

PRONAUTIC

Yacht Guardian

Service Guide and Terms

Issued by	Pronautic, Luka Kosem s.p.
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IMPORTANT STATUS

Commercial release candidate. Operational content reflects Pronautic’s approved service model. The liability cap, consumer wording and cross-border provisions must receive final Slovenian legal and insurance review before binding publication.

01 / THE SERVICE

What Yacht Guardian is

A sailboat-exclusive service for owners who cannot be at their yacht regularly, but want it professionally checked, cared for and managed while they are away.

Yacht Guardian is Pronautic’s subscription-based sailboat oversight service. Depending on the selected tier, Pronautic visits the yacht on a defined schedule, checks its condition, reports findings, carries out routine care, and can act as the owner’s authorised local representative.

The service is built around three levels of involvement:

LEVEL	PRONAUTIC’S ROLE	OWNER OUTCOME
Essential	Inspect and report	Regular professional oversight
Active	Inspect, wash and exercise	Ongoing care and better readiness
Premium	Care, coordinate and represent	Local yacht management

THE CORE PRINCIPLE

The subscription provides defined oversight, care and management capacity. It is not an unlimited pool of labour, a marine survey, an insurance inspection, or a guarantee that equipment cannot fail between visits.

Who the service is designed for

- Private owners of sailing monohulls kept in Pronautic's service area.
- Owners living abroad or unable to visit the yacht frequently.
- Owners who prefer early detection and planned care over emergency repairs.
- Owners who want clear reports and one direct local point of contact.

Eligibility and pricing basis

- **Eligible vessels.** Standard per-foot pricing applies to sailing monohulls. Motor yachts, multihulls and unusually complex vessels are quoted individually.
- **Length.** Monthly fees are calculated using length overall (LOA), including permanent extensions, rounded up to the next whole foot.
- **Minimum billing length.** The minimum billable length is 40 ft.
- **VAT.** Pronautic is currently not registered for VAT. If the tax position changes, Pronautic will explain whether revised prices include or exclude VAT and give advance written notice. Any cancellation right required by law remains unaffected.

Definitions used in this guide

- **Calendar month.** A period beginning on the first and ending on the last day of a named month.
- **Scheduled visit.** A planned Yacht Guardian attendance allocated to the selected tier and scheduled by Pronautic.
- **Attendance.** A physical dispatch to or presence at the yacht, including an attendance that cannot be completed because access is unavailable for reasons outside Pronautic's control.
- **Inspection.** A structured visual and limited operational check of reasonably accessible areas; not dismantling, diagnosis, testing or a marine survey.
- **Protective action.** A brief, temporary and reasonable step intended to limit further harm; not a permanent repair.
- **Urgent alert.** Prompt notice to the owner of a significant finding made during a scheduled visit.
- **Urgent callout.** An accepted request for unscheduled physical attendance under the Active and Premium callout rules.
- **Routine management.** Administrative planning, communication and coordination performed under Premium; not physical repair or maintenance labour.
- **Written approval.** Approval recorded by email, the agreed messaging channel or another durable written method.
- **Normal operating hours.** Monday to Friday, 08:00-17:00 local Slovenian time, excluding Slovenian public holidays.

Levels of Yacht Guardian care

The following plan names, pricing and website-facing inclusions reflect the approved Pronautic offer. Detailed definitions and limitations follow later in this guide.

Essential

Rate: €5.99 / ft / month

Professional monthly oversight

One scheduled visit each month to confirm the yacht remains secure, dry, powered and in normal condition.

- Monthly inspection.
- Shore power and batteries.
- Bilge, leaks and humidity.
- Moorings and exterior.
- Interior condition.
- Photo report.
- Urgent alerts.
- Direct contact.
- 5% service discount.

Active

Rate: €14.99 / ft / month

Proactive yacht care

Two scheduled visits, a monthly exterior wash and selected system exercise to keep the yacht monitored, clean and closer to ready.

- Twice-monthly inspections.
- Monthly exterior wash.
- Systems exercised.
- Early fault detection.
- Pre-arrival readiness.
- One urgent callout per month.
- Annual health review.
- Priority scheduling.
- 10% service discount.

Premium

Rate: €49.99 / ft / month

Local yacht management

Active care plus an authorised local representative to plan, arrange and oversee the work the yacht requires.

- Everything in Active.
- Owner representation.
- Maintenance planning.
- Contractor coordination.
- Marina liaison.
- Service access and oversight.
- Arrival and departure support.
- Monthly management report.
- Priority response.
- 12% service discount.

Rounded 40 ft monthly examples: Essential €240; Active €600; Premium €2,000. Actual invoice calculations use the published per-foot rate. The 40 ft minimum billing length applies to smaller eligible yachts.

03 / ONBOARDING

Initial setup and condition record

Membership begins only after the agreement is signed, first payment is received, onboarding is complete and reliable yacht access has been confirmed.

- Compulsory onboarding inspection.** A normal sailing monohull receives an initial inspection of up to approximately two hours. Complex yachts or additional investigation are quoted separately.
- Separate charge.** Standard onboarding within the core area is €150. Complex yachts, unusual access or additional investigation are quoted separately. Pronautic may waive the fee for a stated promotion.
- Baseline record.** The yacht identity, berth, access, visible condition, moorings, shore-power arrangement, batteries, bilges, existing damage and known defects are recorded with supporting photographs.
- System authority.** The owner identifies systems that may be operated, supplies relevant instructions and separately authorises engine or generator operation.
- Owner acknowledgement.** The owner reviews and acknowledges the baseline record, known defects and vessel-specific instructions.

- **Corrective work.** Pronautic may require unsafe conditions, serious defects or excessive contamination to be corrected before starting or continuing affected services.

PRE-EXISTING CONDITIONS

A pre-existing or disclosed defect does not become Pronautic's responsibility through the passage of time. If the owner delays recommended corrective work, related deterioration remains the owner's risk and affected services may be restricted or suspended where safety or effectiveness is compromised.

04 / ESSENTIAL

Essential - detailed scope

Essential is a structured inspection and reporting service. It is designed to reveal visible problems early; it does not include routine care, maintenance or system exercise.

Included each calendar month

- **One scheduled visit.** A structured onboard inspection, normally lasting up to approximately 90 minutes.
- **Exterior and moorings.** Visible condition of lines, fenders, covers, hatches, cockpit drains and obvious weather-related damage.
- **Shore power and batteries.** Visible shore connection, cable, plug, breaker, charger and available battery-status indicators.
- **Bilge, leaks and humidity.** Accessible bilges, visible water ingress, unusual smells, moisture, ventilation and obvious mould risk.
- **Interior and system status.** Visible interior condition, accessible alarms, pumps and obvious mechanical or electrical abnormalities without routine equipment operation.
- **Report and alerts.** A photo-backed digital report within 24 hours and immediate notification of significant urgent findings.
- **Direct contact and discount.** Access to Pronautic for additional paid assistance and a 5% discount on eligible Pronautic-provided labour and in-house services.

Immediate protective action

If a simple problem is found, Pronautic may take up to approximately 30 minutes of reasonable immediate protective action where it is safe, authorised and intended to limit further damage. Examples include reconnecting shore power, repositioning a fender, securing a cover, closing a hatch or temporarily controlling a minor leak.

NOT ROUTINE REPAIRS

Protective action is not an included repair allowance. Troubleshooting, replacement parts, dismantling, corrective maintenance and work beyond the immediate protective action are quoted or billed separately after owner approval.

Not included in Essential

- Routine system exercise or engine running.
- Exterior or interior cleaning.
- Preventative maintenance or repairs.
- Pre-arrival preparation.
- Free unscheduled or urgent attendance.
- Contractor, marina or shipyard coordination.

05 / ACTIVE

Active - detailed scope

Active includes Essential oversight and adds a second monthly visit, routine exterior care, planned system exercise, readiness support, an urgent callout and an annual operational review.

Included each calendar month

- **Two scheduled visits.** Two inspections per calendar month, reasonably spaced and including the core Essential checks.
- **Monthly exterior maintenance wash.** Routine washing of normally accessible deck, coachroof, cockpit and exterior surfaces using standard products.
- **Selected systems exercised.** Agreed onboard equipment operated on a yacht-specific rotation where safe, technically appropriate and authorised.
- **Early fault detection.** Abnormal readings, noises, leaks, warnings or failures observed during visits are documented and reported.
- **Pre-arrival readiness.** When requested at least 72 hours in advance and aligned with a scheduled visit, Pronautic can ventilate the yacht, check basic condition and prepare agreed systems such as refrigeration.
- **One urgent callout.** One unscheduled attendance per calendar month under the defined urgent-callout rules below.
- **Annual Yacht Health Review.** One visual operational review and maintenance-priority roadmap per 12-month membership period.

- **Priority and discount.** Priority scheduling and 10% off eligible Pronautic-provided labour and in-house services.

Exterior wash boundaries

The included wash is maintenance cleaning, not detailing. Normal water and electrical access must be available from the owner or marina. Unusual access costs are charged separately. A yacht that is excessively contaminated may require a separately priced initial or deep clean before maintenance washing begins.

- Excluded: heavy contamination, biological buildup and post-storm cleanup.
- Excluded: stain or oxidation removal.
- Excluded: polishing, waxing and stainless detailing.
- Excluded: teak treatment or restoration.
- Excluded: specialist canvas, upholstery or interior cleaning.
- Inaccessible or unsafe surfaces are excluded.
- Washing may be postponed where weather, freezing conditions, water restrictions, marina rules or nearby work make it unsafe or inappropriate.
- Cleaning products and methods remain subject to environmental and marina restrictions.

System exercise boundaries

Systems are not all run during every visit. A yacht-specific schedule is agreed according to the yacht's configuration and manufacturer guidance. Written owner authorisation is required before Pronautic operates engines or generators. Fuel, oils and consumables remain the owner's cost, including replenishment.

- Pronautic may omit or stop operation where access, cooling, ventilation, fuel level, weather or observed equipment condition is unsuitable.
- System exercise is not servicing, diagnosis, certification or proof of future reliability.
- Latent or developing defects may become apparent during correct normal operation; Pronautic is not responsible merely because an already-defective component fails while being operated properly.
- Abnormal behaviour is documented and reported; troubleshooting and corrective work are separately chargeable.

06 / ACTIVE RESPONSE

Urgent callout, weather and annual review

These benefits provide meaningful reassurance without creating a 24/7 emergency-response, continuous watch or survey service.

One urgent callout per month

- **Availability.** During normal operating hours. After-hours response is best effort only. The official urgent channel is a telephone call followed by a message if unanswered.
- **Response.** Same-day attendance where reasonably possible; no guaranteed emergency-response time is promised.
- **Included scope.** Travel within the core service area and up to 60 minutes aboard.
- **Purpose.** Assessment and reasonable immediate protective action to reduce the risk of further damage.
- **Additional charges.** Repairs, parts, consumables, specialist contractors and marina charges are extra. Time beyond 60 minutes is billed in 15-minute increments at the applicable labour rate.
- **No rollover.** Unused callouts do not carry into later months.

WHAT QUALIFIES

An unexpected issue that reasonably requires physical attendance, such as loss of shore power, an alarm, suspected leak, displaced cover or weather-related concern. Routine maintenance requests and pre-planned work are not urgent callouts.

WHEN THE CALLOUT IS USED

The monthly callout is considered used once Pronautic accepts the request and dispatches toward the yacht. It remains used if access is unavailable, no fault is found, or the marina or another person resolves the issue after dispatch, unless Pronautic records a goodwill exception.

Weather and regional incidents

- Pronautic does not continuously monitor forecasts, the yacht, alarms, marina systems or cameras.
- Routine pre-storm preparation is separately ordered unless a specific action fits a scheduled attendance or Premium allowance.
- During widespread incidents, work is prioritised by safety, apparent severity, accessibility, route efficiency and membership priority.
- No fixed response time applies where travel, weather or marina access is unsafe or materially disrupted.
- The owner and marina remain responsible for a legally compliant berth, suitable mooring arrangement and measures required by the berth agreement.

Annual Yacht Health Review

The review is a visual operational assessment and written maintenance-priority roadmap. It is not a marine survey, structural inspection, mechanical certification, valuation or insurance condition report.

- Immediate attention - visible matters that should be addressed promptly.
- Before next season - recommended servicing or corrective work.
- Monitor - developing conditions to watch during future visits.
- Optional improvements - non-essential upgrades or ownership improvements.

The review becomes fully included after 12 paid months. It may be delivered earlier only after the owner accepts in writing that €180 becomes payable if membership ends before completing 12 paid months.

07 / PREMIUM

Premium - detailed scope

Premium includes Active care and adds defined local representation, management and attendance capacity. The owner remains the decision-maker and retains control over expenditure.

Included management scope

- **Active care.** All scheduled Active inspections, washing, system exercise, readiness, reporting, urgent-callout and annual-review benefits.
- **Owner representation.** Pronautic acts as the owner's authorised local representative within written instructions and agreed authority.
- **Maintenance planning.** Known issues, recurring service needs and recommended priorities are maintained in an operating plan.
- **Contractor coordination.** Quotations, scheduling, access and routine communication with approved service providers.
- **Marina liaison.** Routine operational communication with the marina concerning access and agreed yacht matters.
- **Service oversight.** Briefing the contractor, reasonable progress checks and completion documentation.
- **Arrival and departure support.** A defined checklist of condition checks, ventilation and agreed system activation or securing may be allocated within attendance capacity. Cleaning, provisioning, repairs and other physical services are extra.
- **Monthly management report.** Completed work, outstanding issues, upcoming needs and costs awaiting approval.
- **Priority response.** Priority scheduling and coordination when urgent operational issues affect the yacht.

Included capacity

- **Attendances.** Up to four scheduled or management-related yacht attendances per calendar month, including the two Active visits, plus the separate included urgent-callout benefit.

- **Management time.** Up to six hours of routine administration and coordination per calendar month. Physical repair and maintenance labour remain separately chargeable.
- **Contractor attendance.** Brief access, briefing, reasonable progress checks and completion documentation may be included. Extended waiting or supervision consumes the management allowance or is charged separately.
- **Additional management.** Time beyond the allowance is billed at €60/hour after owner approval, subject to a one-hour minimum and 15-minute increments thereafter.
- **No rollover.** Unused attendance or management capacity does not carry forward.

MAJOR WORK IS SEPARATE

Refits, shipyard periods, insurance claims, complex fault investigations and major repair projects are outside the normal Premium allowance and are quoted separately as project management.

08 / CONTRACTORS

Contractors, marina access and spending

Premium simplifies coordination, but Pronautic does not replace the contractor's professional responsibility or finance third-party work.

Contractor handling

- Pronautic may identify suitable contractors, request quotations and coordinate approved appointments.
- Contractors normally invoice the owner directly.
- The contractor remains responsible for workmanship, warranties, professional advice and legal compliance.
- Pronautic does not guarantee contractor availability, pricing, completion dates or results.
- Continuous attendance during a job is not included unless specifically agreed and charged.

Owner authority and expenditure

Every owner selects a written emergency stabilisation limit. A Premium owner also selects a routine management spending limit of €0, €250, €500, €1,000 or another written amount. Pronautic will attempt to contact the owner through the agreed channels. If the owner cannot be reached and imminent harm exists, Pronautic may authorise reasonable stabilisation within the applicable limit and may exceed it only where legally justified and practically unavoidable to limit imminent harm.

- Pronautic is not required to advance its own funds for parts, contractors or marina charges.
- The owner may be asked to pay a supplier directly or place funds on account before work begins.

- Quotes are estimates unless the supplier expressly guarantees a fixed price.
- Owner approval may be given in writing by email or agreed messaging channel.
- Pronautic documents emergency expenditure and actions as soon as reasonably possible.
- Pronautic is not required to undertake unsafe or extraordinary rescue measures.
- Pronautic does not add an undisclosed markup to a contractor invoice. Any separate coordination or procurement charge is stated in advance.

09 / OPERATIONS

Scheduling, access and reporting

Consistent access and accurate yacht information are essential for reliable service delivery.

Scheduling

- Visits are scheduled by Pronautic within the relevant calendar month and reasonably spaced where the plan provides two visits.
- Exact dates may change because of weather, marina restrictions, holidays, safety, workload or operational circumstances.
- A visit is considered delivered when Pronautic attends but cannot access the yacht due to an owner, marina, lock, key, berth or access issue outside Pronautic's control.
- If the yacht is away or occupied when a visit is due, the visit is forfeited unless Pronautic agrees to reschedule it within available capacity.
- The owner should give at least 48 hours' notice before moving or using the yacht where reasonably possible.
- A permanent marina or berth change requires reassessment of service eligibility, travel cost and scheduling before service continues.
- Unused visits, washes, callouts, reviews, attendances and management hours do not roll over.
- If illness, injury or vehicle failure prevents delivery, Pronautic may use a suitably instructed substitute or reschedule within the service period. If neither is reasonably possible, the undelivered service component is credited.
- Planned leave is accommodated through reasonable scheduling and advance notice where visit timing is affected.

Haul-out and subscription pause

When the yacht is hauled out, the subscription pauses. The pause starts from the next billing date after written notice and confirmation, unless another date is agreed. The current billing period is not automatically refunded. During the pause no visits, wash, callout, management capacity, priority or

other benefits accrue or remain reserved. Reactivation requires notice and remains subject to yacht location, access, condition, current pricing and available capacity.

Keys and access

- Reliable access is required. Unless dependable marina access is arranged, Pronautic must hold suitable yacht keys.
- Keys are held in a coded, documented and secure key system.
- The owner pays marina access cards, parking, permits, tolls, entry fees and similar charges.
- The owner must promptly provide updated locks, alarm instructions and access information.
- Keys are recorded by code and are not labelled with the owner's name, yacht name and berth together.
- If access information changes or a key fails, the resulting attendance counts unless the problem was caused by Pronautic.

Specific safety boundaries

- If shore power trips again after one safe authorised reset, Pronautic will not repeatedly reset it. The connection is left in the safest reasonable state, the owner is alerted and diagnosis is recommended.
- Bilge water containing or suspected of containing fuel, oil, sewage or another contaminant will not be discharged. Pronautic will take reasonable safe steps, alert the owner and recommend lawful specialist handling.
- Gas systems receive visual status checks only unless operation or testing is separately authorised, safe and within Pronautic's competence.
- Cash, valuables, documents, personal possessions and yacht inventory are not inventoried, insured or accepted into Pronautic's custody unless specifically recorded and accepted in writing.
- Undisclosed hazardous materials or unsafe conditions may cause work to stop immediately.

Reports and communication

- Normal visit reports are sent by email as a photo-backed PDF or digital report within 24 hours.
- Reports include the checklist, photographs, findings and recommended actions appropriate to the tier.
- Urgent findings are communicated promptly by phone or message, followed by written documentation.
- Normal enquiries are handled Monday to Friday, 08:00-17:00 local Slovenian time, excluding Slovenian public holidays. Urgent matters outside those hours are best effort only.
- Reports are considered delivered when sent to the agreed email address or digital channel. The owner must keep those details current and promptly report a missing expected report.

- Reports describe observed conditions at the time of attendance. Photographs support the record but are not an exhaustive image of every checked item.
- Obvious clerical errors may be corrected. Failure to read a report does not transfer responsibility for recommended owner action to Pronautic.
- Yacht photographs are used for marketing only with separate owner permission.

10 / MOISTURE CONTROL

Humidity-prevention procedure

Yacht Guardian includes practical monitoring of non-electric moisture-control containers during scheduled visits. This reduces moisture risk but cannot guarantee prevention of condensation, odour or mould.

- **Equipment.** Non-electric moisture-absorbing containers may be supplied by the owner or by Pronautic. Pronautic-supplied units and replacement media are separately chargeable.
- **Scheduled check.** During scheduled visits in every tier, Pronautic checks the accessible units, records their condition and empties collected liquid where appropriate and safe.
- **Replacement.** Replacement media or containers are supplied under the owner's spending authority or after approval and are billed as consumables.
- **Placement.** The owner must identify sensitive surfaces, materials or areas where a container must not be placed.
- **Electric dehumidifiers.** Pronautic operates an electric dehumidifier only when specifically authorised and considered safe for the yacht and installation.
- **Limit.** Moisture-control containers are a preventative aid, not active climate control or a guarantee against mould, condensation or water ingress.

11 / AREA & COSTS

Travel, pricing and additional charges

Subscription pricing assumes delivery within Pronautic's core operating radius and normal access to the yacht.

Core service area

The included core service area extends to marinas within approximately 45 minutes' driving time each way from Pronautic's operating base, subject to confirmation before the subscription starts.

Outside the core area

Additional travel is charged at €20/hour of driving time plus €0.50/km for the vehicle, together with tolls, parking, ferries and marina access costs. Where practical, a fixed marina surcharge may be agreed in writing.

Additional Pronautic work

- **Standard labour.** €50/hour before applicable membership discount, subject to a one-hour minimum and 15-minute increments thereafter.
- **Additional management.** €60/hour beyond the Premium allowance or for separately agreed coordination.
- **Discount scope.** 5% Essential, 10% Active and 12% Premium discounts apply to eligible Pronautic-provided labour and in-house services only.
- **Discount exclusions.** No discount applies to parts, fuel, oils, wash materials charged separately, travel, storage, parking, marina fees, tolls, contractors or other pass-through costs.
- **Promotions.** Membership discounts do not combine with promotions or another discount unless expressly stated.
- **Quotations.** Unless a quotation states otherwise, it remains valid for 30 days and remains subject to availability and material or third-party price changes.

Always charged separately unless expressly stated

- Parts, replacement equipment and specialist consumables.
- Third-party contractors and professional services.
- Fuel, oils and fluids used or replenished.
- Marina, shipyard, haul-out and storage charges.
- Deep cleaning, detailing, polishing and teak restoration.
- Sail removal, transport, storage and installation.
- Major arrival preparation, provisioning and guest services.
- Refits, major repairs and extended project supervision.

12 / MEMBERSHIP

Term, billing, withdrawal and termination

The subscription reserves Pronautic's capacity and establishes an ongoing operating relationship with the yacht.

- **Minimum term.** Three months from the service commencement date.

- **Commencement.** Membership begins only after signing, first payment, completed onboarding and confirmed working access.
- **Partial first month.** The first month is prorated by calendar days. At least one onboarding attendance is arranged; normal plan frequency begins with the next full calendar month.
- **Billing.** Monthly in advance.
- **Payment.** Payment is due according to the invoice. Statutory default interest and legally recoverable reasonable collection costs may apply. After a 14-day grace period, Pronautic may suspend service until the account is current. Fees continue while capacity remains reserved.
- **Overdue termination.** Pronautic may terminate when payment remains outstanding 30 days after the original due date.
- **Cancellation.** After the minimum term, either party may cancel with 30 days' written notice. Cancellation takes effect at the end of the billing period in which that notice expires.
- **Continuation.** After the minimum term, membership continues month-to-month until properly cancelled.
- **Refunds.** An already-started billing period is normally non-refundable except where mandatory law or Pronautic's material breach requires otherwise.
- **Pausing.** Membership may be paused while the yacht is hauled out under the written-notice and reactivation rules in section 09. There is no other automatic pause right.
- **Price review.** Prices may be reviewed annually on at least 30 days' written notice. The owner may cancel before an increase takes effect.
- **Plan changes.** Upgrades or downgrades require written agreement and may take effect from the next billing cycle.

Consumer withdrawal for distance or off-premises agreements

Where mandatory consumer law applies, the consumer may have 14 days from conclusion of a distance or off-premises service agreement to withdraw without giving a reason. The final legally reviewed guide will contain the required withdrawal instructions and model cancellation form.

- The consumer may choose to wait until the withdrawal period expires or expressly request immediate commencement.
- If immediate commencement is requested and the consumer validly withdraws, the proportionate value of services supplied before withdrawal may be payable where legally permitted.
- No wording in this guide removes a mandatory consumer right.

ANNUAL REVIEW AND EARLY CANCELLATION

The Annual Yacht Health Review becomes fully included after 12 paid months. Earlier delivery requires written acceptance of the separately stated charge that applies if membership ends before 12 paid months.

Immediate suspension or termination

Pronautic may suspend affected work or terminate for serious or repeated breach, including non-payment, unsafe or unlawful instructions, undisclosed hazards, missing insurance, materially inaccurate yacht information, abusive conduct, repeated denial of safe access, or failure to address a condition that makes continued service unreasonably unsafe or ineffective. Mandatory owner remedies for Pronautic's material breach remain unaffected.

Agreement formation

A website enquiry is not a contract. Pronautic first supplies the vessel-specific Service Schedule, this guide and the first invoice. Payment of that invoice confirms commercial acceptance of the documents supplied and the stated terms version. Any consent that law requires to be separate or express - including immediate commencement during a withdrawal period, system authorisation and marketing consent - must still be recorded separately.

13 / CLIENT DUTIES

Owner responsibilities

Yacht Guardian depends on accurate information, safe access, valid insurance and timely owner decisions.

- Maintain valid yacht, third-party liability and machinery insurance where applicable.
- Provide accurate ownership, emergency-contact, marina, berth, key, alarm and system information.
- Tell Pronautic about known defects, hazards, unusual procedures and any unauthorised equipment operation.
- Provide safe access, safe working conditions and normal water/electrical access where required.
- Keep sufficient funds, fuel and consumables available for authorised operation and approved work.
- Respond promptly to recommendations, approvals and urgent notifications.
- Pay subscriptions, additional Pronautic services, contractors and pass-through costs when due.
- Notify Pronautic when the owner, guests, marina or another contractor will use or work on the yacht.
- Notify Pronautic before the yacht leaves the berth and after return, and disclose incidents, damage, repairs or operational changes.
- Promptly decide whether to approve recommended work. Deterioration arising from declined or delayed work remains the owner's responsibility.
- Ensure the yacht is legally berthed, compliant and maintained to a condition in which agreed services can be safely performed.

Records, privacy and service concerns

Pronautic holds sensitive access, identity, yacht and operational information. A separate privacy notice will provide the legally required details before service begins.

Records and privacy

- Service records may include owner and emergency contacts, yacht location, keys and access details, instructions, reports, photographs, approvals, contractor correspondence and invoices.
- Information is used only for service delivery, administration, safety, legal obligations and separately authorised marketing.
- Access is limited to Pronautic personnel and service providers who reasonably require it, subject to appropriate safeguards.
- The privacy notice at www.pronautic.si/privacy-policy identifies Pronautic as controller and explains legal bases, recipients, retention and data-subject rights.
- General service records are normally retained for five years after membership ends, with longer retention where tax, accounting, legal-claim or other mandatory requirements apply.

Complaints and service concerns

- Formal complaints should be sent to the stated complaints email with relevant dates, reports and evidence.
- Pronautic aims to acknowledge a formal complaint within three business days and provide a substantive response normally within 14 days.
- The owner should allow Pronautic a reasonable opportunity to inspect and remedy its own deficient service where appropriate.
- Urgent damage must still be reasonably mitigated; it should not be allowed to worsen solely to preserve a claim.
- Nothing in this process removes mandatory consumer rights or imposes an unlawful claim deadline.

The current IRPS position is stated in Pronautic's Legal Notice and Website Terms at www.pronautic.si/legal-notice-website-terms and remains subject to final Slovenian legal confirmation. The parties will first attempt good-faith direct resolution without removing access to courts or mandatory consumer remedies.

Important limitations and risk allocation

These clauses define a sensible professional service, not remove responsibilities that cannot legally be excluded. They require legal and insurance review before final use.

Nature of inspection

All routine Yacht Guardian checks are visual and operational within reasonably accessible areas. Pronautic is not performing a marine survey, structural inspection, valuation, certification, engineering analysis, technical diagnosis or dismantling unless separately agreed in writing. Hidden, intermittent and inaccessible defects may not be discovered.

No guarantee of condition

A visit and report describe conditions observed at the time. Equipment may fail, weather may change and new damage may occur after Pronautic leaves. Yacht Guardian cannot guarantee that the yacht will remain fault-free, dry, secure, seaworthy or ready for navigation between visits.

Safety and discretion

Pronautic may refuse, postpone or stop any activity considered unsafe, unlawful, technically inappropriate, outside authority, or likely to damage the yacht. Equipment is operated only where access, cooling, fuel, ventilation and other relevant conditions are appropriate.

Third parties and marina

Pronautic is not liable for marina operations, contractors, suppliers, manufacturers, utilities, shore-power interruptions, theft, vandalism, animals, latent defects, severe weather, or conditions changed after a visit by the owner, guests, marina staff or other contractors, except where liability arises from Pronautic's own proven breach and cannot legally be excluded.

Owner decisions

The owner remains responsible for the yacht, navigation, seaworthiness, insurance, legal compliance and approval of expenditure. Pronautic's recommendations do not replace specialist advice where a qualified surveyor, engineer, mechanic, electrician, rigger or other professional is required.

Loss and liability

Subject to mandatory law, Pronautic should not be responsible for indirect, consequential or economic loss, loss of use, lost holidays, loss of charter income or diminution in value. The owner's selected provisional direction is an aggregate liability cap equal to one monthly membership fee. This clause is not approved for binding use until Slovenian counsel and Pronautic's insurer confirm that the amount and wording are lawful, proportionate and consistent with coverage. It never applies where liability cannot legally be limited.

Force majeure and regional disruption

Pronautic is not in breach to the extent performance is prevented or delayed by events beyond reasonable control, including severe weather, flooding, fire, road or marina closure, utility failure, government action, civil disruption, epidemic restrictions or unavailable essential access. Fees continue during short disruptions because capacity remains reserved. A prolonged material disruption will be addressed fairly in writing.

Insurance

Pronautic confirms that it maintains liability cover intended to include operations in Slovenia and Croatia, entrusted yachts and keyholding, subject to the policy's actual terms, limits and exclusions. The owner's yacht and third-party insurance remain primary for yacht risks. Pronautic does not act as insurer, claims adjuster, continuous security service or guarantor of seaworthiness.

LEGAL REVIEW REQUIRED

The liability cap, insurance wording, consumer withdrawal wording, jurisdiction and dispute provisions must be aligned with Slovenian law, Pronautic's insurance and the customer type before this document is issued as binding terms.

16 / CONTRACT ADMINISTRATION

Authority, changes and continuity

These provisions keep the working relationship clear when people, ownership or instructions change.

- **Pronautic personnel.** Pronautic may perform services through suitably instructed employees or assistants under Pronautic's responsibility.
- **Independent contractors.** Specialist contractors remain independent and responsible for their own advice, work and warranties.
- **Sale of the yacht.** Membership does not automatically transfer. The owner must notify Pronautic, settle outstanding amounts and give written instructions for keys, access and records.

- **Document priority.** If documents conflict, the signed vessel-specific schedule and signed special terms take priority over this guide, followed by the pricing schedule and website summary.
- **Changes.** A change to scope, authority, price or vessel-specific instructions requires written agreement. Informal conversation does not amend the contract.
- **Electronic approvals.** Email, the agreed messaging channel and accepted electronic signatures may evidence approval and notices.
- **Severability and non-waiver.** An invalid provision does not invalidate the remainder, and a failure to enforce a term once is not a permanent waiver.
- **Governing framework.** The final agreement is intended to be governed by Slovenian law, subject to mandatory consumer protections. Once a legally reviewed Slovenian version exists, it prevails over the English translation in case of inconsistency.
- **Cross-border commencement.** A Croatian or Italian service relationship may be agreed conditionally, but physical service and recurring billing begin only after Pronautic confirms the required tax, social-security, insurance and sectoral compliance for that country.

Withdrawal instructions and model form

This section is intended for a consumer who concludes the agreement at a distance or away from Pronautic's business premises. It remains subject to Slovenian legal review before binding use.

Right to withdraw

Where the statutory right applies, the consumer may withdraw from the service agreement within 14 days from the day the agreement is concluded, without giving a reason. To exercise that right, the consumer must send an unequivocal statement to Pronautic at the postal or email address stated below before the period expires. The model form may be used but is not compulsory.

Service requested during the withdrawal period

If the consumer expressly requests performance to begin during the withdrawal period and later validly withdraws, the consumer may be required to pay an amount proportionate to the services supplied before withdrawal, where permitted by applicable law. Where the law provides that the right is lost after full performance, that result applies only after the legally required express request and acknowledgement.

Effect of withdrawal

Pronautic will return payments as required by applicable law, using the original payment method unless another method is expressly agreed without additional cost to the consumer. Amounts lawfully payable for service already supplied may be deducted or invoiced.

WITHDRAWAL CONTACT

PRONAUTIC, navtične storitve, Luka Kosem s.p. • Rozmanova ulica 9, 6000 Koper - Capodistria, Slovenia • info@pronautic.si

Model withdrawal form

Complete and return this form only if you wish to withdraw from the agreement.

To

PRONAUTIC, navtične storitve, Luka Kosem s.p. /
Rozmanova ulica 9, 6000 Koper / info@pronautic.si

Notice

I/We hereby give notice that I/We withdraw from the Yacht Guardian service agreement.

Agreement date**Consumer name****Consumer address****Yacht name****Selected plan**

Essential / Active / Premium

Date**Signature**

Required only when this form is submitted on paper

18 / SERVICE FORMATION

How the service is confirmed

The public guide explains the standard service. Each yacht receives a separate Service Schedule recording the exact commercial and vessel-specific agreement.

- The Service Schedule records the yacht, berth, selected tier, billed length, monthly fee, commencement date and guide version.
- It records keys, authorised systems, emergency stabilisation authority, Premium spending authority and special exclusions.
- The owner receives the guide and schedule before payment. Payment confirms acceptance, subject to separately recorded statutory consents.
- Onboarding, the baseline condition record and reliable access must be complete before ordinary membership delivery begins.
- Visit reports, owner approvals, callout records and additional-work quotations form the continuing service record.

BUSINESS DETAILS

PRONAUTIC, navtične storitve, Luka Kosem s.p. • Rozmanova ulica 9, 6000 Koper - Capodistria, Slovenia • Registration no. 7340290000 • Tax no. 84722835 • info@pronautic.si • +386 40 236 332 • www.pronautic.si