
In case of emergency

These instructions are important. Please read them carefully and act thereafter.

Technical assistance

For any technical assistance and in case of emergency you have immediately to contact the charter base, so that all necessary steps can be taken to help you.

Office opening hours: 09.00-18.00 Monday to Sunday

Office phone: +90 252 6129544

Average

In the case of an average check first whether the boat has a water intrusion or whether there is another danger, such as stranding etc.. Try to seal any leaks and to secure the boat.

If the boat is manoeuvrable try to reach the next port. Ask for help from the base or the port if necessary. You will get help to land. Don't let you tug into the port.

If you need help from third parties contact first the charter base under the following

Emergency-hotline: +90 530 762 1432

If you can't reach the base, you also can contact the emergency hotline of the EIS European insurance & services.

Emergency-hotline insurance: +49 30 214082 21

Please follow their instructions.

Should the boat be not manoeuvrable (machine failure or loss of control in motor boats and machine, sailing and loss of control failure in sailing boats), and you have no way to contact to the base or the insurance, check whether you can save the boat by spreading an anchor or a drift anchor.

You need to take any action to prevent a drag by third parties.

Volksbank Bönen e. V

Kto. : 46355801
Blz. : 41062215
Iban : DE40410622150046355801
Bic. : GENODEM1BO1



In the case that you can contact anyone, and there is a danger of loss of the vessel or the crew, you can take direct help from third party claims. In this case, you have after following instructions to act.

Arrange help providers with the writing, that you to be reimbursed to him are limited costs on its demonstrable costs plus up to 100 €/ nautical mile for towing services.

If you make no or another written agreement, you are for later alleged higher costs responsible for yourself if the insurance has not explicitly confirmed the taking over of these costs.

So you send out a distress signal via VHF

Manual:

1. Switch on the device on channel 16.
2. Take off the handset and speak loud and clear: **PAN PAN (3 times)**.
3. The name of the boat.
4. The call sign of the boat.
5. Position in longitudes and latitudes
6. Describe the nature of the damage, your situation and what help you are requesting.
7. Repeat the sequence until a radio station answers.

Station:

Water police

Tracking channel:

16

Automatic call for help via DSC

Only in case of emergency and imminent danger of the loss of the vessel or the crew!

Press the "distress" button for 5 seconds. With the trigger by pressing you automatically transmit the position of the boat (if your GPS works and is connected), the time and the MMSI (ID of the boat and the boat name). If the maritime emergency support service receives the distress call, the next water police, rescue and salvage boats will be informed.

Also the owner of the boat (Charter base) will be briefed.

If you press the emergency button without imminent danger of the loss of the vessel or the crew, you have to pay the use yourself.

The surrender of a still manoeuvrable boat without imminent danger of the loss of the vessel or the crew is against good seamanship and leads to a recourse of the insurer.

Volksbank Bönen e. V

Kto. : 46355801

Blz. : 41062215

Iban : DE40410622150046355801

Bic. : GENODEM1BO1



Damage report

Customize immediately, provided that there is no risk anymore, a damage report with details of how the accident occurred and, if necessary, document the damage with pictures. If there is a collision with third parties include all personal data of the participants as well as the boats and make as far as it goes a protocol which is signed by all parties.

The non-observance of these instructions inevitably leads to a recourse of insurance against the Charter customer.

I confirm, that I have understood and received these instructions.

Place / date

Charter customer signature

Volksbank Bönen e. V

Kto. : 46355801

Blz. : 41062215

Iban : DE40410622150046355801

Bic. : GENODEM1BO1