

# BHA Visitor Berthing Terms and Conditions 2024

## (BHA General Terms and Conditions also apply)

1. All bookings are to be made using the online booking system at: [bembridgeharbour.co.uk](http://bembridgeharbour.co.uk). **Online bookings attract a 5% discount and can be made up until 08:00 on the day of the visit** (subject to availability). After 08:00 please contact the Berthing Office direct (01983 872828 ext 1).

2. **A booking is only confirmed on receipt of full payment** either online, or (after 08:00) through the Berthing Office (01983 872828 ext 1), subject to availability.

### 3. Online Customer Account

One email address only should be used for creating and using a Customer Account (this email address is the unique field associated with all bookings).

Full information is displayed on the Customer Account, including live bookings and valid Credit Vouchers with their Expiry Dates.

### 4. Cancellation or changes to a booking

**An individual booking, once made, can be changed or cancelled by the customer, free of charge, on their online Customer Account up to 3 days before the date of a booking** (example: for a booking on a Saturday, a change or cancellation must be made before 23:59 on Wednesday to receive 100% credit).

If applicable, a **CREDIT** (in the form of a **"Credit Voucher"**) will be allocated to the Customer Account for 100% of the booking value for use against a future online booking (in line with the Expiry Date - see below). If within 3 days of the date of the booking, cancellation or a change of date will be subject to a Service Charge (see 5 below).

### 5. Service Charges (applied only to berthing fees - payment for electricity will be credited in full)

If a **cancellation** or **change of date** is less than 3 days prior to the starting date of a booking, a 50% charge applies and a **Credit Voucher** is allocated to the online Customer Account for 50% of the berthing fee value (plus 100% of electricity if applicable). If a cancellation or change of date is made after 08:00 on the day of the booking 100% charge applies and no credit is applicable to the berthing fee.

### 6. Voucher Expiry Date

- Credit Vouchers issued before the 30<sup>th</sup> June are valid until, and must be used on a booking date prior to, 31<sup>st</sup> December in the year issued, after which they will expire.
- Credit Vouchers issued from 1<sup>st</sup> July are valid until, and must be used on a booking date prior to, 30<sup>th</sup> June the following year, after which they will expire.

### 7. Refunds

Requests for a refund of berthing fees will only be considered if a valid reason is submitted in writing to the Harbour Office ([office@bembridgeharbour.co.uk](mailto:office@bembridgeharbour.co.uk)), within 7 days of the date of the booking and will be made at the discretion of the Harbour Management. Any refund deemed due may be subject to the relevant percentage cancellation fee, as above, and will be made within 28 days subject to the required information being given to Bembridge Harbour Authority.

## 8. Berth allocation and duration

Berth allocation is at the discretion of the Berthing Master and is subject to availability. A booking does not guarantee a specific berth. Bembridge Harbour Authority reserves the right to change the berthing allocation and/or relocate the booked berth at their discretion for safety or operational purposes (eg when a visit is extended).

**NOTE: vessels over 12.5m** cannot be allocated finger pontoons, they are berthed alongside and may be rafted against.

## 9. Arrival and Departure

Arrival to the berth is available from 12:00 or the next available high water (if high tide is before 07:00). Departure of the berth is required by 12:00 or by the next available high tide (if high water is before 07:00). **Advisory note:** vessels planning to arrive (or depart) at the extremity of a tide are requested to notify the Berthing Team in advance please.

## 10. Rallies

In the case of organised, pre-booked groups such as club rallies (5 or more boats) a Rally Organiser should be nominated. The Rally Organiser will be issued with a Rally Code for rally members to use when making an online booking. Rally members have the option to choose either the Rally Rafting Area or a finger berth (subject to availability) when booking. Please see full details on the BHA website Rallies page. A Rally Discount is available, other than during the peak period of 1<sup>st</sup> July to 1st September, for the Rally Rafting Area only.

## 11. Terms and Conditions

Bookings are made with the acceptance of these **Visitor Terms and Conditions** and the **Bembridge Harbour Authority General Berthing Terms and Conditions**.