



Breakdown Service – Terms & Conditions

1. Membership Coverage

- 1.1 Membership covers the registered boat only, not the owner or operator.
- 1.2 Cover applies only to the specific vessel registered at the time of membership purchase.
- 1.3 Membership is non-transferable between boats unless agreed in writing by Suffolk Boat Services.
- 1.4 Membership is charged at £120 plus VAT per year.
- 1.5 Membership runs from 1st April to the 31st March.
- 1.6 Membership covers the River Waveney (no further than Geldeston Locks Inn, and no further than Breydon Bridge), River Chet, River Yare up to (Thorpe Railway Bridge)

2. Geographic Area of Cover

- 2.1 The service operates only on the Southern Rivers of the Norfolk Broads.
- 2.2 Assistance will only be provided within the operational area defined by Suffolk Boat Services.
- 2.3 Boats located outside the operational area may not be attended or may be liable to an additional charge.

3. Call-Out Limits

- 3.1 Membership includes a maximum of three (3) call-outs per membership year.
- 3.2 Any additional call-outs beyond this limit may be refused or charged at Suffolk Boat Services' standard rates of £50ph plus VAT

4. Service Response

- 4.1 Suffolk Boat Services will endeavour to reach you as quickly as possible following a breakdown report.
- 4.2 Response times cannot be guaranteed due to factors including weather conditions, location, workload, and navigation restrictions.
- 4.3 Your boat is not covered for operator error or neglect.
- 4.4 Membership covers reasonable adjustments, this is down to the discretion of Suffolk Boat Services.

5. Breakdown Coverage

- 5.1 The service covers mechanical breakdowns only.
- 5.2 Mechanical breakdowns may include, but are not limited to, engine or propulsion-related failures preventing safe navigation.
- 5.3 The following are not covered under the breakdown service:
 - Electrical faults
 - Plumbing issues
 - Domestic appliances
 - General maintenance
 - Non-mechanical faults
- 5.4 Additional propeller cover can be purchased for £65 plus VAT. This will cover unfowling the propeller. It does not cover any repairs to the propeller or associated running gear if damaged.

5.5 Membership must be in place 48hours before first call out.

6. Repair Charges

6.1 All parts and labour required to diagnose or repair the breakdown are chargeable.

6.2 Labour is charged at £50 plus VAT per hour.

6.3 Any parts required will be charged in addition to labour at the prevailing rate.

7. Vessel Requirements

To qualify for breakdown assistance, the vessel must:

7.1 Have a valid Boat Safety Certificate (BSC).

7.2 Have a valid Broads Authority licence (BA Licence).

7.3 Have its engine serviced annually by a professional marine service company.

7.4 Suffolk Boat Services reserves the right to request proof of compliance.

8. Membership Fees

8.1 Membership fees are non-refundable under any circumstances.

8.2 Cancellation by the member does not entitle the member to any refund or partial refund.

9. Member Responsibilities

Members must:

- Maintain their vessel in a safe and seaworthy condition.
- Provide accurate location information when requesting assistance.
- Follow all relevant navigation and safety regulations.

10. Limitation of Liability

10.1 Suffolk Boat Services will provide assistance using reasonable skill and care.

10.2 Suffolk Boat Services shall not be liable for delays caused by weather, navigation restrictions, or other external factors.

10.3 Suffolk Boat Services shall not be liable for loss, damage, or consequential costs resulting from mechanical failure or breakdown.

11. Amendments

11.1 Suffolk Boat Services reserves the right to update these Terms & Conditions at any time.

11.2 Updated terms will apply to all future and current memberships and renewals.

12. Acceptance of Terms

By purchasing membership, the member confirms that they have read, understood, and agreed to these Terms & Conditions.

Suffolk Boat Services