



Our commitment to safety



Clean & Safe

Establishment according to Health Measures **Portugal**



Certified by the Portuguese Tourism Office as a Company that complies with World Health Organization measures regarding Cleanliness & Safety to avoid equipment and space contamination due to COVID-19

Training & protective equipment for all the Staff:

All Staff received specific information and/or training on:

- Internal protocol on the COVID-19 coronavirus outbreak;
- How to comply with basic infection prevention and control precautions for covid-19 coronavirus outbreak;
- Enough personal protective equipment for the workers involved in the activities.

Information to all Customers:

The following information is available to all customers:

- How to comply with basic infection prevention and control precautions for coronavirus outbreak:



Hand hygiene

Wash your hands frequently with soap and water or an alcohol-based solution



Respiratory etiquette

Coughing or sneezing onto the flexed forearm or using a tissue, which should then be immediately disposed of in the trash; Avoid touching the eyes, nose and mouth with your hands.



Social distance

Avoid contact close with people

- What is the internal **SAFETY BYBOAT** protocol for the COVID-19 coronavirus outbreak:

Check-In



Temperature check

Measuring temperature of all Participants



Hand hygiene

Hands wash procedure with alcohol-gel



Safety Briefing

Safety Presentation



Social distance

Avoid contact close with people

Aboard



Capacity reduction

We lower the maximum number of Guests aboard to 50% Yacht Capacity



Disposable & Recycle

Use of recycled Materials



Outdoor Activity

Sunny & fresh air Activity



Toilet Desinfection

After each usage, all the toilets are desinfected

After



Cleaning & Disinfection

Hygiene or disinfection of the Yacht used, after each activity, and in accordance with the rules applicable to Boats



Washing 60°

Washing at high temperatures of all accessories used in activity



Cleaning Inspection

Checklist Inspection



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New Booking and Cancellation Policies - FLEXI BYBOAT

To ensure all the confidence and financial safety on the part of our Customers when booking with Us, we have changed our booking conditions and the respective cancellation policies, allowing greater flexibility and security for our Customers and partners:



- All Regular & Private Tours:

- + Online & email Bookings with 100% payment to guarantee booking;
- + All cancellations until 24h prior to the Tour will be refunded 100% of booking payment;
- + All cancellations due to COVID19 or any public Health situation, local or abroad, until the Tour, will be refunded 100% of booking payment;

- All Private Yacht Charters (rentals) - Groups until 18 pax:

- + All reservations with 50% payment to guarantee booking;
- + The remaining 50% can be payed at check-in, before the Event;
For Agencies & Partner Operators: until 5 days before the Event;
- + All cancellations until 24h prior to the Event will be refunded 100% of booking payment;
- + All cancellations due to COVID19 or any public Health situation, local or abroad, until the Event will be refunded 100% of booking payment;

- All Private Events - (Large Groups until 1000 pax):

- + All reservations with 50% payment to guarantee booking;
- + The remaining 50% can be payed until 10 days before the event;
- + All cancellations until 30 days prior to the Event will be refunded 100% of booking payment;
- + All cancellations due to COVID19 or any public Health situation, local or abroad, until 3 days before the Event will be refunded 100% of booking payment;