



## Booking, payment and cancellation policy update For charter season 2022

Having successfully completed season 2022, all of us here in Discovery Yachting, discovered that if we all work together, owners, agents, and clients, everything is possible. Summer holidays onboard are now back, better than ever, and we are aiming to an even better 2022 season.

We have decided to start following our regular booking, payment, and cancellation policies, since after 2 years of being in the pandemic, most governments, including the Greek one, have found their way to tackle all problems and obstacles. Of course, in case there is another virus breakout, or extreme measures will be taken, the current policy will be modified. In any case, we are optimistic that this winter period will move smoothly, and summer season will be easier and without restrictions.

Below you can find an overview of our updated policy, combining some special arrangements related to Covid-19 issues with our standard policies. We are doing our best to offer the best possible solutions for all sides, and be as detailed as possible. If you have any questions, you can always contact us directly.

### List of contents

Updated Booking and Payment policy: .....	1
For new bookings confirmed until 31/12/2021: .....	1
For new bookings confirmed after 01/01/2022: .....	2
For postponed bookings (voucher) to open (unspecified) dates regarding season 2022: .....	2
Regarding the rescheduling and postponement of charter: .....	2
Covid-19 Cancellation Policy: .....	2
The updated cancellation policy and/or any modified cancellation policy, applies only to Covid-19 related cancellations, as follows: .....	2
The following cases are not considered Covid-19 restrictions, and our normal cancellation policy applies: .....	3
For already rescheduled or postponed charters for season 2022: .....	3
For new bookings regarding season 2022: .....	3
Regarding cancellations not related to Covid-19 restrictions, our normal cancellation policy applies: .....	3

### Updated Booking and Payment policy:

#### For new bookings confirmed until 31/12/2021:

- Required advance payment 50% should be deposited upon booking confirmation (7 days)
- Required balance payment 50% should be deposited the latest 30 days before charter begins
- Clients receive an extra discount of 50% on selected extras: SUP, kayak, Safety Net \*.

**Discovery Yachting Booking Payment and Cancellation Policy for season 2022**

[info@discoveryyachting.com](mailto:info@discoveryyachting.com) [www.discoveryyachting.com](http://www.discoveryyachting.com)

\*Please note that End cleaning fee (mandatory extra), Skipper and/or Hostess fee, and Outboard engine cost (optional extra) are excluded from the discount of 50%.

For new bookings confirmed after 01/01/2022:

- Required advance payment 50% should be deposited upon booking confirmation (7 days)
- Required balance payment 50% should be deposited the latest 30 days before charter begins.

For postponed bookings (voucher) to open (unspecified) dates regarding season 2022:

- In case our clients have received an open dates voucher, but we had no communication from their side until 31/01/2022, we will contact them sending a reminder. If we do not receive any reply or they have not managed to book until the final date 28/02/2022, the voucher sent will become void, will be considered irreversibly and permanently invalid, and the credited amount will not be refunded in any way.
- In case we have received 50% advance payment, the 50% balance payment is to be deposited latest 30 days before charter begins
- In case we have received 25% advance payment, the second payment of 25% should be deposited upon rescheduling (7 days), and balance payment of 50% should be deposited latest 30 days before charter begins
- In case of any price difference (due to different charter period/yacht selection) then the price difference will be charged to the client, while in different case (if new charter has lower price) price will remain the same.

In case a different arrangement has been made for a specific postponed booking, please contact us to confirm the arrangement and payment schedule.

Regarding the rescheduling and postponement of charter:

- Depends on the availability of our fleet.
- The rescheduled charter has to be at the same embarkation port.
- Charter period can change.
- Yacht selection can change.
- Voucher is only valid for season 2022. There will be no postponement for season 2023.

To help the situation further, we also offer some special discounts:

- Extra 5% early booking discount on all our fleet for bookings confirmed until 31/12/2021
- Extra 5% discount on all our fleet for booking periods 16/04/2022-21/05/2022 and 24/09/2022-22/10/2022 (valid until 30/01/2022)
- Extra 10% discount for 3-week charters on all our fleet

Please note that the above payment and booking policy can be modified depending on how the Covid-19 pandemic evolves. We encourage all our partners and clients to contact us directly for any possible questions or clarifications.

Covid-19 Cancellation Policy:

The updated cancellation policy and/or any modified cancellation policy, applies only to Covid-19 related cancellations, as follows:

- Travel bans or closed borders of Greece or clients' country of origin
- If there is an official advisory by the clients' government not to travel in Greece
- If client is unable to get to the base due to travel restrictions imposed by Greek Authorities (with official statement that ban the entrance in Greece to the citizens of the country of the client)
- Proven flight cancellation related to Covid-19 (with flight cancellation confirmation attached)
- Mandatory quarantine upon arriving in Greece
- If the skipper's test is positive for Covid-19 (with positive test results attached)

The following cases are not considered Covid-19 restrictions, and our normal cancellation policy applies:

- Clients' unwillingness to undertake mandatory Covid-19 test to enter the country
- Clients' failure to prepare all the necessary paperwork to enter the country (such as the Passenger Locator Form - <https://travel.gov.gr/#/>), a factor that could lead to their late or not possible arrival at base
- Clients' failure to remain updated regarding border restrictions, which may lead them not being able to access Greece through a third country different than client's origin country
- Clients' unwillingness to remain in quarantine if applicable after returning to their country.
- Government advisories are not considered bans. In case a country has an advisory for clients not to visit a country, but still permits international travelling under certain circumstances (via Green Pass), there is no actual ban, so travelling is 100% possible.
- Clients' general uncertainty regarding travelling
- Personal issues, unless linked to Covid-19, are not considered reasons for charter cancellation.

For already rescheduled or postponed charters for season 2022:

- A second reschedule will be possible only if one of the above restrictions will be 100% in place. If this does not happen the charter cannot change charter period and rescheduling/cancellations fees may/will apply.
- For postponed charters, for clients who received open-date vouchers, if we have no communication from their side until 31/01/2022, we will contact them sending a reminder. If we do not receive any reply or they have not managed to book until the final date 28/02/2022, the voucher sent will become void, will be considered irreversibly and permanently invalid, and the credited amount will not be refunded in any way.
- Voucher can only be used for bookings through Discovery Yachting, in accordance with the above-mentioned terms.

For new bookings regarding season 2022:

- Depending on how the Covid-19 situation evolves clients may be able to reschedule their booked charter later in the 2022 season with fixed dates. (applies only to Covid-19 related cancellations)
- Clients may be able to reschedule their booked charter to season 2023 with fixed dates or even to 2023 season with open-date vouchers, provided that at least one of the forementioned Covid-19 restrictions is in place. If clients choose this option, they will have to deposit in total at least 50% of charter price in order for their voucher to be valid.
- If the postponed or rescheduled booking is more expensive than the initial charter, then price difference will be paid accordingly, while in different case charter price will remain the same as initially booked and the balance payment should be paid accordingly.
- Repeated rescheduling or postponement (vouchers) after an already issued voucher will not be available, unless extreme measures (closed borders or official travel advisory etc.) have occurred and measures have been taken. Clients can only reschedule the initial charter once.

Regarding cancellations not related to Covid-19 restrictions, our normal cancellation policy applies:

- Cancellations made 90 days or more prior to embarkation 350 EUR will be retained as administrative fees.
- Cancellations made between 89 & 60 days prior to embarkation, 30% of the total charter price will be retained.
- Cancellations made 59 days or less prior to embarkation, 100% of the total charter price will be retained.
- Should the charter that was cancelled, finally becomes a booking again by another client for the same period and under the same conditions and price, then cancellation fees will be refunded and only the administrative fees will be retained.

Changes to conditions and policies may occur without notice and we suggest that you always contact us directly. Claims are negotiable within 15 days from end of charter.

**Recommended insurance:** We remind you that we always recommend to our clients to insure their charters. We suggest the following links: <https://www.livecharter.at/Charterversicherung> or <https://www.pantaenius.com/de-en/insurance/charter/>, choosing "Travel cancellation insurance" and/or any other of their preference.

**Discovery Yachting Booking Payment and Cancellation Policy for season 2022**

[info@discoveryyachting.com](mailto:info@discoveryyachting.com) [www.discoveryyachting.com](http://www.discoveryyachting.com)

*“Charter holidays were there for you during all these outbreaks to keep you safe by offering private holidays onboard, with special booking, payment, and cancellation policies. Now that we are on the road to normality, we hope our clients and partners will also be there for us, by adapting to our standard policies.*

*We have always been honest and straightforward with our clients and partners for more than 10 years, and this is how we will move forward and offer you better services year by year. We are doing our best to completely overcome all the difficulties we faced due to Covid-19, while updating our fleet, and having the best prices on the market. We remain at your disposal for further information, [please do not hesitate to ask any questions](#).*

*We are looking forward to welcoming our clients in wonderful Greece!”*



## Your Discovery Yachting Team

Discovery Yachting mcpy

-Head Office: 21 Thermaikou str. 57 019 Thessaloniki, Greece T&F: +302310465269

-Corfu Base: Marina Gouvia, Pier A , 49 100, Corfu island, Greece T&F: +302661099739 M: +306972318820

-Corfu Office: Marina Gouvia Rd. NW Marina Entrance 49 100, Corfu island, Greece T&F: +302661099739 M: +306972318820

-Volos Office: 64-68 K.Kartali str. Volos 38221, Greece T: +302310465269

[info@discoveryyachting.com](mailto:info@discoveryyachting.com) [www.discoveryyachting.com](http://www.discoveryyachting.com)

