

Contract Cancellation Policy

For Contracts Paid in Advance by Cash, Cheque, BACS or Credit Card

The following notes on the calculation of your refund and the conditions that apply before a refund can be made relate to contracts that are paid in full by cash, cheque, BACS or credit card. Customers who have opted to pay for their contract via our instalment plan with Premium Credit Ltd. should refer to the notes in the section 'For Contracts Paid by Instalments'.

In the event that you wish to terminate your berthing Licence (in accordance with Clause 19(f) of the Terms and Conditions) or if we terminate your Licence (in accordance with Clause 19(c) of the Terms & Conditions), we shall refund to you the sum remaining after re-calculating your period of berthing at the rate relevant for the period of occupation (i.e. if you cancel a contract after 5 months we will charge you the revised berthing at the 5 month rate) and then deduct the 'revised' berthing figure from the original contract sum paid after the early settlement figure if applicable.

The following example is based on a 10 metre boat taking an annual contract at Conwy Quays Marina and wishing to cancel the contract after 5 months.

Original Contract	£'s	
10 metres @ £419.50 (12 month rate)	£4195.00	
Less early payment discount (if taken)	£(104.88)	
Original contract sum paid	£4090.12	(A)
Revised Berthing		
10 metres @ £243.00 (5 month rate)	£2,430.00	
Less early payment discount (if taken)	£(60.75)	
Revised contract sum	£2,369.25	(B)
Refund Due (A-B)	£1,720.87	

Please note the following

Annual contracts are normally for the period 1st April to 31st March. Refunds will be calculated using the 'daily' rate applicable to the related monthly rate where appropriate. For instance, if a contract is cancelled after 3 months and 16 days then the rate used in the refund calculation will be the 4 month rate divided by 122 days and the revised contract sum calculated at 107 days berthing.

The monthly prices quoted on the back of this leaflet are the standard rates only. If your contract was calculated at budget berthing rates or other quoted rates (excluding winter contracts) then the related monthly rates for that type of contract will be applied to any refund calculation.

The following conditions apply:

1. No refund will be issued without the completion of the Contract Cancellation Application Form which should be sent to your marina office in the first instance. Refunds will normally be issued by cheque from the Head Office.
2. If the termination of the Licence is within one month of the Licence commencing, you will be charged for one full month at a rate pro-rata to the original contract i.e. if the original contract was for seven months then the charge for cancellation would equal 1/7th of the original contract value.
3. Any outstanding charges to the vessel must be paid in full before a contract can be cancelled and a refund given. Any outstanding or final invoices for goods or services may be deducted from the calculated refund with our prior consent.
4. Should your vessel continue to be berthed or stored with us beyond the agreed cancellation date then berthing or storage will be charged for at our daily rates.
5. Please note that in some circumstances depending on the date of termination no refund will apply.
6. Refunds will not be given retrospectively. The refund will apply from the date that we receive the cancellation form or the termination date whichever is the later.
7. Refunds for swinging moorings at Rhu Marina will be calculated pro-rata to the published monthly rates depending on the size of the mooring.
8. Contracts and refunds at Deganwy Marina are calculated by berth length rather than boat length.
9. No refunds will be payable in respect of discounted winter contracts.

If you have paid your contract in advance by Cash, Cheque or Credit Card and you wish to terminate your berthing licence please contact your marina office to calculate the revised berthing charge and the subsequent refund due on your original payment.

For Contracts Paid by Instalments

As you may be aware we offer our customers the service of paying their contract berthing by one of the instalment plans operated by Premium Credit Ltd. on our behalf. The number of monthly instalments range from 6 to 10 payments depending on the duration of your contract.

When such a contract is cancelled there will be a further sum to pay by the customer when the revised berthing figure is calculated as the original instalments were calculated at the more economic longer term berthing rate.

The following example is based on a 10 metre boat taking an annual contract at Conwy Quays Marina and wishing to cancel the contract after 5 months.

Original Contract	£'s
10 metres @ £419.50 (12 month rate)	£4195.00
Payable by 10 instalments of £419.50 normally commencing 1st April	

Revised Berthing	
10 metres @ £243.00 (5 month rate)	£2,430.00
Revised contract sum	£2,430.00 (A)
Less instalment payments received (5 months @ £419.50)	£2,097.50 (B)

Balance due **from** customer to cancel the contract (A-B) £332.50

Please note the above figures exclude any transaction charges raised by Premium Credit Ltd. to pay by instalments and an early cancellation fee will apply if cancelled part way through your contract.

Marina Parking

Please be aware that if you cancel your berthing contract then your parking permit and/or vehicle registration number within the system will be automatically cancelled and our normal parking charges will apply at the sites where we operate managed parking.

In the event that you wish to terminate your Berthing Licence (in accordance with Clause 19f of the Terms and Conditions) or if we terminate your licence (in accordance with Clause 19c of the Terms and Conditions) please complete and sign the form below *and return it to your marina office.*

Boat Name _____ Berth _____

Name of Owner _____

Address _____

Postcode _____

Marina _____ Requested Date of Termination ____/____/____ DD MM YY

We would be grateful to know the reason why you wish to terminate your Berthing Licence. Please feel free to add any relevant comments so that we can ensure that any specific reasons can be addresses (please tick any box applicable)

Sold boat Moving to another marina Moving away Cost reasons Other reason

Additional Comments

Customers Signature _____ Date _____

Manager's Signature _____ Date _____

Marina Berthing Rates for Refund Calculations

Conwy Quays Marina

	Price per metre L.O.A. (Inc. VAT)	No. of Days
12 Months	£419.50	365
11 Months	£414.25	334
10 Months	£406.50	306
9 Months	£382.75	275
8 Months	£363.75	244
7 Months	£341.50	214
6 Months	£295.75	183
5 Months	£243.00	153
4 Months	£190.50	122
3 Months	£153.75	91

Portishead Quays Marina

	Price per metre L.O.A. (Inc. VAT)	No. of Days
12 Months	£309.50	365
11 Months	£307.50	334
10 Months	£301.50	306
9 Months	£287.75	275
8 Months	£271.50	244
7 Months	£256.00	214
6 Months	£243.00	183
5 Months	£185.75	153
4 Months	£154.75	122
3 Months	£123.75	91

Royal Quays Marina

	Price per metre L.O.A. (Inc. VAT)	No. of Days
12 Months	£275.00	365
11 Months	£268.50	334
10 Months	£261.75	306
9 Months	£246.00	275
8 Months	£227.00	244
7 Months	£211.50	214
6 Months	£189.75	183
5 Months	£159.00	153
4 Months	£128.25	122
3 Months	£103.50	91

Rhu Marina

	Price per metre L.O.A. (Inc. VAT)	No. of Days
12 Months	£376.50	365
11 Months	£374.50	334
10 Months	£364.50	306
9 Months	£352.00	275
8 Months	£334.00	244
7 Months	£311.50	214
6 Months	£294.25	183
5 Months	£254.25	153
4 Months	£216.50	122
3 Months	£178.00	91

Penarth Quays Marina

	Price per metre L.O.A. (Inc. VAT)	No. of Days
12 Months	£317.00	365
11 Months	£310.00	334
10 Months	£300.50	306
9 Months	£286.50	275
8 Months	£270.00	244
7 Months	£250.00	214
6 Months	£227.70	183
5 Months	£189.75	153
4 Months	£151.80	122
3 Months	£113.85	91

Bangor Marina

	Price per metre L.O.A. (Inc. VAT)	No. of Days
12 Months	£269.50	365
11 Months	£266.50	334
10 Months	£260.75	306
9 Months	£248.25	275
8 Months	£235.75	244
7 Months	£219.75	214
6 Months	£206.25	183
5 Months	£177.75	153
4 Months	£152.50	122
3 Months	£123.75	91

Deganwy Quays Marina

	Price per metre L.O.A. (Inc. VAT)	No. of Days
12 Months	£452.50	365
11 Months	£447.50	334
10 Months	£436.15	306
9 Months	£413.50	275
8 Months	£389.75	244
7 Months	£368.75	214
6 Months	£318.25	183
5 Months	£262.75	153
4 Months	£208.50	122
3 Months	£165.00	91

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cancellation & refund policy



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