

YACHT ASSISTANCE SERVICES

TÜRK P&I YACHT ASSISTANCE

The Insured may benefit from the designated services by contacting Türk P&I Yacht Assistance 24/7 Emergency Hotline at +90 540 724 08 74.

The services are valid while the insured vessel is navigating within Turkey and the Greek Islands.

Definitions

- **ZONE (Zone / Area):**

In maritime terminology, "zone" refers to sea areas governed by certain rules.

This may be a geographical sea area (for example, the Aegean Sea), an operational area (for example, a search and rescue area - SAR zone), or an area designated with a jurisdiction (for example, fishing zone, safe navigation zone).

It also includes official administrative classifications such as port areas and customs areas.

- **MARINE CASUALTY (Marine Casualty / Accident):**

Undesired and unexpected incidents occurring at sea or within port limits that cause damage to a marine vessel, its personnel, or cargo.

Marine accidents can include collision, grounding, fire, machinery failure, man overboard, and similar types.

Marine accidents are reported and investigated under national and international regulations.

- **PORT (Port / Harbour):**

A port is a naturally or artificially sheltered coastal facility where vessels conduct cargo loading/unloading, passenger embarkation/disembarkation, berthing, maintenance/repair, and supply. Ports are generally equipped with quays, piers, breakwaters, warehouses, cranes, and other infrastructure facilities. They are central points of maritime trade.

Nature of Services

These services constitute non-insurance assistance and concierge support only.

Xone Superyacht Group does **not** provide insurance coverage, indemnity, or financial compensation unless explicitly stated otherwise within a specific service clause.

All services are subject to availability and local conditions.

ASSISTANCE SERVICES CONTENT

1. Temporary Vessel Provision (Boat / Yacht):

In cases where the Insured's yacht/boat suffers an accident preventing safe navigation and its repair exceeds 72 hours; should the Insured request to charter a suitable vessel/yacht to continue the travel,

Xone Superyacht Group will provide the necessary organization for chartering a boat/yacht.

Xone Superyacht Group is only responsible for the organization of the service.

All expenses arising during the provision of the service shall be borne by the Insured.

2. Hotel Overnight Accommodation:

If the Insured, due to an accident occurring on the yacht/boat outside the domicile, is unable to stay onboard because of repair;

in cases where the Insured prefers to stay in the city where the accident occurred, or where transportation cannot be provided by Xone Superyacht Group or weather and road conditions do not permit;

Xone Superyacht Group shall organize accommodation for a maximum of 3 consecutive nights.

*Accommodation will be provided, if available, in a **reasonable category (up to 5-star)** hotel appropriate to the region and circumstances of the accident.

**The hotel shall be designated by Xone Superyacht Group.

***All expenses arising during accommodation shall be borne by the Insured, and Xone Superyacht Group shall only be responsible for organization.

3. Return Home or Extension of Travel:

In the event of an accident outside the domicile resulting in immobilization of the yacht/boat for more than 48 hours;

completion of the Insured's travel or return to permanent domicile will be organized by Xone Superyacht Group.

*All expenses arising during this service shall be borne by the Insured, and Xone Superyacht Group shall only be responsible for organization.

4. Transportation to Yacht After Recovery of Stolen Yacht:

In case of recovery of a stolen yacht/boat (provided that the yacht/boat is outside of city boundaries),

Xone Superyacht Group will organize transportation for the Insured or a person designated by the Insured to the location of the yacht/boat.

*All expenses arising during this service shall be borne by the Insured, and Xone Superyacht Group shall only be responsible for organization.

5. Transportation to Yacht After Repair of Damaged Yacht:

For delivery of a yacht/boat after repair (provided that the yacht/boat is outside of city boundaries),

Xone Superyacht Group will organize transportation for the Insured or a person designated by the Insured to the repair location.

6. Spare Part Shipment:

Within a distance limit of 500 miles from Xone Superyacht Group's Gocek office, if spare parts required after a yacht/boat accident are not available in the region where the yacht/boat is located;

Xone Superyacht Group delivers said original spare parts, if available at the manufacturer in Turkey, to the service where the yacht/boat is located.

*Xone Superyacht Group is only responsible for the organization of the service.

**All expenses arising during the provision of the service shall be borne by the Insured.

***Shipment organization will be made after receiving the Insured's approval regarding spare part costs.

****Additional expenses for distances exceeding 500 miles shall be borne by the Insured.

7. Provision of Specialized Technical Personnel and Transportation:

If the yacht/boat cannot be repaired by local workshops in the accident region; transportation of the technical team, found by the Insured and notified to Xone Superyacht Group, will be organized by Xone Superyacht Group.

*Service is provided as organization only.

**All expenses and transportation costs during the provision of the service shall be borne by the Insured.

***Finding and securing the technical team is the responsibility of the Insured.

8. Delivery of Spare Keys:

If access to the yacht/boat cannot be gained due to loss, theft, or leaving keys inside; if a relative of the Insured delivers the spare key of the yacht/boat to Xone Superyacht Group, Xone Superyacht Group will organize the shipment of the key by courier to the Insured.

*Service is provided as organization only.

**All expenses arising during the provision of the service shall be borne by the Insured.

9. Provision of Substitute Captain Upon Request:

In the event that the Captain, due to an accident occurring on the yacht/boat, is injured or suddenly becomes unable to perform duties due to illness;

Xone Superyacht Group will provide the necessary organization for sending another Captain temporarily to substitute.

*Service is provided as organization only.

**All expenses arising during the provision of the service shall be borne by the Insured.

10. Online Interpreter Service Hotline:

In case of emergency situations where the Insured requires English language support; Xone Superyacht Group provides contacts of accredited firms close to the Insured's location.

*Service is provided as an information hotline only.

**All expenses arising during the provision of the service shall be borne by the Insured.

11. Medical Consultancy Information Hotline:

For any urgent or non-urgent medical problem faced by the Insured, information will be provided by ATP First Aid Company, contracted with Xone Superyacht Group. Names, addresses, and phone numbers of doctors, specialists, dentists, hospitals, diagnostic centers, pharmacies, and duty pharmacies will be provided. Recommendations on precautions regarding the medical problem will be offered, but no diagnosis will be made, and no medication will be prescribed.

12. Marina and Travel Route Information Hotline:

Information is provided regarding the marina where the yacht/boat is located or where it is docked.

Upon the Insured's request and if possible, reservations for hotels and restaurants within the marina may be arranged.

13. Official Information Hotline:

Information is provided to the Insured on travel weather conditions, banks, embassies, taxes, and consulates.

14. VIP / Airport Transfer:

Xone Superyacht Group shall be responsible for organizing this service.

VIP/Airport Transfer is a short-term chauffeured private vehicle rental service.

The Insured contacts Xone Superyacht Group to request transfer.

Requests for VIP / Airport Transfer must be made 48 hours prior to the service.

*Transfer service is provided in Istanbul, Ankara, Izmir, Dalaman, and Bodrum.

**All expenses arising during the provision of the service shall be borne by the Insured.

***Service shall be provided in cooperation with Akustik Travel.

15. Loss of Personal Documents:

If the Insured loses personal documents such as passport, visa, or identity card during travel, Xone Superyacht Group provides information on where necessary documents can be obtained.

16. Return of the Insured to Permanent Residence Following Accident or Theft of Yacht:

If the yacht/boat damaged or stolen cannot be repaired/found within 48 hours, the return of the Insured to permanent residence will be organized by Xone Superyacht Group, **with economy-class travel expenses covered up to a reasonable and customary cost, subject to prior approval and availability.**

17. Legal Consultancy:

For legal problems related to the insured MTA of the yacht, the Insured is provided with the opportunity to consult by phone with a legal consultant. During this consultancy, no legal document shall be prepared, no document shall be examined by any method, no referral to a specific lawyer or law firm providing legal services shall be made, and no legal transactions shall be carried out/executed on behalf of the Insured.

*In the first year of the contract, all insureds are entitled to 5 services in total. Upon exhaustion, the parties may decide on new entitlements.

**This service does not constitute legal representation, nor does it create an attorney-client relationship.

18. Delivery of Forgotten Medicines:

If, during domestic or international travel, the Insured cannot obtain essential medicines forgotten at another location, relatives may deliver said medicines to Xone Superyacht Group, and upon payment of shipping costs, delivery of the medicines will be organized.

*Any courier/shipping costs shall be borne by the Insured.

19. Return of Family to Permanent Residence in the Event of Death:

If the Insured dies during travel, resulting in family members having to terminate travel, Xone Superyacht Group organizes their return to permanent residence by economy-class scheduled flight (utilizing any existing tickets if available), and covering reasonable and customary travel expenses only.

*Following return, the death must be documented by an official certificate.

20. Information, Reservation and Organization Services

20.0. Hotel, Restaurant, and Bar Recommendations/Reservations:

Recommendations in line with preferences at the location of travel, and if requested, reservations will be made.

All expenses in connection with this service shall be borne by the Insured.

20.1. Flight Ticket Reservation and Delivery:

Necessary flight ticket reservations will be provided by Xone Superyacht Group upon the Insured's request.

All expenses shall be borne by the Insured.

20.2. Special Party and Organization Services for 50 Persons:

All organization processes at the desired or suggested venue onshore will be provided. All expenses arising in relation to this service shall be borne by the Insured.

20.3. Maritime Procedures Information:

Information regarding required procedures for Turkish ports and flag will be provided to the Insured.

20.4. Local Information and Guidance Services:

Information regarding places to visit/see at the Insured's location will be provided.

20.5. Route Planning Organization:

Based on sea conditions, port availability, marina entry-exit hours, fuel stops, anchorage points, weather, and guest preferences, the most suitable navigation route will be planned, ensuring safety and comfort.

20.6. Yacht Winter Watch Organization:

Regular inspection of yachts unused during the winter season at their port or marina, monitoring of security and maintenance conditions, and reporting to owners. If necessary, dispatch of technical team will be arranged.

20.7. Short and Long-Term Yacht Charter Organization:

Yacht charter services will be provided based on the Insured's needs (hourly, daily, weekly, or seasonal), with selection of yacht type, capacity, route, and crew organized in advance.

20.8. Yacht Cleaning and Maintenance Organization:

Professional teams will carry out detailed cleaning of yacht interiors and exteriors, organization of periodic maintenance (engines, generators, electronics, etc.), ensuring the yacht is always kept in ready condition.

20.9/10 Captain Support and Guidance Organization:

During voyages or specific port visits, guidance services are provided with a professional Captain, including cultural and natural highlights, safe navigation, and local briefings.

Insured receiving assistance services shall also be entitled to a 25% discount on the following additional services:

xOne Yacht Assistance **Exclusive (25%) Discounted Services**

- **Yacht Surveys:** Pre-purchase, valuation, and condition surveys conducted and reported by our accredited team.
- **Maritime Training and Certification:** Delivered onboard, in our academy, or within our fleet, concluded with international certification.
- **Crew Safety Training and Drills:** Planned regularly to prepare crew for various emergency scenarios, ensuring quick and effective action.
- **Accommodation and Hospitality Training:** IYT Worldwide Superyacht Hospitality training and certification for stewardess and cabin staff.
- **Guest Support Services:** Provision of special staff to support guests during emergencies, stress management, and safety assurance.
- **Permanent or Temporary Crew Employment:** Provision of crew (including chefs and stewardesses) as required for special occasions or defined periods.
- **Annual Permanent Management of the Yacht:** Annual technical (maintenance, repair, dry-docking), financial, legal, and crew management of the yacht, with regular reporting to the yacht owner.

General Limitation

Where services are described as “organization only,” Xone Superyacht Group’s responsibility is strictly limited to coordination and facilitation.

Xone Superyacht Group shall not be liable for the acts, omissions, delays, or failures of third-party service providers.