



YACHT GUARDIAN

SERVICE GUIDE

Defined oversight. Clear reporting. Trusted local support.

DOCUMENT STATUS

This client issue defines the standard operational scope incorporated into the signed Service Contract.

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VERSION	5.2 - 2 September 2026
EFFECTIVE DATE	2 September 2026
APPLIES TO	The named yacht and selected plan in the signed Service Contract

This guide forms part of the agreement only when the signed Service Contract identifies this version. The Service Contract contains the binding legal and commercial terms. This guide defines the standard operational scope, plan capacity, inclusions and exclusions. Yacht-specific access, permissions, emergency authority and special instructions remain in the signed Onboarding Record.

01

SERVICE OVERVIEW

Professional yacht care while you are away

Yacht Guardian is a subscription-based oversight service for privately owned sailing yachts. Pronautic attends on a defined schedule, records observed condition, provides photo-backed reports and performs only the care and representation included in the selected plan.

CORE PRINCIPLE

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

PLAN	PRONAUTIC 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	Defined local yacht management

Who the service is designed for

- Private owners of sailing monohulls in Pronautic's confirmed service area.
- Owners living abroad or unable to attend regularly.
- Owners who prefer early detection and planned care over emergency repair.
- Owners who want structured reports and one local point of contact.

Eligibility and pricing basis

ELIGIBLE VESSELS	Pronautic's normal service focus is privately owned sailing monohulls from 40 to 70 ft. Yachts outside that range, motor yachts, multihulls and unusually complex vessels require individual assessment and quotation.
BILLING LENGTH	Length overall, including permanent extensions, rounded up to the next whole foot.
MINIMUM BILLING LENGTH	40 ft.
VAT	Pronautic is currently not registered for VAT. The invoice states the applicable tax treatment. Any future tax-driven price change requires advance written notice and preserves mandatory cancellation rights.

02 PLANS

Three levels of Yacht Guardian care

Public prices are monthly. Yacht suitability, location, access and unusual complexity are confirmed before acceptance.

FEATURE	ESSENTIAL	ACTIVE	PREMIUM
Rate / ft / month	EUR 5.99	EUR 14.99	EUR 49.99
Scheduled inspections	1 / month	2 / month	Up to 4 total attendances*
Exterior maintenance wash	-	Monthly	Monthly
Selected systems exercised	-	Included	Included
Urgent attendance	Paid callout	1 / month	Priority + 1 included callout
Annual yacht health review	-	Included after 12 paid months	Included after 12 paid months
Local representation	-	-	Included
Routine management time	-	-	Up to 6 hours / month
Other Pronautic service discount	5%	10%	12%

* Premium attendance capacity includes the two Active visits, scheduled or management-related yacht attendances, and is separate from the included urgent-callout benefit. Unused capacity does not roll over.

40 FT EXAMPLES

Essential EUR 240 / Active EUR 600 / Premium EUR 2,000. Actual invoices use the published per-foot rate and agreed billing length.

03 ONBOARDING

Initial setup and activation

Recurring membership begins only after all activation conditions are complete.

INITIAL ASSESSMENT	Standard sailing-monohull assessment: EUR 150 and normally up to approximately two hours within the core area. Complex yachts, unusual access or additional investigation are quoted separately. A stated promotion may waive the fee.
ASSESSMENT CREDIT	If the assessed yacht purchases a Yacht Guardian plan, the full EUR 150 is credited directly on the first monthly Yacht Guardian invoice. The minimum plan commitment remains three months.
BASELINE RECORD	Identity, berth, access, visible condition, moorings, shore-power arrangement, batteries, bilges, existing damage and known defects are recorded with photographs in the service record.
SYSTEM AUTHORITY	The owner identifies systems that may be operated. Engine or generator operation requires specific written authorisation.
OWNER RECORD	The signed Onboarding Record confirms access, authority, spending limits, safety instructions and declarations without repeating them in the contract.

ACTIVATION CONDITIONS

Signed Service Contract / first required payment received / assessment complete / onboarding confirmed / reliable working access confirmed.

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. Pronautic may restrict or suspend affected service where safety or effectiveness is compromised.

04 ESSENTIAL

Structured inspection and reporting

Essential reveals visible problems early. It does not include routine system exercise, cleaning, preventative maintenance or repairs.

- One scheduled visit per calendar month, normally up to approximately 90 minutes.
- Exterior and moorings: lines, fenders, covers, hatches, cockpit drains and obvious weather damage.
- Shore power and batteries: visible connection, cable, plug, breaker, charger and available status indicators.
- Bilge, leaks and humidity: accessible bilges, visible ingress, unusual smells, moisture, ventilation and obvious mould risk.
- Interior and system status: accessible alarms, pumps and obvious abnormalities without routine equipment operation.
- Photo-backed digital report normally within 24 hours and prompt urgent alerts.
- Direct contact for additional paid assistance and 5% discount on eligible Pronautic labour and in-house services.

Immediate protective action

Where safe and authorised, Pronautic may use up to approximately 30 minutes for a brief temporary action intended to limit further harm—for example reconnecting shore power, repositioning a fender, securing a cover, closing a hatch or temporarily controlling a minor leak.

NOT ROUTINE REPAIR

Troubleshooting, parts, dismantling, corrective maintenance and work beyond immediate protective action require owner approval and are charged separately.

Not included

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

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ACTIVE

Proactive yacht care

Active adds a second monthly visit, exterior maintenance wash, selected system exercise, readiness support, urgent attendance and an annual operational review.

- Two scheduled visits per calendar month, reasonably spaced.
- One monthly exterior maintenance wash of normally accessible deck, coachroof, cockpit and exterior surfaces.
- Selected authorised systems exercised on a yacht-specific rotation where safe and technically appropriate.
- Observed abnormal readings, noises, leaks, warnings or failures documented and reported.
- Pre-arrival readiness when requested at least 72 hours in advance and aligned with a scheduled visit.
- One urgent callout per calendar month under the defined response rules.
- One Annual Yacht Health Review per 12 paid months.
- Priority scheduling and 10% discount on eligible Pronautic labour and in-house services.

Wash boundaries

INCLUDED MAINTENANCE CLEAN	SEPARATELY PRICED / EXCLUDED
Routine exterior wash using standard products	Heavy contamination, biological buildup or post-storm cleanup
Normally accessible deck, coachroof and cockpit	Stain or oxidation removal; polishing, waxing or detailing
Subject to safe water/electricity access	Teak treatment, canvas, upholstery or interior cleaning
May be postponed for weather or marina restrictions	Inaccessible or unsafe surfaces

Products and methods remain subject to environmental and marina restrictions. Excessive contamination may require a separately priced deep clean before maintenance washing begins.

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ACTIVE OPERATIONS

Systems, callouts, weather and annual review

Selected system exercise

- Systems are not all run during every visit; the rotation follows the yacht configuration and manufacturer guidance.
- Engines and generators require explicit written owner authority.
- Fuel, oils and consumables remain the owner's cost.
- Pronautic may omit or stop operation where access, cooling, ventilation, fuel level, weather or equipment condition is unsuitable.
- Exercise is not servicing, diagnosis, certification or proof of future reliability. Abnormal behaviour is documented; troubleshooting is separate work.

One urgent callout per month

AVAILABILITY	Normal operational hours: Monday-Friday, 08:00-17:00 Slovenian time, excluding public holidays. After-hours response is best effort.
OFFICIAL CHANNEL	Telephone call followed by a message if unanswered.
RESPONSE	Same-day attendance where reasonably possible; no guaranteed emergency response time.
INCLUDED	Travel within the core area and up to 60 minutes aboard for assessment and temporary protective action.
EXTRA	Repairs, parts, consumables, contractors, marina costs and time beyond 60 minutes.
WHEN USED	Once Pronautic accepts and dispatches, including where access fails, no fault is found or another person resolves the issue after dispatch, unless a goodwill exception is recorded.
ROLLOVER	Unused callouts do not carry forward.

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ACTIVE OPERATIONS

Weather readiness and annual review

Weather and regional incidents

Pronautic does not continuously monitor forecasts, alarms, marina systems or cameras. During a widespread incident, activity is prioritised by safety, apparent severity, access, route efficiency and membership priority. No fixed response time applies where conditions are unsafe or materially disrupted.

Annual Yacht Health Review

A visual operational assessment and maintenance-priority roadmap—not a marine survey, structural inspection, valuation or certification. It classifies findings as immediate attention, before next season, monitor or optional improvement. It becomes fully included after 12 paid months. Earlier delivery is available only after separate written acceptance of the stated EUR 180 early-delivery condition.

07 PREMIUM

Defined local representation and management

Premium includes Active and adds owner representation, maintenance planning, contractor coordination, marina liaison, service oversight and structured management capacity.

- Maintain an operating plan of known issues, recurring needs and recommended priorities.
- Request quotations and coordinate appointments with owner-approved providers.
- Handle routine marina communication on agreed yacht matters.
- Brief contractors, provide access, perform reasonable progress checks and document completion.
- Allocate agreed arrival/departure checks, ventilation and system activation or securing within capacity.
- Deliver a monthly management report covering completed work, outstanding issues, upcoming needs and costs awaiting approval.
- Provide priority scheduling and response for urgent operational issues.

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.
MANAGEMENT TIME	Up to six hours of routine administration and coordination per calendar month.
CONTRACTOR ATTENDANCE	Brief access, briefing, reasonable progress checks and completion documentation. Extended waiting or supervision consumes management time or is extra.
ADDITIONAL MANAGEMENT	EUR 60/hour after owner approval, with a one-hour minimum and 15-minute increments thereafter.
ROLLOVER	Unused attendance and management time do not carry forward.
MAJOR WORK IS SEPARATE	Refits, shipyard periods, insurance claims, complex fault investigations and major repair projects require a separate project-management quotation.

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CONTRACTORS AND SPENDING

Owner control remains central

Pronautic coordinates approved work but does not replace the contractor's professional responsibility and is not required to finance third-party costs.

- Contractors normally invoice the owner directly.
- Each contractor remains responsible for workmanship, warranties, professional advice and legal compliance.
- Pronautic does not guarantee contractor availability, pricing, completion dates or results.
- Continuous attendance is not included unless agreed and charged.
- Quotes are estimates unless the supplier expressly guarantees a fixed price.
- No undisclosed markup is added to contractor invoices; any coordination or procurement charge is stated in advance.

Authority and expenditure

Every owner records an emergency stabilisation limit. Premium owners also record a routine management spending limit of EUR 0, 250, 500, 1,000 or another written amount. Pronautic acts only within current written authority. It attempts contact through the recorded escalation route, documents urgent actions and does not undertake unsafe or extraordinary rescue measures.

NO IMPLIED AUTHORITY

A blank or unresolved permission means not authorised. Pronautic does not advance funds for parts, contractors or marina charges.

09 OPERATIONS

Scheduling, access and reports

Reliable access and current yacht information are essential.

Scheduling

- Visits are placed within the relevant calendar month and reasonably spaced where two visits apply.
- Dates may change for weather, marina restrictions, holidays, safety, workload or operational circumstances.
- An attendance counts where Pronautic arrives but cannot access the yacht because of an owner, marina, lock, key, berth or access issue outside Pronautic's control.
- If the yacht is away or occupied, the visit is forfeited unless Pronautic can reschedule 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 service-area, travel, access and scheduling reassessment.
- Where Pronautic cannot deliver because of illness, injury or vehicle failure, it may substitute suitable personnel or reschedule; otherwise the undelivered component is credited.
- Haul-out pauses begin from the next billing date after written notice and confirmation; benefits do not accrue during a pause and reactivation depends on location, access, condition, current price and capacity.

Keys and access

ACCESS REQUIREMENT	Dependable marina and yacht access. Pronautic may require suitable keys.
STORAGE	Coded, documented and secured. Keys are not labelled with owner name, yacht name and berth together.
OWNER COSTS	Access cards, permits, parking, tolls, entry and similar charges.
CHANGES	Updated keys, locks, alarms and access instructions must be supplied promptly.

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SAFETY AND EVIDENCE

Specific operating boundaries

- Shore power: after one safe authorised reset, a recurring trip is not repeatedly reset. The system is left in the safest reasonable state and diagnosis is recommended.
- Contaminated bilge: water suspected of containing fuel, oil, sewage or another contaminant is not discharged; safe containment and lawful specialist handling are recommended.
- Gas: visual status checks only unless further operation or testing is separately authorised, safe and within competence.
- Valuables: cash, documents, possessions and inventory are not accepted into custody or inventoried unless specifically agreed in writing.
- Hazards: undisclosed hazardous material or unsafe conditions may stop work immediately.
- Moisture control: accessible non-electric absorbers are checked during scheduled visits; replacement units/media are extra. Electric dehumidifiers operate only with specific authority and suitable conditions. Moisture control is not a guarantee against mould, condensation or ingress.

Reports and communication

ROUTINE REPORT	Photo-backed PDF or digital report normally within 24 hours.
URGENT FINDING	Prompt phone or message, followed by written documentation.
CONTENT	Checks, relevant photographs, findings and recommendations appropriate to the plan.
DELIVERY	When sent to the agreed email or digital channel. The owner must keep contact details current and report a missing expected report.
PHOTOGRAPHS	Service evidence only; marketing use requires separate owner permission.

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AREA AND ADDITIONAL COSTS

Transparent charging outside the subscription

CORE SERVICE AREA	Marinas within approximately 45 minutes' driving time each way from Pronautic's Koper operating base, subject to written confirmation before service starts.
OUTSIDE CORE AREA	EUR 20/hour driving time plus EUR 0.50/km, tolls, parking, ferries and access costs—or a fixed written marina surcharge.
STANDARD LABOUR	EUR 50/hour before membership discount, one-hour minimum, then 15-minute increments.
ADDITIONAL MANAGEMENT	EUR 60/hour beyond Premium capacity or for separately agreed coordination.
DISCOUNTS	5% Essential / 10% Active / 12% Premium on eligible Pronautic labour and in-house services only. No discount applies to pass-through costs and discounts do not combine unless expressly stated.
QUOTATION VALIDITY	30 days unless stated otherwise, subject to capacity and material or third-party price changes.

Always separate unless expressly included

- Parts, replacement equipment, specialist consumables, fuel, oils and fluids.
- Contractors and professional services.
- Marina, shipyard, haul-out and storage charges.
- Travel, parking, tolls, ferries and access costs outside the included area.
- Deep cleaning, detailing, polishing, teak work and specialist canvas/interior cleaning.
- Sail removal, transport, storage and installation.
- Major arrival support, provisioning, refits, repairs and extended project supervision.

BEFORE COMMITMENT

Any location outside the confirmed core area and its travel surcharge must be stated in the client's written commercial particulars before signature. Service outside Slovenia begins only after Pronautic confirms the required tax, insurance, social-security and sector compliance.

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MEMBERSHIP

Term, billing and changes

MINIMUM TERM	Three months from confirmed service commencement.
COMMENCEMENT	Only after contract signature, first required payment, completed onboarding, assessment and working access.
BILLING	Monthly in advance; invoices use a 14-day due date.
ASSESSMENT CREDIT	EUR 150 applied once, directly on the first Yacht Guardian invoice, where the assessed yacht purchases a plan.
PARTIAL FIRST MONTH	Calendar-day proration only where shown in the approved first invoice. Normal plan frequency begins with the next full calendar month.
AFTER MINIMUM TERM	Continues indefinitely until ended with 30 days' written notice under the Service Contract.
YACHT SALE	Membership does not transfer automatically. The owner must notify Pronautic and settle access, records and outstanding charges.
PLAN CHANGE	Upgrade or downgrade by written agreement, normally from the next billing cycle.
PRICE REVIEW	At least 30 days' written notice; any mandatory cancellation right remains unaffected.
OVERDUE HANDLING	Written reminder and reasonable additional payment period before suspension, as set out in the Service Contract.
HAUL-OUT PAUSE	Available only under the written notice and reactivation rules in this guide and contract.

CONSUMER PROTECTION

Distance or off-premises consumer contracting, immediate commencement, withdrawal, proportionate payment and refunds are governed by the signed Service Contract and its consumer-only record. Payment alone is never treated as the required express consent.

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OWNER RESPONSIBILITIES

Accurate information, access and decisions

- Maintain appropriate yacht and third-party liability insurance and machinery cover where applicable.
- Provide accurate ownership, emergency-contact, marina, berth, key, alarm and system information.
- Disclose known defects, hazards, unusual procedures and prohibited equipment operation.
- Provide safe access, working conditions and normal water/electricity access where required.
- Keep adequate fuel, fluids, consumables and funds available for authorised operation and approved work.
- Respond promptly to findings, approvals and urgent notifications.
- Pay subscriptions, approved services, contractors and pass-through costs when due.
- Notify Pronautic when the yacht is moved, used or worked on, and disclose incidents, damage, repairs or operational changes.
- Decide promptly on recommended work. Deterioration arising from declined or delayed work remains the owner's responsibility.
- Keep the yacht lawfully berthed, compliant and suitable for safe performance of the agreed service.

Privacy and records

The published Privacy Policy is the authoritative notice. Service records may include contacts, yacht location, access references, instructions, reports, photographs, approvals, contractor correspondence and invoices. Access secrets are stored separately and shared only where reasonably required. Marketing use requires separate consent.

Complaints

Complaints should be sent to info@pronautic.si with the yacht, relevant date and requested resolution. Pronautic follows the response and IRPS information obligations stated in the Service Contract and current Slovenian law. Mandatory consumer remedies remain unaffected.

14 IMPORTANT LIMITATIONS

A defined professional service—not continuous custody

Nature of inspection

Visual and limited operational checking of reasonably accessible areas. No survey, structural inspection, valuation, certification, engineering analysis, technical diagnosis or dismantling unless separately agreed.

No guarantee of condition

Reports describe conditions observed at attendance. Weather, damage and equipment failure may occur afterward. Yacht Guardian cannot guarantee a yacht remains fault-free, dry, secure, seaworthy or ready for navigation between visits.

Safety and discretion

Pronautic may refuse, postpone or stop unsafe, unlawful, technically inappropriate or unauthorised activity.

Third parties and marina

Marinas, independent contractors, suppliers and manufacturers remain responsible for their own acts, work, advice and warranties. Pronautic remains responsible for its own contractual obligations.

14 IMPORTANT LIMITATIONS

Legal allocation and external risks

Owner decisions

The owner remains responsible for navigation, seaworthiness, insurance, compliance and expenditure approvals. Pronautic recommendations do not replace specialist advice.

Liability

Liability and lawful limitations are governed only by the signed Service Contract. No limitation applies where Slovenian mandatory law prevents it.

Regional disruption

Performance delayed by severe weather, closures, utility failure, government action or unavailable essential access is handled under the Service Contract. A prolonged disruption is addressed fairly in writing.

Insurance

No description in this guide expands Pronautic's actual insurance policy. Work is accepted only within confirmed competence, authority, territory and insurance conditions.

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DOCUMENT CONTROL

How the service is confirmed

DOCUMENT	CONTROLS
Signed Service Contract	Client, yacht, marina, plan, monthly fee, commencement, minimum term and binding legal terms.
Service Guide v5.2	Standard plan scope, capacity, inclusions, exclusions and operational boundaries.
Signed Onboarding Record	Access, keys, authorised systems, spending limits, safety instructions and owner declarations.
Invoice	Amount, assessment credit, issue date, 14-day due date and payment reference.
Written amendment	Any later agreed change to scope, authority, price or special condition.

DOCUMENT PRIORITY

The order stated in the signed Service Contract applies. Informal conversation does not amend scope, price or authority.

Confirmation sequence

- Pronautic supplies the completed Service Contract, this identified guide version, the Privacy Policy and the first invoice.
- The client signs the Service Contract and any required consumer-only commencement record.
- Payment and onboarding are activation conditions—not substitutes for signature or express consent.
- Pronautic confirms reliable working access and the agreed service commencement date in writing.
- The client receives or retains a copy of the signed contract and incorporated documents on paper or another durable medium.

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