



Dear Customers and Partners,

“**Delos Tours**”, driven by a high sense of responsibility, actively and consistently participates in the collective effort to limit the spread of the SARS-CoV-2 coronavirus.

Our Group has been closely monitoring this emerging situation since its beginning; we are in constant communication with the National Public Health Organization (EODY) and adhere strictly to the guidelines of all competent Authorities as to the appropriate protection and prevention measures.

Our primary concern is the health of our passengers, of our partners and employees.

To that end, already since the first incidents in Italy, we have applied a series of precautionary measures to all our vessels and building facilities.

All our office staff, our crew and our partners have received specific prevention guidelines, as well as guidelines on the actions which they are required to follow should symptoms of illness occur.

Our vessels' crew is duly trained on health and hygiene and has received all specialized guidance by the Authorities on the necessary precautionary measures against Covid-19; at the same time, they have been fully instructed on how to handle any suspected case on board, in cooperation with the Authorities.

Our vessels are furnished with the appropriate equipment (masks, gloves, special kits); special cabins have been made available on each vessel, in order to isolate any individual incident, ensuring the safety of passengers and crew.

All our vessels are equipped with antiseptic solution for the personal hygiene of passengers and crew.

Cleaning and purification of the air conditioning units, cabins and common areas of our vessels, have been intensified and our crew members have been trained to regularly disinfect all vessel areas, with the use of products indicated by the Authorities.

Certified cleaning services partners have already carried out precautionary disinfections in all our vessels and in our building premises, repeated at regular intervals.

During voyage, we provide constant reminders to our passengers to comply with precaution guidelines, through informational messages and flyers displayed in each vessel's common areas. At the same time, our crew members communicate frequent announcements and recommendations to keep the necessary distances among passengers during their stay in one of our lounges, bars or external areas of the vessels and to prevent overcrowding during their disembarkation from the vessel.

Most importantly: we have communicated to all our employees, at sea and ashore, the need not only for social responsibility, which has always been a top priority for us, but also for personal responsibility.

All of us in “**Delos Tours**” as well as each one personally, assure you that we will do our utmost to ensure your safety, our safety, the safety of our families and of our society as a whole.

We kindly ask you for your understanding, your cooperation, and your compliance with the guidelines of the Greek State and of the Authorities.

WE PROTECT OURSELVES AND OTHERS FROM CORONA VIRUS - WE STAY RESPONSIBLE!

Passengers shall not travel if they have symptoms of COVID-19 infection (cough, runny nose, fever, sore throat, shortness of breath and other respiratory symptoms) or have had contact with a COVID-19 patient within 14 days prior to the trip.

1. BEFORE AND DURING THE BOARDING OF THE SHIP

Passengers must comply with the following control measures during boarding:

- **Social Distancing**

Passengers must keep a minimum distance of 1.5 meters and wear a face mask.

The ship's crew will oversee the boarding process and will make sure that everyone complies with the relevant procedure about distances.

2. DURING THE TRIP

Passengers must strictly comply with the following precautionary measures during the trip:

- We keep wearing our mask¹ both in indoor areas as well as on the deck areas of the ship. We make sure that the mouth and nose are covered, we do not touch the mask while wearing it, we discard the mask immediately into a rubbish bin after use and we wash our hands thoroughly.

- When we cough or sneeze we cover our face with the inside of the elbow or with a paper towel which we discard immediately into a rubbish bin.

- We wash our hands regularly and thoroughly with soap and water or an alcoholic solution and avoid contact with the face (eyes, nose, mouth).

The use of gloves does not replace hand washing.

- We keep safety distances from other passengers around us (> 1.5 meters).

- We avoid crowded spaces.

- We avoid contact with people who have symptoms of a respiratory infection.

- It is recommended that passengers arrive at the port of departure on time to facilitate the check-in process before boarding.

- In case passengers experience respiratory symptoms during the trip, they must report it immediately to the ship's crew.
- If passengers develop respiratory symptoms after the trip, they should seek medical help immediately and inform their doctor about the history of the trip.

3. DENIAL OF BOARDING

Based on the above, if the crew members who carry out the control measures during the boarding assess that:

- i. a passenger displays symptoms similar to the ones of the COVID-19 infection or
- ii. a passenger refuses to use a mask¹ on board

the passenger will be denied boarding the ship and the relevant process for the use of tickets at a later date or for their cancellation will apply (see below).

In the first case (i) the passenger won't be allowed to travel for 14 days or if the passenger has been ill in the past they will have to provide a medical certificate stating that the criteria for the termination of precautionary measures for a patient with COVID-19 are met [as defined by the National Public Health Organization](#).

“**Delos Tours**” isn't obliged to follow the 'Pre-boarding information form' process for boat trips less than 30 minutes' long.

¹ *The use of a surgical mask is also acceptable, but it is recommended to use a cloth mask instead, to ensure that the surgical masks are spared for medical staff. High-efficiency disposable respirators with exhalation valve are not accepted for use by the general public.*

TICKET REPLACEMENT

These emergency measures but also the uncertainty to travel during these unprecedented times, has led to many boat trip cancellations. Taking into account these extraordinary circumstances, we inform you that our company enables you to convert your tickets into **Credit Vouchers**, which can be **replaced with new tickets at a later date without any extra charge**.

This option applies to anyone who has purchased tickets and wants to cancel them up to 72 hours before the scheduled departure date.

How To Receive Your Credit Vouchers:

- **For tickets purchased through www.delostours.gr or directly from our office (+30 22890 28603):** email us at sales@delostours.gr, including your booking reference number, the itinerary and the dates of your trip.
- **For tickets purchased from a partnering agency:** Contact your ticketing agency.

Terms and Conditions

1. To make use of this service please get in touch with “Delos Tours “ as described above or contact your ticket agent:

- Up to 3 days prior to the scheduled departure date for active and running itineraries.

2. Requests should only be made by the person who made the reservation or by an authorized representative. The message should include the booking reference number, the itinerary and the dates of the trip. For all reservations that meet the above requirements, a credit voucher will be sent in accordance with the below terms.

3. When planning your next trip, contact your agency to book new tickets using your credit vouchers. For tickets purchased through our website or office please email sales@delostours.gr.

4. If the new booking is of greater value than the previous one (e.g. more expensive tickets), you will be required to pay the difference.

5. If the new booking is of lesser value than the credit voucher, the difference will be refunded to you.

6. If you haven't used your credit voucher within 18 months from the date of your trip, you are entitled to a full refund.

“Delos Tours” terms and conditions apply to all bookings made with a Credit Voucher.