



Booking, payment and cancellation policy update due to Coronavirus (COVID-19) outbreak

This year's season has come to an end, a season more unpredictable than anyone could ever imagine, a season that all of us here in Discovery Yachting did our best to attract and protect at the same time our clients, despite the difficulties we all faced.

The circumstances led to season 2020 being a season where numerous charters had to be postponed due to Covid-19 restrictions, a fact that challenged everything we all knew about booking procedures and cancellation policies. We all understand that the Coronavirus situation will not easily go away, and it has already caused great financial uncertainty to everyone, to our partners and our clients, and for this reason, until further notice or improvement of the virus spread, we make our booking, payment and cancellation policy even more flexible in order to adjust to these unprecedented circumstances, and fit better our partners' and clients' needs. With your help and our persistence, in Discovery Yachting we managed not only to survive this season, but to grow even stronger. Now, the time has come to start preparing for season 2021, more optimistic than ever.

According to the new legislation and ordered laws by the Greek government, effective for charter and travel cancellations in Greece due to the COVID-19, for every cancellation request we have to issue a voucher for the amount already paid, instead of money refund, in an attempt to support the economy, tourism industry and all the businesses which they have invested their capitals and funds for 2020-2021 seasons.

Covid-19 Booking and Payment policy:

For new bookings confirmed until 31/12/2020:

- Required advance payment 25% should be deposited upon booking confirmation (7 days).
- Required second payment 25% should be deposited 2 months before charter begins.
- 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, and Outboard engine cost (optional extra) are excluded from the discount of 50%.

For new bookings confirmed after 01/01/2021:

- Required advance payment 25% should be deposited upon booking confirmation (7 days).
- Required second payment 25% should be deposited 2 months before charter begins.
- Required balance payment 50% should be deposited the latest 30 days before charter begins.

For rescheduled bookings (voucher) to specified exact dates regarding season 2021:

- 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 until 28/02/2021, 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 price will remain the same.

Discovery Yachting Booking Payment and Cancellation Policy for season 2021

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

For postponed bookings (voucher) to open (unspecified) dates regarding season 2021:

- In case our clients have received an open dates voucher, but we had no communication from their side until 31/01/2021, 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 28/02/2021, 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 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 price will remain the same.

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.

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

- Extra 5% early booking discount on all our fleet for bookings confirmed until 31/12/2020.
- Extra 5% discount on all our fleet for booking periods 17/04/2021-22/05/2021 and 25/09/2021-23/10/2021 (valid until 30/01/2020).
- 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 ban 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.
- Clients' general uncertainty regarding travelling.

For already rescheduled or postponed charters for season 2021:

- 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 fees may apply.
- For postponed charters, for clients who received open-date vouchers, if we have no communication from their side until 31/01/2021, 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 28/02/2021, the voucher sent will become void, will be considered irreversibly and permanently invalid, and the credited amount will not be refunded in any way.

For new bookings regarding season 2021:

- Depending on how the Covid-19 situation evolves clients may be able to reschedule their booked charter later in the 2021 season with fixed dates. (applies only to Covid-19 related cancellations according to the above mentioned).
- Clients may be able to reschedule their booked charter to season 2022 with fixed dates or even to 2022 season with open-date vouchers. 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. 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.

"We really hope that these measures will help you and your clients feel more confident. Remember that apart from all the precautions, it is hard to imagine a safer place to be than on board a private yacht during this outbreak.

We hope that our honest approach will give the reassurance everyone would need to continue planning for the summer holiday season with peace of mind while being positive that the situation will get back to normal the soonest possible. We always 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

Head Office: 21 Thermaikou str. 57 019, Thessaloniki, Greece T&F: +302310465269 M: +306948388098

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

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

info@discoveryyachting.com www.discoveryyachting.com

Discovery Yachting Booking Payment and Cancellation Policy for season 2021