

1) How Do I Charter a Yacht?

- Call directly to our Charter Manager – Patrick at **+60 12 298 3533**(mobile) or email him at ptheseira@platinumcharters.com.my
- Tell him what you want in your charter with all the necessary information such as
 - ✓ *Number of Guests*
 - ✓ *Date of Charter*
 - ✓ *Duration of Charter*
 - ✓ *Location of Charter* - Port Dickson/Penang/East Coast Redang, Tioman, Rompin/Langkawi and Phuket etc
 - ✓ *Type of Charter* - Corporate/Family/Honeymoon/Couples/Dive or Fishing
 - ✓ *Type of Yacht* - Catamaran, Sailing Boat or Motor Yacht

2) How Can I Pay for the Charter?

- Credit Card - We accept Visa and Master Card only
- Bank Transfer or Electronic Transfer(TT)
 - ✓ Account Name : **Platinum Charters Sdn Bhd**
 - ✓ Name of Bank : **Maybank Berhad**
 - ✓ Acc No : **5550 4130 0579**
 - ✓ Swift Code : **MBBEMYKL**
 - ✓ Address of Bank : **No.2-G-09 & 2-1-09, PERSIARAN WATERFRONT, PD WATERFRONT, 71000 PORT DICKSON, NEGERI SEMBILAN, MALAYSIA.**
- Cheques – For Malaysians or those residing in Malaysia only
 - ✓ Name of Acc : **Platinum Charters Sdn Bhd**
 - ✓ Account Number: **5550 4130 0579**
 - ✓ Type of Account : **Current Account**

3) When Do I Pay For The Charter?

- ✓ 50% Deposit upon Confirmation of Charter
- ✓ Balance 50% - 14 days before charter date

4) Can I Cancel The Charter After Making Payment?

- ✓ Cancellation Fees – 7 days before cruise departure time – full refund
- ✓ Cancellation Fees – 3 days before cruise departure time – 50% from charter price
- ✓ Cancellation Fees – 24hours before cruise departure time – 100% non refundable

5) Are the Occupants Insured?

- ✓ The occupants are insured and covered for Charter and Third Party Liability including insurance of Crew against injuries and/or Third Party Liabilities.

6) What if the Yacht Faces Technical Problems where the Yacht is Disabled?

- ✓ We will refund the Charterer pro rata for the time of disablement or if agreed allow a pro rata extension of the Charter Period. If disabled for more than 48 hours, the Charterer may terminate this Agreement and be refunded or he can elect to stay on board and not have any claim against the Owner.

7) How Can I Get A Discount?

- ✓ If you book directly with Platinum Charters 6 months before Charter Date with a 50% deposit, we will give you a 10% Discount from the Published Charter Rates.
- ✓ If you use CIMB Credit Card, you will automatically receive a 10% discount from the Charter Published Rates.

8) Can I Bring My Own Food & Beverage for day charters?

- ✓ Yes you can but we will charge F&B corkage from RM500 to RM1000.00
- ✓ All food must not contain any pork or their by products.

9) What Causes Seasickness?

- ✓ The movement of the boat on water will cause disorientation. When you are disoriented, your body, will discrete histamine which causes you to feel nausea.

10) How to Prevent Seasickness?

- ✓ Seasick tablets are available over the counter at any pharmacy. If you are prone to motion sickness, take the tablet at least 30 minutes before boarding the yacht or as advised by the pharmacist/doctor.
- ✓ Moving or walking around will help reduce motion sickness
- ✓ Chewing on Fresh Ginger can help combat seasickness.
- ✓ Using natural oils on forehead and temple will help lessen the symptoms of motion sickness. In extreme cases, rest or lie down with your eyes closed below deck as it has lesser movements.

11) Gratuity to The Crew?

- ✓ The amount or percentage is not fixed. It is based on Charterers goodwill?