participants is limited. The training cannot be organized on Saturdays.

Join us and pick up some general information about:

- Weather and different weather conditions
- General Sailing route recommendations
- Checking in/out from the marina
- Anchoring
- According to your questions

Join us and pick up some general information about:

Weather and different weather conditions - General Sailing routes recommendations

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http://euronautic.eu/hire_a_vessel/important_information/





CHECK OUT PROCEDURE

REGULAR CHECK OUT

- The Client must remove all personal belongings and disembark from the yacht by 9:00 AM on the last day of the charter.
- We recommend returning to the marina on Friday afternoon. Check-out can be completed on Friday at no additional cost. The underwater inspection on Friday is carried out at 5:00 PM.
- We also recommend arriving at the fuel station earlier, as heavy congestion is common on Fridays.
- The fuel station invoice must be presented as proof that the fuel tank has been filled.
- Upon returning to the marina, the skipper must report to the reception desk and inform our staff when they wish to proceed with the check-out.

IRREGULAR CHECK OUT

If you wish to arrange an earlier check-out, it must be requested at least 1 day in advance so that we can organize a diver.

An additional diver fee for a non-standard inspection will be charged in accordance with the charter base price list.

FEES IN THE EVENT OF LATENESS

In the event of a late return of the yacht, the Client shall be required to pay a contractual penalty of 2% of the charter price for each commenced hour of delay. This penalty also applies if the yacht is in the port but has not been cleared of luggage and persons.

In the event of a delay exceeding 12 hours, the Client shall be charged the daily charter rate for each commenced calendar day.

The Client shall bear all costs arising from exceeding the agreed check-out time, including the cost of an underwater hull inspection.

CHECK OUT WITH EN SKIPPER

The yacht inventory must correspond to the signed check-in list and must be returned in the same location and condition as at check-in.

The Client shall be responsible for any loss or missing items.

Upon return of the yacht, an official check-out procedure will be carried out with our skipper. During check-out, our skipper and the Client's skipper will jointly inspect the yacht. If no damage is found and the inventory is complete and undamaged, the security deposit paid at check-in will be refunded. If any damage is identified or any inventory item is missing, the corresponding amount will be deducted from the security deposit.

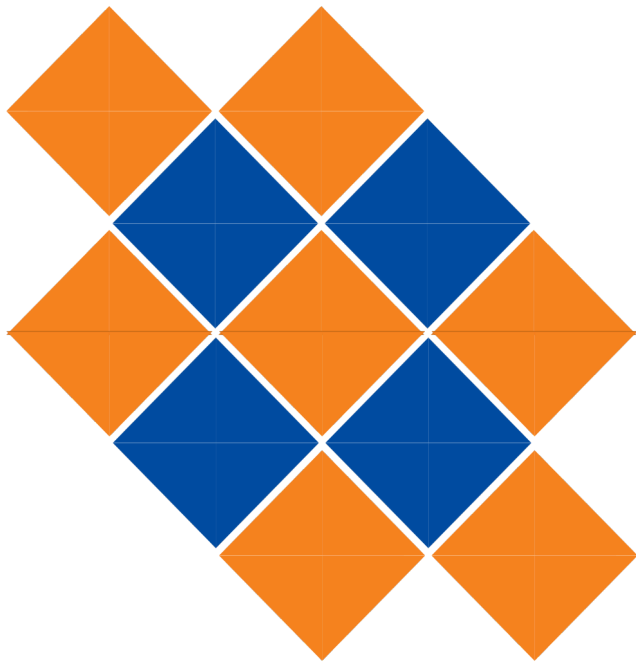
The above does not apply to clients who have purchased deposit insurance (alternative deposit), in accordance with the applicable deposit insurance terms and conditions. After completing the yacht check-out procedure, the Client is kindly requested to proceed to the reception to finalize the process.

If the yacht is not returned with a full fuel tank, the missing fuel and the refuelling service will be charged in accordance with the charter base price list.

The Client is required to remove all garbage and waste from the yacht and dispose of it in the designated area in the marina (next to the marina reception at the entrance). The Client must also leave the kitchen utensils clean. If arriving by car, the Client must first go to the marina reception with the parking card to pay for parking, and only then remove the vehicle, in order to avoid issues at the marina gate.

The Client must immediately inform Euronautic of any malfunction or defect on the yacht or its equipment. Euronautic undertakes to remedy the issue within 24 hours of receiving notification. The Client is not permitted to carry out any repairs to the yacht or its equipment without prior approval from Euronautic.

Our service number is: +385 (0)98 1620 644



Thank you for sailing with us!
Euronautic team

