



Coronavirus (COVID-19) outbreak

Discovery Yachting measures and policy update

Due to the recent augmentation of coronavirus cases, we decided to inform you regarding our plan on our updated policies and provide some general information on preventing measures. Our company is monitoring the situation and understands the uncertainty caused to our customers and their reluctance to book their sailing holidays for the season, so please find below the updates.

Our policies update

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:

- ✓ For already booked charters it is possible to change dates (if there is availability in our fleet), as long as the departure remains in 2020 and the charter area remains the same. 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 done as from today and until further published notice, the required advance payment/deposit will be 20% and the rest amount 30% of the advance payment/deposit, should be paid up latest until 30/04/2020.
- ✓ The balance/final payment 50% for current and future bookings should be paid latest 30 days before the beginning of the charter.
- ✓ For future bookings done as from today and until further published notice, in case that a charter customer is unable to get to the base, only due to travel restrictions, when there is an official advisory not to travel to the area of the booked charter, and the borders are closed to the country of origin of the customer, it will be possible to cancel the charter and a credit note will be issued to the customer to use it for a charter departing in 2021 at the same charter area.*
- ✓ Additionally, to help in this situation we have decided to offer also an extra discount of 5 % on all our fleet for all bookings to be made during the month of March for charter weeks in May and October 2020. *

***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.

What can we do?

Our boats under any circumstances (even without the COVID-19 outbreak) are always thoroughly cleaned between each and every charter. However, we feel that we need to explain a little bit more about our cleaning methods:

- ✓ In the galley all surfaces are sanitized and polished, all food items are removed from drawers, cupboards and fridges and sinks/oven/stove are also cleaned and sanitized.
- ✓ Regarding WCs, toilets, sink and shower are all sanitized and disinfected, given special attention to pump and door handles and shower heads.
- ✓ All floors are lifted and cleaned, then using a vacuum we make sure they are also dry.
- ✓ Our cleaning staff is equipped with deep cleaning equipment and is well-trained and prepared to perform excellent cleaning services, especially at this time that we all need to be extra careful.
- ✓ Please note that our cleaning personnel also applies the individual preventing measures.

What can clients do?

Please find below some general hygienic suggestions from the world health organization, so the clients can protect themselves and others, from getting sick:

The image contains four WHO infographics on a blue background. The top-left infographic is titled 'Wash your hands' and includes text: 'Wash your hands with soap and running water when hands are visibly dirty', 'If your hands are not visibly dirty, frequently clean them by using alcohol-based hand rub or soap and water', and an illustration of hands being washed. The top-right infographic is also titled 'Wash your hands' and lists: 'after coughing or sneezing', 'when caring for the sick', 'before, during and after you prepare food', 'before eating', 'after toilet use', 'when hands are visibly dirty', and 'after handling animals or animal waste'. The bottom-left infographic is titled 'Protect others from getting sick' and includes: 'When coughing and sneezing cover mouth and nose with flexed elbow or tissue', 'Throw tissue into closed bin immediately after use', and 'Clean hands with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick'. The bottom-right infographic is also titled 'Protect others from getting sick' and includes: 'Avoid close contact when you are experiencing cough and fever', 'Avoid spitting in public', and 'If you have fever, cough and difficulty breathing seek medical care early and share previous travel history with your health care provider'. Each infographic features the WHO logo.

Wash your hands

Wash your hands with soap and running water when hands are visibly dirty

If your hands are not visibly dirty, frequently clean them by using alcohol-based hand rub or soap and water

World Health Organization

Protect yourself and others from getting sick

Wash your hands

- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste

World Health Organization

Protect others from getting sick

When coughing and sneezing cover mouth and nose with flexed elbow or tissue

Throw tissue into closed bin immediately after use

Clean hands with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick

World Health Organization

Protect others from getting sick

Avoid close contact when you are experiencing cough and fever

Avoid spitting in public

If you have fever, cough and difficulty breathing seek medical care early and share previous travel history with your health care provider

World Health Organization

You can find more information here: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

There are also some travelling tips the clients can take into account while preparing for their upcoming trip. This way everyone will feel safer:



You can find more details here: <https://www.who.int/news-room/articles-detail/updated-who-recommendations-for-international-traffic-in-relation-to-covid-19-outbreak>

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

Discovery Yachting mcpy

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 Covid-19 Update