



## **OUR PROMISE!**

### **COVID 19 POLICY 19/10/2020**

We aim to provide inspiring hands on sailing experiences for all our sailing guests, but it is equally important for you to know that your health and well-being is our main priority; this is something which is even more important during these uncertain times.

To ensure that you are completely at ease when you make your booking, and when you join the Santa Maria Manuela, we want to let you know about our money back guarantee and our comprehensive COVID screening, sanitation and separation policy.

#### **Money back guarantee**

We promise to refund 100% of your SMM booking fee for any COVID related travel restrictions or health problems. This offer is related only to your SMM voyage booking made on our official website, and we are not able to refund any external costs including but not limited to travel, accommodation, subsistence and insurance.

#### **Screening**

All guests will be required to have their temperature and oxygen levels tested prior to boarding. We may also add additional tests in line with any new requirements from medical and port authorities which may also include providing a negative COVID test result dated within 72 hours prior to the start of your voyage.

#### **Sanitization**

All guests will be required to sanitize hands and feet before boarding  
Alcohol gel will be placed at the entrance to all communal areas and on deck, and we ask all guests and crew aboard to sanitize regularly  
All surfaces and handrails will be sanitized twice daily  
All tables will be sanitized before and after use

#### **Separation**

Unless guests are travelling together within a group bubble, all guests will be allocated a private cabin.  
We make 8 cabins available for the first 8 individual guest bookings, with the remainder being offered to guests travelling with others. Any additional guests needing individual cabins will be put on a waiting list until 2 months prior to the voyage, with their booking being subject to availability after that date.

#### **Voyage alterations**

If COVID related travel restrictions prevent us from stopping in certain ports we will do our best to plan alternative post stops within the existing voyage plan.

**Travel insurance**

It's always a good idea and strongly recommended that you purchase travel insurance to protect you from any losses stemming from unforeseeable circumstances during your voyage. Please check with your insurance provider that your policy will cover COVID related illness.

**NOTE:** This policy is regularly reviewed and updated in line with the recommendations made by the health and port authorities.