

EXPLORE 100

Your free Aquavista stop-overs

Customer FAQs

Q: Who can use from Explore100?

A: Only customers who have an annual contract with Aquavista are eligible. This includes customers who pay annually, quarterly or monthly.

Q: How does it work?

A: You have up to 100 nights to stop-over, as a visitor at any of the participating marinas across our network in a 12-month period. You could choose to have the 100 nights in one location or spread those across a number of our marinas. Stop-overs are subject to availability at each marina and subject to you booking ahead of your visit. The maximum no. of subsequent nights you can stay at one marina is 10 nights, with longer stays at the discretion of the Marina Manager.

Q: How much does it cost?

A: Explore100 is a free of charge mooring for all annual contract holders.

Q: Does Explore 100 cover all associated costs?

A: No, this only applies to the berth, customers will be charged for any additional electricity, car parking, washer and dryer tokens and pump outs where applicable.

Q: I'm a residential customer, can I use my free pump out and laundry tokens?

A: The complimentary pump out and laundry only applies to your 'home' marina. You will need to pay for any additional services at the marinas you visit.

Q: How do I book my free mooring?

A: Simply email or telephone the marina you wish to stay at to check availability and any restrictions on boat size. If there is availability, the marina can then pre-book you in and will send you a confirmation of your booking via email.

Q: What happens if there is no availability at my chosen marina?

A: We will always endeavour to find you a space within your desired marina however a number of our marinas are already at maximum capacity. If we can't accommodate you on your chosen date, we'll try to provide you with an alternative date or suggest another nearby Aquavista marina to contact.

Q: How do I know how many Explore 100 nights I have used?

A: The number of Explore 100 bookings will be identified in the Account Details (Orders) on Harbour Assist but our waterside crew can check and let you know how many nights you have left.

Q: What happens once I have used up my 100 nights?

A: We would still love to see you at our marinas and welcome you as a visitor however this will be charged at a daily visitor rate for your duration.

Q: When do the 100 nights refresh?

A: Explore 100 is live for the duration of your annual contract. On renewal date you then revert back to 100 nights available for the next 12 months. Any unused allocation in the previous 12 months cannot be carried forward to the next year.

Q: Can I use Explore 100 on another boat not associated to my contract?

A: No, only the boat associated on the account can access the Explore 100 benefits.