



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

Under current circumstances, in order to facilitate clients and agents to feel more secure to confirm bookings with our fleet, we made some changes in our booking and cancellation policies:

Booking Policy update:

The booking procedure for your next sailing holidays in Greece and Greek islands couldn't be easier.

1. The easiest way to make an initial inquiry regarding a bareboat yacht charter, or a crewed/Skippered yacht charter, is by sending us an [inquiry form](#).
2. Maximum within 24 hours upon receipt of your inquiry form, we will send you complete and detailed offers, with a variety of available yachts, meeting your requirements.
3. As soon as you agree with one of our offers, then you will be requested to send us your details (address, tel. number etc.), sailing certificates for skipper, Passport or ID details, so that we can issue your charter. Your charter contract will include in detail, the charter yacht, the exact dates, the Base port and the total price. No extra charges will arise during your charter. If you order any additional extras, you will be informed of their price in advance, which will also be stated on your booking documents.
4. Upon our offer acceptance, and signing the contract, according to our new Covid-19 update, the advance payment of only 20% of the total charter price is due, in order your booking to be valid. The balance/final payment of 80% for current and future bookings should be paid latest 30 days before the beginning of the charter.
5. Two weeks or earlier prior to embarkation, you should send us your [crew list](#), copies of skipper's sailing license credentials, sailing experience summary if any and your arrival details (Flight Number, ETA, Cell phone number). Finally getting closer to the embarkation date you will receive your Boarding pass with all necessary Marina Base information, details for the contact persons, pier, local contact numbers etc. and you will be ready to experience amazing sailing vacations in Greek islands and the legendary yachting in Greek seas.

Cancellation policy update *

*Under the current circumstances, our standard cancellation policy cannot be applied, so below you will find our policy for the current situation with COVID-19

- ✓ 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, with validity of max. 18 months 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 season.

- ✓ For already booked charters it is possible to change dates, only due to Covid-19 restrictions, and reschedule at the same charter area. (according to availability in our fleet). If the rescheduled booking is more expensive, then the price difference will be charged, while in different case price will remain the same. **
- ✓ For future bookings which will be confirmed and until further published notice, in case that a charter customer is unable to get to the base, only due to Covid-19 restrictions, it will be possible to cancel the charter and a credit note (voucher) will be issued to the customer to use it for a charter departing either in 2020 or 2021 at the same charter area. (according to availability in our fleet) **
- ✓ For future bookings until further published notice, the required advance payment/deposit will be only 20% of the total charter price in order your booking to be valid. The balance/final payment of 80% should be paid latest 30 days before the beginning of the charter. **

****all the above updates will be applied only for cases related to Coronavirus: if there are travel restriction due to closed borders of the clients' country, if there is official advisory by the clients' government not to travel to Greece, if the 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.**

Recommended insurance:

If clients wish to insure via EIS or Pantaenius, they can use 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

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