



BOATBOUND RENTER GUIDE

Congrats captain-to-be, you've been approved as a renter! Below, you'll find key information to help you become a great Boatbound member!

PROFILE, BOOKING & COVERAGE

Boatbound Profile

Boating Experience:

Including information about yourself and your boating experience helps potential owners get to know you and gauge your ability to handle their vessel (*pictured below*). Therefore, the more information you can provide, the more likely owners will respond to your messages and booking requests.

Profile Photo:

Including a profile photo is key to gaining the trust of boat owners. So go ahead, put a face with the name!

A screenshot of a Boatbound user profile for Peter. On the left is a profile picture of a young man with dark hair, resting his chin on his hands. Below the photo is the text "Ahoy, my name is Peter". At the bottom left of the profile card, it says "Peter has been a member since 2013". To the right of the photo is a section titled "About Peter" with the following text: "Hello Fellow Boaters! I'm Peter and I have been on boats and the water all of my life. I got my first command at age 5 when I had an 8' rowboat with a 2hp electric engine. Since then I have owned ski boats, fishing boats, Whalers, kayaks, sailboats and worked professionally on everything in between. I am a licenced professional mariner with a Merchant Marine Document/Credential. I have over 25k miles of seetime logged working professionally on traditionally rigged tall ships-- sailing mostly around the North Atlantic, Northern Europe, Caribbean Sea, throughout all the Great Lakes, and recently have spent some time sailing in the Bay Area. You could say I'm a "boat guy," and I do feel comfortable operating most all vessels under 50' in size. I have also worked on a few schooners around the bay in Sausalito and SF, so I know the waters around here pretty well. Thanks for reading, and I'd love to take you boat out, or captain it for others!"

Messaging & Booking

You are free to message any boat owner you like, but it's important to respond to all messages as quickly as possible so that owners can plan their schedules accordingly. Once you and the owner have come to an agreement on the rental time, price, and location, feel free to confirm the booking using the "Book It" button in your message thread (*pictured below*). The "Book Now" button on the listing page can be used when all terms (rental time, price, location) are agreeable and you want to reserve the boat's time immediately. Clicking "Book It" requires you to submit your payment info.

A screenshot of a Boatbound messaging interface. At the top left is a link "< Back to Inbox". Below it is a message header: "You are discussing the Nick's boat, the Sea Ray 180." The message content shows a small boat image, the text "1 day", "Jun 07th", and "Total \$294.00". To the right of the message are two buttons: "Cancel Request" and "BOOK IT", with the "BOOK IT" button circled in red. Below the message is a text input field with the placeholder "Write a new message...". On the right side of the interface is a profile card for "Nick" with a profile picture and a link "View full profile >".

Rental Coverage

We have you covered! Our comprehensive insurance policy was created to cover you in the event of an accident or loss. However, it's important to read through our [insurance](#) and [renter](#) policies so that you understand what you as a renter are liable for in the event an incident occurs.





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CHECK-IN, FUEL & SAFETY

Check-In Procedures

All boats are different, and all owners operate them differently, so be sure to get comfortable with the boat you're renting before you head out on the water. We recommend going through the following checklist:

- **Safety/Life Jackets** – Know the location and quantity of the life jackets (PFD's) on board, ensuring that there are enough for all passengers. All children under the age of 12 are required to wear a lifejacket at all times. Also, please note the location of all fire extinguishers, flares, anchors, lines and any important safety equipment
- **GPS/Navigation** – If there is a GPS unit on board, be sure you know the location of the unit and how to operate it properly. Also, ask the owner if you need to be aware of any busy commercial waterways, tides etc. as you exit and enter the marina.
- **VHF Radio** – Make sure to ask the owner how to operate the radio and call for help if needed

Documenting Existing Damage

Prior to taking the boat out, make sure to do a thorough inspection for existing damage with the owner, and document everything on the Boatbound Check-In/Out Doc and through pictures. This document is required to give you coverage in the off-chance there is a claim.

Fuel

The owner is required to select a fuel option prior to the rental, but be sure to discuss expectations and options prior to the start of the rental. Currently, owners can choose the following:

- **Renter Pays** – You refuel the boat prior to the end of the rental. If the rented vessel is not refueled upon return, the owner will send Boatbound the receipt. The amount will then be taken out of your security deposit.
- **Owner Pays** – The owner includes fuel with the rental.
- **Renter Reimburses** – You return the boat without refueling, and the owner will then refuel the boat and inform you. You may either pay directly, or the amount will be deducted from your security deposit.

Emergency Contacts



Before heading out, make sure you have all important emergency contacts handy:

Emergency/Life Threatening

- Call 911/Local Marine Patrol
- Coast Guard VHF Channel 16

Non-Emergency/Water Support

- BoatUS Support: (800) 3914869 (Membership # 49000251)
- VHF Channel 16: Hail "TowBoatUS" or "Vessel Assist"
- Boatbound Support: (415) 237-6384

Your Responsibilities In The Event Of An Incident

In the event of an accident or loss, make sure to do the following:

- Ensure the safety of the crew
- Minimize loss of the vessel while protecting further loss
- Contact the owner and Boatbound to report the incident
- Advise the Police, Coast Guard, or other appropriate authority of the loss and its circumstances





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CHECK-OUT & REVIEWS

Check-Out Procedures

At the end of the rental, make sure to meet the owner back at the designated drop-off location at the time agreed upon prior to the rental. Please be sure to refuel the boat (if required by the owner) to avoid any fees and to complete a final walk-through with the boat owner to make sure everything is intact and in good shape! If there is anything missing, damaged, or you encounter any other issues, please document in the Boatbound Check-In/Out Doc. This document is required to give you coverage in the off-chance a claim is filed.

Cleaning

Please make sure to thoroughly clean the boat. If the boat is returned covered with dirt, trash, or food, you will be charged a one-time fee of \$100.00.



Reviews

After the rental has been completed, we'll send you a notification reminding you to review the owner. This is an extremely important part of the Boatbound rental process, as our user-generated reviews are what maintain a high level of quality on our site. The reviews you leave also help other potential renters gauge if an owner has good ratings and make an informed decision as to whether or not they would like to rent from them.

Be Social

While you're out having the time of your life, don't forget to share it! We want more people to have great on-the-water experiences and by posting pictures or tweeting about your day you can help our community grow! Simply go to our [Facebook](#), [Twitter](#), or [Instagram](#) and use the hashtag #boatbound.

Questions?

Check out our FAQ's at support.boatbound.co

If you don't find an answer to your question, don't fret - the Boatbound Support Crew is here to help! Just send a note to support@boatbound.co or give us a call at (415) 237-6384.

