



Sea Queen Fleet

Red Sea
Sharm el Sheikh
South Sinai
Egypt

TERMS & CONDITIONS

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1. Charter Conditions:

- A FULL CHARTER week includes 6 days and 7 nights. Embarkation is at or after 18h00 PM before dinner and disembarkation latest at 08h00 AM after breakfast.
- The rates for an INDIVIDUAL booking per WEEK include services for 7 days and 7 nights, of which 6 are out on sea. The first of the full seven days is the EMBARKATION DAY, i.e. embarkation is possible at any time on that day from morning to night. DISEMBARKATION is always at 8am after the last night or earlier. Arrival and departure days as "days on board" cannot be switched.
- Cabin Occupancy:
All individual rates are for accommodation in double cabins, single cabins are available against surcharge of 50%. Without single room supplement on individual rates single guests might have to share the cabin with a person of the same sex, assigned by the booking department.
- Accommodation in the 7th night might be on board or in a hotel (min. 3*, on HB meal plan, no extras included), depending on following bookings, confirmation will be given upon arrival.
- Itineraries/choice of dive sites are depending on weather and sea conditions, and experience of participating divers. Any route may be altered due to sea or weather conditions or mechanical problems, although Sea Queen will go out of its way to ensure that this does NOT happen. However a route might be altered also based on diving ability of divers on board at the discretion of the responsible dive guide of the trip.
In the unfortunate event that dives are missed or itineraries have to be changed due to weather conditions or other unforeseeable changes, no refund or compensation can be granted. Marine Park fees are non-refundable in any case, once the permission is done.
All routes are subject to official approval (coast guard, marine police).
- We strongly recommend a minimum of 20 logged dives for north cruises and mini safaris, minimum 35 dives for South & Wreck routes and min. 45 dives for safaris to the Marine Parks (Brothers, Daedalus, Zarbargad, etc.) Divers can be banned from certain dives or the trip itinerary can be altered, due to non-

sufficient experience of divers, at the discretion of the responsible dive guide of the trip. Guests who have not been diving for 1 year or longer should complete a scuba-review signed in their logbook before the trip. Diving activities can be restricted if the responsible dive guide has any doubt about diver's qualification, safety or ability to cope with the situation at hand.

2. Requirements:

- Each diver must provide upon arrival:
 - Valid passport with full Egyptian visa
 - 2 copies of main passport page (with picture)
 - Diving license and logbook
 - a medical clearance form/ medical statement
 - proof of a valid diving insurance (not mandatory by law but highly recommended!)
- **IMPORTANT** for all routes to the MARINE PARKS!!!! (Brothers, Daedalus, Zarbargad, Rocky...) The authorities require for any permission to the Marine Parks an application with a list of ALL passenger names with nationalities and passport numbers (the passport, which will be used to enter Egypt for the safari)
We have to hand in this list minimum 3 government office work days before embarkation, plus we need minimum another 2 full days for the handling and processing, therefore we must have all information sent in by email minimum ONE FULL WEEK before embarkation date, preferably much earlier (to allow time for any eventualities, e.g. public holidays, sick time etc.)
- All divers are required to show valid certification, a logbook and a signed medical statement and fill in a liability release form prior to the boat's departure.
- All divers should hold a valid diving insurance, with all details per person (translated in English by your insurance company if not already) stating the start and ending date of insurance coverage, with the exact diving related subjects covered by the policy.
As Egyptian company Sea Queen comes under Egyptian law. There is no third-party liability insurance of European standard available in Egypt, which is why we strongly recommend holding sufficient and adequate personal accident, medical and travel insurance to cover all diving and non-diving risks involved with a boat trip.
- If any doubt about the medical statement, the client must arrange medical clearance by a medical doctor before embarkation.
- Guests that have not been diving for more than 1 year before check-in should complete a scuba review or refresher course signed in their logbook.
Diving activities can be restricted if the guide has any doubts about diver's safety and/or qualifications.
- **LIABILITY RELEASE:**
All divers are required to sign a completed registration form/waiver prior to commencing diving activities. Students are also required to fill in an additional PADI liability release. Forms can be seen and downloaded on the following link: <http://www.seaqueenfleet.com/downloads>
- Names and passport numbers must be sent min. 10 days before departure, or Sea Queen cannot guarantee putting the boat to sea on time.
- All required details to book the airport transfer must be sent a minimum of 2 weeks before arrival or Sea Queen cannot be held responsible for punctual airport transfers

- **Diving:** Our dive guide will present a detailed and comprehensive dive briefing for each dive site visited. All divers are required to dive in a buddy team; for a single diver a buddy will be allocated onboard. The maximum depth for diving in the Red Sea is 40 meters unless you are a qualified **Technical diver** with an equally qualified buddy and unless you specifically booked a "TECHNICAL SAFARI". However, the individual maximum diving depth will be dependent on the level of training and experience of each diver.

On a normal charter booking technical dives are NOT allowed.

Decompression dives are not permitted on recreational diving safaris.

Solo diving is strictly prohibited.

The maximum number of dives per day during any safari is 4 dives, of which maximum three dives are conducted during the day, and maximum one dive might be done as night dive. There is no night dive conducted on the last day of each safari. These numbers are the maximum numbers, there might be less day dives possible or days without night dives on one or more days of the trip. The responsible dive guide on board can restrict the maximum number on board to be less than above, e.g. due to National Park restrictions (night dives are not allowed inside the Marine Parks), timing (long sailing hours on South, BDE and Marina Park routes), weather conditions, diver's level/abilities, flight or disembarkation times.

Courses are available onboard to increase your training, pending routes and availability.

All our tanks have DIN fittings and International adapters are provided onboard. The boats have ample storage space for your equipment and there is a spare box on board. Please note that spare equipment is limited. For own equipment please make sure it is well maintained and bring some essential basic spare parts for the brand used (e.g. o-rings, mask + fin straps...)

- **Safety Equipment:**
 - Each diver is urgently advised to use a **PERSONAL** dive computer with every dive!
 - Each diver should carry a Surface Marker Buoy and 1 torch per buddy pair during all dives. SMBs are mandatory for any dives within the Marine Parks! (Brothers, Daedalus, etc.)

3. General Terms:

- **Boat Changes:**
In the unlikely event that we, Sea Queen Fleet, have to change the boat, which has been booked for reasons beyond our control we aim to provide a boat of the same standard.
- **No alcoholic drinks are available on board of Sea Queen boats, but clients are welcome to bring beer or wine aboard. (Please note and respect that the crew is forbidden by the management to buy any alcoholic drinks, even on behalf of our guests)**
Please note that diving after the consumption of alcohol is not allowed; divers should drink beer etc. only in the evening after the last dive. Our dive guides are instructed to expel a diver from the morning dive, if there is the possibility of him/her being under the influence of alcohol from heavy drinking in the evening or night before.
Note that our compulsory Boat Accident Insurance does not cover any accidents, which occur under the influence of drugs or alcohol.
- Boat and dive crew tips are not included in the invoice.
- **Itineraries:**
All Liveboards itineraries are subject to sea & weather conditions and Egyptian Government approval.

Sea Queen Fleet will always make every effort to keep to the agreed itinerary, however we cannot always guarantee diving at specific sites. Pending sea and weather conditions the guides and captain of

the boat will have the final decision, as to which dive sites are suitable to ensure that neither the safety of guests, staff or boat are compromised in any way. If in the unfortunate event that dives are missed or dive sites not reached, Sea Queen Fleet will not offer a refund or compensation.

All itineraries from/to DAHAB are strictly subject to Sea Queen Fleet obtaining security clearance and marine police permission to operate the entire length of the route!

- The staff of Sea Queen fleet will make every effort to ensure safe diving holidays for all our guests, however we require a valid accident and medical insurance for all eventualities from every client. Baggage and term cancellation insurance is also recommended, just in case of unexpected problems before or during the journey.
- National Park Rules: National and Marine Park rules must strictly be obeyed. In general any kind of fishing is strictly forbidden during a safari, regardless of the route.

4. Disclaimers:

- In case our boats are not available for some reason (e.g. malfunctioning) we reserve the right to supply another boat with similar standard, depending on availability at that time.
- It is possible that the guests will stay the first or the last night in a hotel and on Half Board base, depending on the booking situation.

5. Useful Information

- To enter Egypt a visa is required, which one can either buy at the airport upon arrival, or get it from the Egyptian embassy in the home country. If you want to buy your visa on arrival in the airport, please note that you must pay for it in cash, currently US\$ 15 for most nationalities (November 2010). Please have the exact amount of money handy, as change is not normally available; this will assist you in getting through immigration as quickly as possible. Stick the visa stamp inside your passport on an empty page before you proceed through Immigration Control. For more information about Egyptian visa application procedures, including the price, please contact your local Embassy.
- **Note for trips out of Sharm el Sheikh:** A full Egyptian visa is required (the *Sinai Only* visa is NOT sufficient)!!! A trip on a normal route cannot be boarded without this correct visa. (If in doubt, ask for a "*CAIRO visa*" at the airport).
- Divers must ensure to leave a minimum of 24 hours between their last dive and their flight departure (or going to altitude)
- We highly recommend the use of a personal dive computer during any dive; every diver should carry a Surface Marker Buoy and a torch.
- With a booking on a Sea Queen boat most services are included, however there might be a few extras to be paid in cash upon arrival:

Park and Jetty Fees:

Marine & National Park Fees, the environmental tax ('Reef Tax') in the Red Sea Governate, and the port fees for arrivals and/or departures in Marsa Galib are not included in the charter rate, see rates below.

National and Marine Park Fees (prices are governmental fees and might be subject to change)

Ras Mohamed	€ 6 per person
Ras Abu Galum (Golden Route/Dahab route)	€ 6 per person
Giftun	€ 6 per person
Brothers,(Marine Park 1)	€ 45 per person
Deadalus, Rocky, Zarbagad (Marine Park 2)	€ 75 per person
Marine Park 1 and 2, combined	€ 75 per person

Port Fees:

Marsa Galib/Port Galib	€ 500 Full Charter or € 25 per pax
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Reef Tax: (prices are governmental fees and might be subject to change)

to any Marine Park 2 route € 24 p/p

all other routes, except Sinai € 14 p/p

(No reef tax applied on any route within Sinai, effective 08-2013)

These fees are payable locally for government permits which are required for divers and non divers. Payment for government fees are NON REFUNDABLE under any circumstances.

Accepted forms of payment on board: Euro, EGP, US Dollar, only cash payment.

- **Tipping**

Boat and dive crew tips are not mandatory, but are most welcome. Remember dive guides and crew are 24 hours on board for their guests, working hard. (We recommend a tip of €35 per diver per week for the crew and €20 per diver per week for the dive guides, preferably given separately to the captain and one of the guides respectively. However, this is just a recommendation, and everybody is certainly free to tip as they want to.)

- **Food & Drink:**

The meals onboard are usually buffet style with a variety of meat, chicken, fish, pasta, rice and vegetable dishes, plus a choice of salads. In the afternoon cookies or cake are served.

We cater for all different preferences; please inform us prior to arrival about any special dietary requests, such as vegetarian, or about allergies.

Mineral water, soft drinks, tea and coffee are complimentary and available 24 hours.

- **Alcohol**

Out of respect for religious beliefs we do not sell alcohol on board of our vessels.

Our guests are welcome to bring own drink along (e.g. from the Duty Free shop in the Egyptian airport arrival halls), and welcome to store it in our fridges.

However it is forbidden for all our divers to drink alcohol during the day, as long as dives are still planned; only after the last dive of the day moderate drinking can be accepted. Please note that we have and use the rights - with regards to the international standards - to prevent any client from participating in diving activities, if he/she is considered a risk for him/herself or for the rest of the group.

These rules are in compliance with the ISO standards and applying to recommendations by diving insurances and diving medical doctors.

Following the EUF regulations our dive guides will be held responsible, if any dive or boat accident should occur, because a diver was not fit to dive due to alcohol influence. It is very difficult to estimate, which diver can tolerate which amount of drink, therefore we must put straight rules for everybody. The dive guide has the right to restrict anybody from diving, if he/she is drinking any alcohol before diving. Also please note also that our Boat Accident insurance does not pay in cases of accidents happening due to the influence of drug or alcohol consumption!

- **Smoking**
Smoking is strictly forbidden in all cabins and aisles (fire risk!), and, out of courtesy for other divers, in the salons and dining rooms. Shisha (water pipes) are not allowed on board (fire risk + burning coal destroying the deck). Please do not toss cigarette butts into the sea!
- **Boating attitude**
On a liveaboard safari different individuals stay together on a limited space for a longer period, some or all of them without knowing each other. This requires a certain care and politeness from everybody, staff and clients. Anti-social or aggressive behavior will not be tolerated and individuals who cause a disturbance to other guests may be removed from the boat.
- **Entertainment**
By default the nightly entertainment on a liveaboard is limited, ranging from night dives to watching films or simply relaxing on the sun deck while watching the night sky. Clients are welcome to bring favorite music or movies on board to watch and share; all Sea Queen vessels have a sound system, DVD player and Flat Screen TVs with USB connection.
- **Air-conditioning**
Sea Queen 1 and *Golden Emperor 2* are equipped to provide 24h air-conditioning units in each cabin and the salons. But please note that efficiency may vary at times; there might be unexpected conditions, which can restrict power availability, so we cannot guarantee cooling around the clock. However, under normal circumstances full air-conditioning can be supplied during the whole trip.
- **Linen service:**
We provide every guest with a face and a shower towel for each trip. These towels and the bed sheets are changed twice during a one-week safari. The housekeeping crew will clean the cabins daily, generally after the first or second dive of the day. For any additional cleaning required or complains please speak to the dive guide, who will be able to assist you.
We advise to bring a personal towel to use for the dive and sun deck.
- **Transfers:**
Depending on your booking agent, airport transfers might be included in our service, if all flight details are given to us min. 3 weeks in advance.
If Sea Queen transfers are included in your package, you will be met at the exit door or inside the arrival hall of your final airport in Egypt by a travel agent, holding a sign "SEA QUEEN FLEET".
Estimated transfer times:
 - Airport SSH to port Sharm el Sheikh: 30 min (15 km)
 - Airport SSH to jetty in Dahab: 60 min (90 km)
 - Airport HRG to port Hurghada: 20 min (6 km)
 - Airport HRG to port Port Galib: 3 hours (230 km)
 - Airport Marsa Alam to Port Galib 20 min (6 km)

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6. Reservation and Payment Conditions:

Reservation Policy:

- A reservation is valid only after an official booking and having received our invoice for prepayment.
- A reservation is confirmed only upon receiving prepayment of 25% of charter rate
- Full payment is due latest 30 days before embarkation

Confirmation of sailing for safaris with individual bookings always depend on reaching the required minimum number of paying guests as stated on the price lists.

Cancellation fees are as follows:

BOOKINGS IN NORMAL, LOW or SUMMER SEASON:

- 10% of charter rate due for cancellation at or up to 12 weeks before embarkation date
- 25% of charter rate due for cancellation at or up to 08 weeks before embarkation date
- 50% of charter rate due for cancellation at or up to 06 weeks before embarkation date
- 75% of charter rate due for cancellation at or up to 03 weeks before embarkation date
- 100% charter rate due for cancellation at or up to 02 weeks before embarkation date

BOOKINGS IN HIGH SEASON:

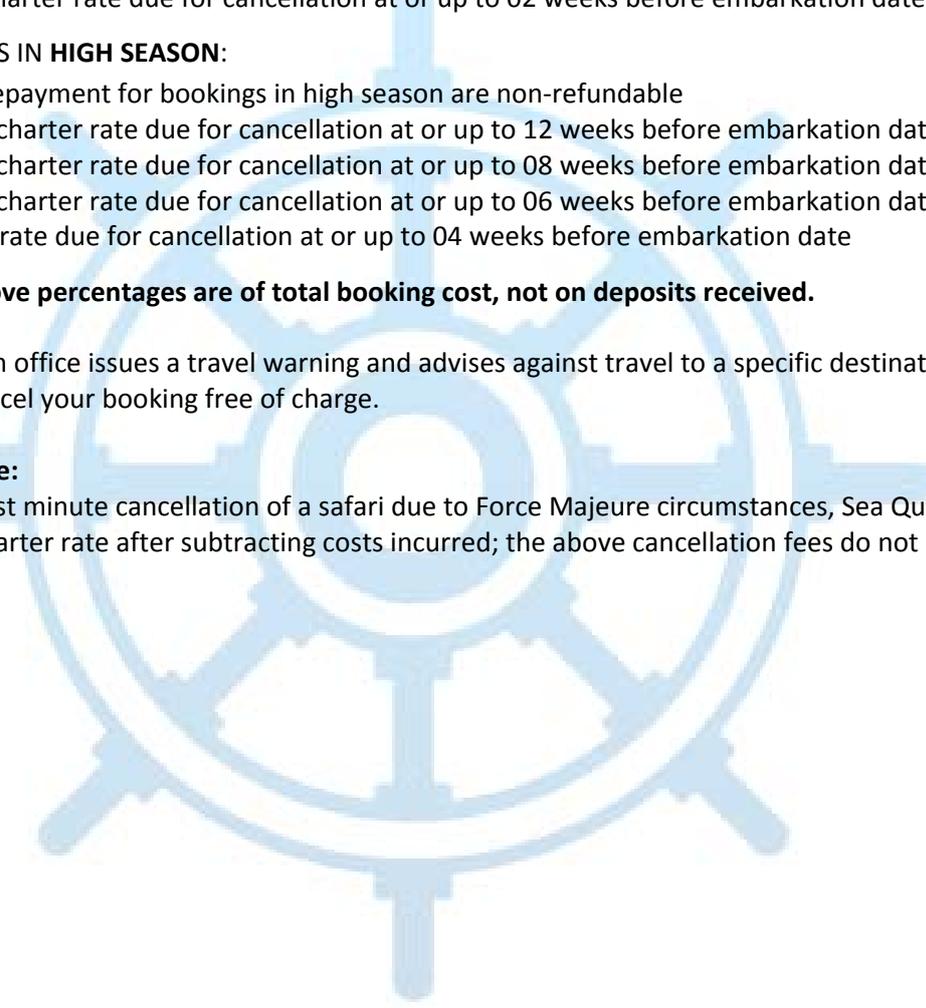
- 10% prepayment for bookings in high season are non-refundable
 - 25% of charter rate due for cancellation at or up to 12 weeks before embarkation date
 - 50% of charter rate due for cancellation at or up to 08 weeks before embarkation date
 - 75% of charter rate due for cancellation at or up to 06 weeks before embarkation date
- 100% charter rate due for cancellation at or up to 04 weeks before embarkation date

Note: the above percentages are of total booking cost, not on deposits received.

If your Foreign office issues a travel warning and advises against travel to a specific destination we will change or cancel your booking free of charge.

Force Majeure:

In case of a last minute cancellation of a safari due to Force Majeure circumstances, Sea Queen will refund the charter rate after subtracting costs incurred; the above cancellation fees do not apply.



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