



First Yacht HOTEL certified ISO 9001  
Santegre - Salsola - Compans



Turismo nautico in Italia



# VOUCHER Charter Procedure

## COVID 19 Pandemic

Last Update: Tuesday 12th May 2020, 12.00 hrs



Dear Customer,

as you know, the Law Decree n. 9 of 2nd March 2020 (GU n. 53, 02-03-2020), - containing Urgent support measures for families, workers and businesses related to the epidemiological emergency caused by COVID19 - was adopted in consideration of the "... need and urgency to issue further provisions to counter the epidemiological emergency from COVID-19, adopting measures not only to combat the spread of the aforementioned virus but also to contain the negative effects that it is producing on the national socio-economic fabric "(Premises of the DL ) and with this in mind, referring to art. 28, the measures relating to the Reimbursement of travel tickets and tourist packages, allowing, in the event of withdrawal by travelers, the issue of vouchers of a value equal to the amounts paid by travelers as an alternative to the offer of substitute packages.

- Below is some useful information for those who have booked a Charter with boarding by May, 30th 2020 included:
  - In case of a fully paid reservation, if the customer cannot be reprotected by changing the date of the Charter, Yachting in Sardinia will issue a voucher for the total amount of the Charter.
  - In case of a reservation not fully paid, if the customer cannot be reprotected by changing the Charter date, Yachting in Sardinia will issue a voucher for the amount actually paid with the first deposit.
- For Charters with boarding immediately after May, 30th, we enumerate below the possible operating methods:
  - For all bookings with boarding within 20 days from the current date, you can request the cancellation of the booking with the relative issue of a voucher;
  - For all reservations with a later boarding onwards (over 20 days from the current date), until further notice, the normal conditions set out in the contract will prevail.

The Yachting in Sardinia voucher will be valid notwithstanding the current regulations not only for charters to be made within one year from the date of issue but also for charters to be made until 31/12/2022.

It will be usable only by the beneficiary indicated in it or by one of the crew members originally communicated and will therefore not be transferable to other subjects.

It can be combined with offers and other promotional initiatives that may be in progress at the time of booking, taking into consideration the discounts originally applied.

If the new booking should be of an amount less than the value of the voucher, Yachting in Sardinia will issue a new voucher for the difference to be used for one or more reservations for departures by 31/12/2022.

The voucher will not be valid if the original service offered is available (i.e.: YiS Company can provide the service and the client has no government banning that prevents him from reaching the departure base). The voucher activation will be formalised 10 days prior to the embarkation date.

We are in a very unpredictable and constantly evolving moment and we must align ourselves with the new government regulations.

We assure you that, while respecting the restrictions imposed on all Italian citizens and therefore also on our employees, our structures are regularly operational and are at your disposal for any assistance and clarification.

For real time updates visit our Social wall.

We will keep you updated on any further new developments.

Yachting in Sardinia

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