

New booking possibilities and cancellation policy

Dear colleagues, partners and customers

This is a message, regarding an extraordinary situation / emergency that we all are facing, named "**Corona Virus Alert / Emergency**", in order to inform you regarding the latest news we have: According to the latest information, we strongly believe that situation **will turn to normal again** in the next spring. We will evaluate the situation day by day and keep in touch when developments exist.

Due to the emergency, **our Booking and cancellation policy is adapted** as following:

a) Book a boat with normal rules with possibility of re-scheduling in case of emergency. The already paid amount will not be returned, **but we will provide re-scheduling / alternative dates in 2022/2023 season.** This because re-schedule a booking constitutes always less damage for both parties, (customer / provider) than cancel all bookings of the boat, fact that unloads the 100% of the emergency on the boat owners / operators, with consequential compromise the existence of the companies, providers, employees, and so on. Owners / Operators / Managers of the boats already did what necessary to maintain and have the boats ready for chartering, so a total cancellation with funds return to every single customer mean zero income which involves closing down businesses. Let's cooperate and save sea tourism. Save sea tourism this year means has sea tourism next years for us and for our children. Alternatively, in cases where it is clearly impossible to implement the rescheduling of the period, we will evaluate other solutions according to the specific case / Customer.

Re-scheduled bookings will be applied for documentable reasons of borders closure, total or partial flights cancellation, contracting disease and quarantine, all exclusively due to the Coronavirus spread.

b) Book a boat with just a promise of booking. In this case **no advance payment** is required. Your booking will be listed and if the selected week is booked from somebody else we will inform you to re-schedule it. Middle May we will contact you for further agreement and possible confirmation, re-scheduling or cancelling.

c) Book a boat with refundable payment-Only available in 2 cases:

-In Deep Sea crossings with a formal written claiming cancellation made for customers never later than 15 days before selected departure.

-In any kind of booking with a formal written claiming cancellation made for customers never later than five month before selected departure .

Both cases will be applied only for documentable reasons of borders closure, total or partial flights cancellation, contracting disease and quarantine, all exclusively due to the Coronavirus spread or any special agreement between Captain and costumers and if it is not cannot be rescheduled for reasonable reasons.

Your money will be returned in a maximum of 40 (forty) days after the departure scheduled dates.

Let's **don't panic**. We invite you to **slap fear in the face**

We are at your disposal for any clarification you may need

Best regards.

Alfons Romero