

C-TOW

2012

1.888.419.CTOW (2869) EMERGENCY
1.888.354.5554 ADMIN
www.c-tow.ca



**Membership
DISCOUNTS
Booklet**

Peace of mind at sea

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CALL US ANY TIME: 1-888-419-CTOW (2869)

OR: 1-888-354-5554

EMAIL US: INFO@C-TOW.CA

C-TOW MARINE ASSISTANCE LTD

PO BOX 453, MADEIRA PARK, BC

VON 2H0

The suppliers included in this booklet offer discounts to all C-TOW Members. Simply show your membership card to the supplier and you will be provided with the advertised discount.

All service providers listed in this booklet reserve the right to alter or cancel the discount listed in this booklet at any time.

**KEEP THIS BOOKLET HANDY
FOR QUICK REFERENCE**

MARINE ASSISTANCE COVERAGE AREA

C-Tow provides services at sea to its members in the area bounded in the north by Campbell River and Desolation Sound and in the south by Victoria and the U.S. border, including all connected waters.

*The C-Tow **Admiral Package** provides coverage for 35 nautical miles into Washington state, in the San Juans down to 48 degrees - 25 mins and North to Cape Caution including the Broughton Is.*



C-TOW OPERATOR LOCATIONS

- | | |
|----------------|--------------------|
| ① Victoria | ⑦ Secret Cove |
| ② Gulf Islands | ⑧ Malaspina |
| ③ Nanaimo | ⑨ Comox |
| ④ Steveston | ⑩ Campbell River |
| ⑤ Vancouver | ⑪ Charlotte Strait |
| ⑥ Howe Sound | ⑫ Tofino |

BENEFITS OF C-TOW MEMBERSHIP

- ✓ **Fast response to your location 24 hours a day, 365 days a year**
- ✓ **Boat tows to nearest Port of repair**
- ✓ **Emergency arrangements**
- ✓ **Soft Ungroundings**
- ✓ **Fog Sheperding**
- ✓ **Jump Starts**
- ✓ **Trip planning/ Float Plan registry**
- ✓ **Fuel Delivery**
- ✓ **Minor on scene repairs**
- ✓ **Radio Checks**
- ✓ **30 plus trained, qualified C-Tow service boats on 24 hour standby**
- ✓ **Fouled prop and anchor recovery**
- ✓ **100's of C-Tow member discount locations: Fuel, Moorage, Supplies, Accommodation**
- ✓ **Advice to get you on your way**
- ✓ **24 hour emergency dispatch**
- ✓ **Peace of mind at Sea**

24 HR DISPATCH
1-888-419-CTOW (2869)
ADMIN: 1-888-354-5554
EMAIL: INFO@C-TOW.CA

C-TOW MARINE ASSISTANCE PACKAGES

Fast response to your location
24 hours a day, 365 days a year



ADMIRAL C-TOW PACKAGE

\$200 PER YEAR

Premier Unlimited C-Tow package Boat Towing to nearest Port of Repair, Peace of mind at Sea, 24 hr assistance is a call away. No limit to number of tows or service calls per year. Unlimited service calls, unlimited access so all C-Tow member benefits. Extended coverage area. C-Tow coverage into the San Juan Islands (Dual Coverage)



CAPTAIN C-TOW PACKAGE

\$150 PER YEAR

Our most popular C-Tow package. Boat towing to nearest Port of Repair. With all the great service of the admiral package. Limit to two tows per membership. Unlimited service calls, unlimited access so all C-Tow member benefits.



COMMANDER C-TOW PACKAGE

\$100 PER YEAR

Only be available in fresh water and from May 1 to October 31: With all the great service of the admiral package. Limit to two tows per membership. Unlimited service calls, unlimited access so all C-Tow member benefits.



STOWAWAY C-TOW PACKAGE

\$25 PER YEAR

Access to all C-Tow members discounts and \$25 off the first hour of marine Towing.

John Henry's Marina & Gas Dock

4907 Pool Lane. Garden Bay, BC
604-883-2253

**3¢ per Litre Discount
off Boat Fuel**

Deep Cove North Shore Marina

2890 Panorama Dr, North Vancouver
604-929-1251

info@deepcovemarina.com
www.deepcovemarina.com

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info@gangesmarina.com

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Email: altech@oberon.ark.com

Web Site www.altechdiesel.com

Sea-Power Marine Centre

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250-656-4341

www.seapower.ca - seapower@seapower.ca

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Newcastle Marina & Boat Yard

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lift when available

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www.hgemarine.com - info@hgemarine.com

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604-985-5326

www.marinesystems.ca - info@marinesystem.ca

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stsm@telus.net

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sales@pocomarine.com

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Prices**

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www.ael.ca

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www.polarbattery.com

polarbattery@telus.net

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250-286-3717

www.seacommarine.com - seacom@shawbiz.ca

10% off all Marine Electrical Repairs

NAVIS Insurance

604 922 8935

info@navismarine.ca

www.navismarine.ca



Johnston Meier Insurance

Marine Division

#305-2748 Lougheed Hwy.

Port Coquitlam, BC

1-800-513-5533

www.jmins.com/marine - marine@jmins.com



301-935 Marine Dr
North Vancouver

604-986-5265

Marine Insurance

Dolphin Insurance Services Inc

"Marine Insurance Specialists"

20-601 Cordova Street West Vancouver

604-261-9200

Pacific Pro Dive & Surf Company

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www.scubashark.com - info@scubashark.com

10% off regular Priced Stock



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TERMS AND CONDITIONS OF MEMBERSHIP

WHO PROVIDES EMERGENCY SERVICES?

- Service to members is provided by independent contractors (Operators) working with C-TOW. C-TOW has screened its operators to determine that they have the expertise, equipment and licensing necessary to provide the services described. While C-TOW is not responsible for the acts or omissions of these independent operators, we will assist in resolving any complaints that may arise.

LIMITS OF SERVICE

- C-TOW endeavors to provide continuous service throughout the year, but cannot guarantee that Operators are always available to attend as requested by our members. If a member is unable to contact C-TOW and uses the services of marine contractor not affiliated with C-TOW, the Member should pay for the service and submit a detailed receipt to C-TOW within 14 days for reimbursement consideration. Payment might be declined if the member did not use reasonable efforts to contact C-TOW or if the Member did not allow sufficient time for C-TOW to respond. Amounts payable will be based upon standard C-TOW rates assuming 20Kt response speed and 5Kt towing speed.
- C-Tow Membership coverage becomes active at 9am the day following purchase. All claims that are a result of mechanical or other failure that existed prior to obtaining C-Tow coverage are not eligible for coverage under the C-Tow membership program and will be billed an hourly rate of \$200 for service.
- C-Tow coverage becomes void on the 1 year anniversary of purchase. Paid renewal is required for continued coverage.
- C-Tow will not dispatch their operators in severe weather situations in which the safety of their operators will be jeopardized.
- Elective tows from dock to dock are not covered but may be arranged at a reduced rate with sufficient notice.
- Major groundings or salvages are not covered as these are insurable claims.
- Dockside assistance is not covered if land based assistance is available (e.g., when a taxi to a local garage to get a battery is available).
- Membership covers two incidents per fiscal year. With Captains or Commander Package and unlimited calls with the Admiral Package. C-Tow will dispatch a vessel once per incident. It is up to the owner to make repairs after C-Tow assistance has been provided.

ELIGIBILITY FOR SERVICES

- Membership in C-TOW covers the vessel registered as owned by the member. Registered member(s) must be on board.

CANCELLATION

- C-TOW reserves the right to cancel a membership on 14 days notice.

OTHER CONDITIONS

- All services performed are at the Members risk.
- C-TOW is the operating name of C-TOW Marine Assistance Ltd., its Operators, officers, crew, servants, agents and independent contractors. All limitations contained in these Terms and Conditions shall extend to C-TOW Marine Assistance Ltd., its Operators, officers, crew, servants, agents and independent contractors, all of whom are referred to collectively as C-TOW.
- C-TOW shall not be liable to anyone for any loss, damage, expense, or costs for personal injury or property damage including economic loss while carrying out services to its members.
- If C-TOW is found to be liable to a member for any reason, the amount of this liability shall not exceed the sum of \$500.00. The Member agrees that this limitation of the amount of the liability is a genuine pre-estimate of its liabilities.
- C-TOW shall not be liable if for any reason at all it is unable to provide service to a member.
- The member shall indemnify and save harmless C-TOW for any damages, liability, suits, claims, demands, or expenses,

EMERGENCY BENEFITS*

Service at sea to Members in the area bounded in the North on a line from Grante Pt Quadra Is, following Okisollo Channel, Hole in the Wall, Raza Passage, Pryce Channel to Brettell Pt, Homfray Channel and in the South around the Vancouver Island North to Estevan Pt and the US boundary. Admiral Packafe extends coverage to Cape Caution on a line to Cape Sutile and South into the San Juan Islands. Canadian waters of Lake Ontario to Brockville in the St Lawrence.

- Minor adjustments and minor repairs to enable a disabled Members vessel to proceed under its own power.
- Battery boosts to enable a disabled Members vessel to proceed under its own power.
- Delivery of emergency supply of fuel, when available to a Member (cost of fuel paid by member).
- Towing to the nearest dock where marine mechanical services are available.
- Towing of Members from soft groundings (more than 30 minutes on scene will incur salvage fees and are not covered by C-Tow Membership).
- Shepherding in fog, radio checks and local information and communication.

REMEMBER - IN DANGEROUS OR LIFE THREATENING SITUATIONS

- Your first call in a dangerous or life threatening situation should always be to the Coast Guard.
- C-Tow is set up to respond to marine difficulties of a non-life threatening nature.



USEFUL PHONE NUMBERS

C-Tow Office	1-888-354-5554
Canadian Coast Guard	Cell Phone *16
RCMP Gibsons	604-886-2245
RCMP Campbell River	250-286-6221
RCMP Nanaimo	250-754-2345
RCMP Vancouver	604-985-1311
RCMP Powell River	604-485-3400
RCMP Sechart	604-883-2266
RCMP White Rock	604-665-3521
Rescue Co-ordination Centre	1-800-567-5111

Peace of mind at sea