



Booking, Payment and Cancellation Policy

For charter season 2024

Having successfully completed season 2023, all of us here in Discovery Yachting, discovered that if we all work together, owners, agents, and clients, everything is possible. Summer holidays are what we do best, and we will make season 2024 better than you could ever imagine, with brand new ideas for tailor-made experiences at sea.

Below you can find an overview of our booking, payment, and cancellation policy, including arrangements related to force majeure events, tax legislation issues, and early booking offers. We are doing our best to suggest the best possible solutions for all sides, and be as detailed as possible. If you have any questions, you can always contact us directly.

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Booking and Payment policy:

For all bookings regarding charter season 2024:

- There is a possibility of an increase in the charter's VAT (from 12% to 24%) so we reserve the right to revise the price according to the new VAT. Please inform the client accordingly. In case of an actual increase to the already booked charters with 12% VAT, then any amount that will come up due to this VAT increase, will have to be paid by the client*.

*The above surcharge will only apply if the increase of VAT will be implemented by the Greek government, for which you will be informed immediately. You can find relevant disclaimer on all our offers, booking confirmations and proformas. We will not change charter price for any other reason.

For new bookings confirmed until 31/12/2023:

- 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 *.

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

For new bookings confirmed after 01/01/2024:

- 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 2024:

- In case our clients have received an open dates voucher, but we had no communication from their side until 31/01/2024, 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 28/02/2024, 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 another arrangement has been made for a specific postponed booking, please contact us to confirm the arrangement and payment schedule. In case VAT increase comes in place, clients of rescheduled charters will also have to pay the VAT difference.

Regarding the rescheduling and postponement of charter:

If charter is rescheduled due to client's change of plans (not linked to force majeure event):

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

Concerning issued vouchers:

- 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 2024. There will be no postponement for season 2025.

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

- Extra 5% early booking discount on all our fleet for bookings confirmed until 31/12/2023.
- Extra 5% discount on all our fleet for booking periods 20/04/2024-18/05/2024 and 21/09/2024-02/11/2024 (valid until 30/01/2024)
- Extra 10% discount for 3-week charters on all our fleet

Payment Delays:

- If advance payment has not been deposited within 7 days from booking confirmation date, we will send you a kind reminder for an update on the situation. We are aware that wire transfers may take longer sometimes, so it is always useful, in order to keep the booking valid, to receive a POP (proof of payment) from your side. If we do not receive a reply on our reminder within 3 days, we will send you a second and last reminder. If 14 days have passed since booking confirmation and we have not received an update from your side (and advance payment has not been deposited) booking will be cancelled and yacht will no longer be reserved for you.
- If balance payment is not deposited latest by 30 days before embarkation day, you will receive a kind reminder for an update (email and phone call). Again, a POP update is useful, and we will make sure to inform you as soon as we receive amount in our account. Please note that the yacht cannot set sail if charter is not fully paid, so following the payment plan is always the best solution for owner, agent, and client.
- Total or partial payments after embarkation day will not be possible under any circumstances.

Please note that the above payment and booking policy can be modified in case of force majeure events.

We encourage all our partners and clients to contact us directly for any possible questions or clarifications.

Cancellation Policy:

- 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.

Force Majeure Events:

If charter has to be cancelled due to Force Majeure* or other unforeseen circumstances, Owner is not liable to pay compensation to Charterer. Charterer reserves the right to reschedule charter (once) to new dates within 18 months of original charter dates, for any Yacht provided by Owner, and upon yacht availability. Each case that will be considered subject to "Force Majeure" event will be evaluated according to the prevailing circumstances.

*Force Majeure: any event including but not limited to acts of God, war or terrorist activities (threatened or actual), civil unrest, natural or nuclear disaster, fire, floods, unavoidable technical problems with transport, closure or congestion of airports, unforeseen alterations to public schedules, action of the elements, epidemics, pandemics, insurrection, piracy, strikes, acts of the public enemy, federal or state laws, industrial dispute and any other cause beyond the reasonable control of Owner which makes continuance of operations impossible.

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 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.



"Holidays onboard are getting more and more attention over the years, and for a good reason: safety, freedom, and relaxation, all combined, create the idea of perfect holidays. We will always seek a place to escape for at least one week, and when onboard, this place can be found in hidden caves, in beaches with golden sand or in bays with crystal blue waters.

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 overcome all the difficulties caused by the energy crisis, the inflation, and other factors, while upgrading our fleet and having the best prices on the market. We remain at your disposal for further information, so [please do not hesitate to ask any questions](#).

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

Your Discovery Yachting Team

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