



Boat & Bike

Frequently asked questions

Coronavirus Update 12 March 2020

Is the voyage still carried out as planned?

As per today, the local authorities have issued neither travel bans, nor travel restrictions for the area where the voyage will take place. Their advice and instructions are leading in all we do. Therefore, we plan to proceed with all activities as scheduled.

The US Government issued a warning about traveling on cruise ships. How does this influence me?

The US Government recently has recommended “...particularly travellers with underlying health conditions to avoid travel by cruise ship”. This concerns large ships with often thousands of passengers and crew members who spend most of their time on board and at sea. Our ship is not a “cruise ship”, as meant by the US authority. It is fundamentally different. Our ship is significantly smaller, sails only very short distances per day and operate in areas with direct access to high-quality medical care. Our guests spend most of the day [on their bike] in the open air. In combination with higher levels of hygiene on board, the risks of contamination (and possible quarantine) on our ships can be minimized.

What measures do you take to minimize the risks of contamination?

We have taken a series of steps. All are in line with instructions from our national health authorities. They include:

- Strict performance of hygiene procedures on board
- Extra disinfection measures on a continuous basis during the tours
- Obligatory disinfection of the hands for crew and guest (minimum before entering the ship and before and after every meal)
- Minimizing of physical contact (including shaking hands) during the tour
- Implementation of an intensified cleaning protocol
- All meals individually served

We will carefully observe and act in compliance with all instructions given by the Dutch or (in other countries) local Government and Health Authorities.

We have instructed all our partners to take additional measures regarding hygiene, disinfection and general health on board including:

What happens if a fellow traveller is or gets ill?

We monitor our crew and ask passengers before they board if they have any of the known symptoms of the disease: coughing and a raised temperature. People with these symptoms are not allowed to join the ship. Carriers of the virus not always are ill however or may get sick once the ship is underway. In that case we inform the local Health Authorities and follow their instructions.

What will happen if an authority issues a travel ban?

Only the local government can issue binding measures for its own territory. In other words: the Dutch government issues a travel ban in the Netherlands. As said, per today, there are neither travel bans, nor travel restrictions in the Netherlands.

Once travel restrictions will influence your voyage, we will contact you to inform you about the consequences. This may be the alteration or cancellation of the voyage.

Does my travel insurance cover cancellations costs because of the Corona-virus?

It probably depends on your insurance and we advise you to contact your insurer.

When will voyages be cancelled?

Voyages will be cancelled when we are unable to execute the voyage as we have promised you, the customer. This will be the case when the local authorities implement a travel ban or other restricted measures for the area of intended operation. If we think the voyage can still go ahead but with slight alteration to the program, we will contact you and discuss alternatives. We can relatively easily

reposition our ship to other areas, if a higher risk would occur in the original travel area, or part of it but we won't do so without your consent.

What is the policy for cancelling my booking?

We understand your concern and would like to accommodate you as much as possible. The general terms and conditions state that the booking can be cancelled when the contract cannot be executed "as a result of exceptional and unavoidable circumstances". We than must inform you immediately and before the start of the cruise. We consider a travel ban from the local authorities to be such an exceptional circumstance. It would mean you can get a refund, or you can consider rebooking your cruise to a later date.

If you consider cancelling the booking without the authorities having issued restrictions and the voyage can continue as planned, we can not refund the money.

Are there any official restrictions valid in The Netherlands?

The only restriction issued is to avoid physical contact (including shaking hands). There are no further restriction at this point in time.