



**21.09.2021.**

## ***CANCELLATION POLICY - COVID-19***

### **Payment terms valid till 30.09.2022.**

30% as down payment to be paid withing 7 days from the date of confirmation.  
70% as full balance 28 days prior to departure.

### **If the client is unable to travel due to COVID 19 from his country of departure and the country of arrival.**

Before the full balance due date, COVID 19 related reasons cannot be applied for cancellation. If cancelled before the full balance date, standard Terms and Conditions will apply. For any other cancellation reason, standard Terms and Conditions will apply.

Between the full balance due date and the day before departure, customers are entitled to cancel due to the following COVID-19 related reasons 10 days before the start of the trip:

- Lockdown in your country or in the city of embarkation at the date of departure.
- Mandatory quarantine in your country or in the city of embarkation at the date of departure of at least 5 days
- Travel ban issued by the government of your country with respect to the city of embarkation at the date of departure.

Once the booking has been fully paid, customers are entitled to choose between the following options:

1. Receive a voucher for the amount already paid for a future charter, valid for 12 months from its issuance date. Client can choose any term and boat upon availability in our fleet. Once the voucher is accepted no cash refund is possible.
2. Reschedule the booking for a future date. When rescheduling, new dates will be subject to current pricing. The price for the new charter must be equal or above the original booking and if the price is lower, there is no possibility for a refund. If the confirmed charter period is within a higher price range, the charter fee will be amended accordingly, and the difference is to be paid by the client.

**If the client doesn't want to accept credit note/voucher, our normal cancellation terms apply:**

**Cancellation by the Charterer:**

Should the hirer be unable to take-over the boat he must notify the Company immediately.

**The following cancellation policy applies:**

- Cancellation more than 60 days before the start of charter: 30% of the client charter fee is retained by the company

- Cancellation between 31 and 59 days before the start of charter: 50% of the rental charge is retained by the company

- Cancellation within 30 days of the start of charter: the full amount has to be paid.

**Cancellation by the Company**

Every precaution will be taken to ensure that the booked boat is available in a fully seaworthy condition. If owing to conditions and circumstances beyond the reasonable control of the Company this is not possible, then every effort will be made to supply a similar or suitable boat.

Should this not be possible the Charter Fee paid by the Hirer will be returned in full but the Charterer will have no claim on any account against the Company.

If the payment is not received according to the contracted conditions – we will have to cancel the booking and keep the whole amount without issuing the voucher.

**If the client wishes to change reservation date before the full balance due date - whatever the reason:**

We reserve the right to allow booking rescheduling in special circumstances.

Client can change reservation date before the full balance due date.

Rebooking fee is 200 eur. New date must be in sailing season 2022.

**Terms for credit note/voucher and all bookings that could not be held, and they were transferred to another term:**

Voucher can be used only by the client on whose behalf it is made.

It is not possible to transfer the credit note/voucher to other clients.

After the client has used his credit note/voucher for a new term he is no longer entitled to a refund per normal cancellation terms.

After the client has transfer his reservation to other term, he is no longer entitled to a refund per normal cancellation terms.

In the case that client is prevented of coming due the COVID-19 (if conditions are met which are listed above) he can again transfer the reservation to the new term or receive a voucher.

Rescheduled charters are subject to current pricing. Client will have to pay the difference if the booking is more expensive and there will not be a refund if the booking is less expensive.

**Please note:**

**If the client is not prevented from coming due to the COVID-19 then we do not offer the option of a voucher or transfer of reservation.**

**If the payment is not received according to the contracted conditions – we will have to cancel the booking and keep the whole amount without issuing the voucher.**

**Our policy does not cover:**

**-failure to provide a negative COVID-19 test to enter the country you are visiting**

As the last note we recommend to the clients to contacting insurance agent regarding travel insurance and the possibility of refunds and coverage in the event of not being able to travel.

We are a member of Yacht Pool Financial Security. Our company has been listed on the Partner List of trustworthy companies. Please contact Yacht-Pool directly [Charter-Rücktritt \(yacht-pool.de\)](http://Charter-Rücktritt(yacht-pool.de)) for the insurance procedure.

The latest news, important information, official statements of Croatian Government, Ministry of Health and the Service of Civil Protection you can follow on [www.koronavirus.hr/en](http://www.koronavirus.hr/en)