

## **UPDATED TRAVEL POLICY DUE TO THE COVID-19 PANDEMIC**

Due to the current Coronavirus situation, we would like to inform you that we will do everything in our power to protect your holidays. [Active Sailing](#) staff is closely monitoring the regulations from the Croatian government bodies and the [WHO](#) (world health organization) travel advice.

Our highest priority has always been the welfare and the safety of our guests. Our agency will do all in our powers to provide the maximum safety and satisfaction to our clients, who travel to Croatia for their 2022 sailing vacation and feel insecure in respect of the new Coronavirus.

Therefore, we issued a special cancellation policy and payment conditions valid for bookings for the 2022 season during the COVID-19 outbreak.

### **New Cancellation Policy and Booking conditions**

#### **1. Flexible Payment conditions:**

- Down payment of 20-50 % within 7 days after the booking confirmation, balance should be covered 4 weeks before charter.

#### **2. Booking Cancellation Policy**

- booking cancellation due to COVID-19 conditions is possible in case of border closure or other relevant travel restrictions (for example flight cancellation etc.) preventing the client to come to Croatia. Quarantine which can be avoided with PCR test is not the legitimate reason to cancel the booking

- client has the right for the booking cancellation only when the full sum for the booking is paid. The client has the possibility to postpone the booking (at the same charter company/agency) further in 2022 or 2023 free of charge. The final payment needs to be carried out in accordance to the issued invoice

- If client can't decide for the new date, he or she will receive the voucher (credit note) for the paid sum for this or another yacht from charter program in a later date. Voucher (credit note) is valid for 12 months (with the option of prolongation for another 12 months if restrictions preventing the client to come to Croatia)

-If the cost of alternative sailing yacht is higher or the dates are in higher season, the client will have to pay the balance

-request for the voucher is legitimate not earlier than 7 days before the charter date, and only if the charter fee was paid in full

-refund of already paid sum is not possible

### **Insure your holidays before the departure**

We highly recommend contacting an insurance company regarding the travel insurance and the possibility of refunds and coverage in the event of not being able to travel due to the COVID-19.

For any further questions, please [contact us](#). We are here to help.

Stay healthy and safe.

Janez Rupnik CEO Active Sailing  
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Ljubljana,