

## **YACH4YOU in time of Coronavirus crisis**

Yacht charter holiday in Croatia is possible again. Here are some things you need to know:

- 1. Entering Croatia.** Entering Croatia with a Booked Yacht Charter, you need to have Booking confirmation and official crew list to cross the border.
- 2. No self-isolation and test required.** There is no 14-day self-isolation measure and COVID-19 tests are not required.
- 3. No need to stay on the boat.** Croatia has already reopened most of its restaurants, bars and other businesses.
- 4. No navigating restrictions within Croatia's territories.** Explore the land of more than 1000 islands.
- 5. All paper work needs to be done on line before arrival.** Clients are obligatory to fill in crew list via Nausys link, and to send skipper & VHF licence via e-mail.
- 6. Stay responsible.** At the location, it is advised to follow the prescribed anti-COVID 19 health measures to prevent the disease from spreading.
- 7. At the base.** Once arrive, client should make the payment if needed at the base office. Documents and yacht key will be on board. Once the yacht is ready, they will be called for check in. Check in will be done with protective health measure of 1 met distance.

### **For your safety, we have reinforced Health Measure at the base**

We care about our clients and their health & safety, therefore we have taken measures complied with special COVID 19 health protocol to limit any risk of infection.

- ✓ Local health and safety guidelines on display in the office.
- ✓ Daily temperature check of base staff.
- ✓ All document exchange will be done on line before client arrival to the base.
- ✓ Office reception: only one person at the time is allowed in the office
- ✓ On office entrance will be available sanitiser product with obligation to use.
- ✓ Protective health measures during check – in (1 met distance between client and technical staff, staff with protective mask and gloves).
- ✓ Boat disinfected with approved cleaning agents.
- ✓ Bed-linen supplied in protective wrapping.

**Yacht4You payment and cancelation terms for new reservation (confirmed from 01.05.2020.) for season 2020.**

For all new reservation in season 2020, confirmed from 01.05.2020. we have more flexible payment and cancelation terms:

-20% payment upon confirmation

-80% 15 days prior to the starting date of reservation

If client will not be able to use his reservation due to Covid 19 restriction, client can get full refund of the payment.

## **YACHT4YOU in times of COVID 19 restrictions**

Over the past few months, the spread of the COVID-19 Virus has transformed the lives of people all over Europe and the World. Across World, Governments have imposed unprecedented restrictions on citizen movement, disruptions which were necessary and unavoidable to help limit the spread of COVID-19 among our citizens.

For clients from those county that still have COVID-19 restriction, we will consider each reservation individually and try to find best possible solution for each client having in mind general terms and condition of booking confirmation and special Covid 19 terms.

## **Yacht4You terms due to COVID-19, valid for reservation changes two weeks prior to the starting date of the cruise:**

1. Change of reservation to a new date in 2020
2. Change of reservation to a new date in 2021
3. Voucher valid for 12 months from the starting date of the original charter

Who can use these special terms?

Clients whose cruise has been affected by Government restriction, for reservation changes two weeks prior to the starting date of the cruise.

Can all Clients with bookings in 2020 be informed about these terms?

You should inform the clients one month prior to the starting date of the cruise. At that time, they can choose an alternative period and we can set long term option.

What if the yacht is more expensive at a later date?

The Client has to pay the difference.

What if the full amount of booking has already been paid, and the yacht is cheaper at the new date?

We will return the difference.

When should the Client reschedule the reservation?

The Client should reschedule once he/ she is sure that will not be able to come to the cruise, it can be even few days prior to the start of the cruise.

If the Client does not reschedule before balance payment is due, are they obligatory to make the balance payment?

The Client can make the balance payment once he/ she is sure he can come to the cruise, even if it is only a few days before the start of the cruise or personally at the base.

Once the reservation is rescheduled, when should the Client make the balance payment?

Four weeks before the start of the new rescheduled cruise.

What if the client does not use the Voucher in given period?

The amount received from the client will be calculated as cancelation fee.

For reservations starting at a later date:

Due to the uncertainty of the current situation and in order to preserve our company, we can only consider those bookings that are within the time span when travel is not possible because of COVID-19 related Government measures.

If a Client wishes to cancel the reservation on account of personal matters, not related to COVID-19 Government restrictions, cancellation rules according to the general terms and conditions of Faircharter 19 are valid.