



CAMEL DIVE CLUB & HOTEL

TERMS AND CONDITIONS

Please take a good look at these booking and payment conditions because with your booking you are accepting these booking conditions. They apply to all diving packages and courses.

1. DIVING BOOKING AND CANCELLATION POLICY

1.1. REQUIRED INFORMATION:

- 1.1.1. To confirm your booking with Camel Dive Club & Hotel you must supply the required information for each guest as follows: full name according to passport, nationality, passport number, dive certification level, number of dives and date of last dive.
- 1.1.2. It is your responsibility to ensure that you fulfill the necessary prerequisites to participate in the Scuba Diving activities you have booked, in accordance with your certification level and your logged dives. All divers included in your booking must hold an internationally recognized Scuba Diving Certification or be embarking on a course to achieve a certification; Certifications must be shown (physically or digitally) upon check in at the dive centre.
- 1.1.3. Once booking is complete you will receive notification from Camel Dive Club & Hotel acknowledging the services you have booked.

1.2. YOUR HEALTH:

- 1.2.1. It is the diver's responsibility to be in good health for Scuba Diving.
- 1.2.2. All divers and students will be asked to fill in a **Medical Questionnaire – it will be emailed to you to check before you travel** - you are required to complete the form upon check in at the dive center. If a YES is answered to questions 3, 5 or 10 on page 1 OR to any of the questions on page 2 then a certificate from a doctor will be required prior to any in water activity (this must be valid within the last 12 months). In the absence of a medical certificate, you will be required to visit a local doctor at your own cost to declare your health conditions are suitable for scuba diving activities.



1.3. ADDITIONAL CHARGES:

- 1.3.1. Each destination can have different local fees such as National Park, which are paid locally in Euros, Swiss Franc, GBP, Dollars or Egyptian pounds. Services arranged in Camel Dive Club & Hotel include, but are not limited to; equipment rental, special tank requests, shop purchases, course materials & certification fees, will be inclusive of any service charges and local taxes.

1.4. ADVANCED BOOKING:

1.4.1. Individual Booking

- 1.4.1.1. To secure your booking you are required to pay a deposit to your tour operator. The balance of your reservation value and any other extra services will need to be paid in full once you are in Camel Dive Club & Hotel
- 1.4.1.2. The % of the deposit and whether it is refundable or non refundable will always depend on the period of your booking and will always be mentioned with your booking confirmation.
- 1.4.1.3. During high demand periods, we reserve the right to require a full, non refundable payment at the time of making the booking.
- 1.4.1.4. In case you do not use (fully or partly) the services booked, or choose services of a lower value, no refund will be given. In case you upgrade your diving services, a supplement will be payable upon check-out.
- 1.4.1.5. All diving services additionally booked on the spot will be charged at the counter price, according to the current rack rate available at the diving centre counter.
- 1.4.1.6. Prices include 14% VAT.
- 1.4.1.7. All booking quotations given by our reservations team are **valid for a 7-day period only**. Once this grace period is over, if you have not confirmed your booking according to our booking policy, your quotations are subject to change.
- 1.4.1.8. Camel Dive Club & Hotel reserves the right to apply an appropriate surcharge to its prices should economic changes (major fuel price increases, changes in Taxes, etc...) make a material difference to its pricing



structure. – A minimum of 7 days' notice will be given before such a surcharge becomes effective.

1.4.2. Group Booking

1.4.2.1. We will require a non-refundable deposit equal to **35%** of the total booking value to be paid to your tour operator maximum **7** days from receiving the booking confirmation. In the case we do not receive the deposit, the booking will be automatically cancelled.

1.4.2.2. The rest of the payment (**65%**) will be due **4** weeks before guests' arrival, and to be paid to Camel Dive Club & Hotel.

1.4.3. Last minute Group Booking within seven weeks from arrival date

1.4.3.1. We will require a non-refundable deposit equal to **50%** of the total booking value to be paid to your tour operator maximum **3** days from receiving the booking confirmation. In the case we do not receive the deposit, the booking will be automatically cancelled.

1.4.3.2. The rest of the payment (50 %) will be due 2 weeks before guests' arrival, and to be paid to Camel Dive Club & Hotel.

1.5. **CANCELLATION POLICY:**

1.5.1. Amendments or Cancellations:

1.5.1.1. **Individual and Group Booking**

1.5.1.1.1. If you need to change any of your pre-booked activities once payment is completed, we will do our best to assist you with your new request.

1.5.1.1.2. All amendments or cancellations of confirmed bookings should be emailed directly at the earliest opportunity to info@cameldive.com. You will receive a response within 24 hours, if this is not received, please resend your email.



1.5.2. Advanced Booking:

1.5.2.1. Individual Booking

1.5.2.1.1. In case of cancellation, at any point between booking confirmation and your arrival, 100% of the non-refundable booking deposit fee will be applied.

1.5.2.2. Group Booking

1.5.2.2.1. In case of cancellation between confirmation date and 29 days prior to arrival date, a cancellation fee equivalent to 35% of the total booking value will be applied.

1.5.2.2.2. In case of cancellation between 28 and 15 days prior to arrival, a cancellation fee equivalent to 50% of the total booking value will be applied (unless otherwise stated in the offer provided by Camel Dive Club & Hotel).

1.5.2.2.3. In case of cancellation between 14 and 8 days prior to arrival, a cancellation fee equivalent to 75% of the total booking value will be applied (unless otherwise stated in the offer provided by Camel Dive Club & Hotel).

1.5.2.2.4. In case of cancellation 7 days or less prior to arrival, a cancellation fee equivalent to 100% of the total booking value will be applied.

1.5.2.2.5. In case of no-show, a no-show fee equivalent to 100% of the total booking value will be applied.

1.5.2.2.6. Cancellation of last minute group booking

1.5.2.2.6.1. In case of cancellation after confirmation date and until 8 days prior to arrival date, a cancellation fee equivalent to 50% of the total booking value will be applied (unless otherwise stated in the offer provided by Camel Dive Club & Hotel).

1.5.2.2.6.2. In case of cancellation 7 days or less prior to arrival, a cancellation fee equivalent to 100% of the total booking value will be applied.

1.5.2.2.6.3. In case of no-show, a no-show fee equivalent to 100% of the total booking value will be applied.



1.5.3. Above mentioned cancellation and no show fees apply in case of a full or partial cancellation or no show of the booking.

1.5.4. Refunds After Arrival:

1.5.4.1. In case a pre-booked service is not used (fully or partly) by the guest, no refund will be given.

1.5.4.2. Any guest signs up to dive but does not attend on the day or does not call to cancel by 6.00 pm the evening before the arranged day, may be charged 50% of the value signed for as **cancellation fee**.

1.5.4.3. Notification of any changes to arrival dates you will need to inform Camel Dive Club & Hotel 24 hours prior to check in.

1.5.4.4. No refund will be given for courses digital products once issued and redeemed.

1.5.4.5. Any service booked with Camel Dive Club & Hotel which is **canceled by you** while in Camel Dive Club & Hotel or due to bad weather cannot be refunded or exchanged for any other product or service.

1.5.4.6. In adverse weather conditions the guides and captain of the boat will have the final decision about which dive sites to visit to ensure that the guests, staff and boats safety is not compromised in any way.

1.5.5. Cancellation Due To Travel Restrictions:

1.5.5.1. If your foreign office issues a travel warning and advises against travel to a specific destination, we will hold on account any monies paid to us as credit to use against a future booking and issue a credit note valid for one year.

1.5.5.2. There will be no charge to make this change if the re-booked trip is at the same service level and costs the same at the time you chose to re-book your reservation. If the same service costs more, then the difference (and increase in price) will be requested to be paid.

1.5.5.3. Guests are responsible for checking with the visiting countries embassy in their home country prior to arrival regarding visa applications.



1.6. DIVING GENERAL TERMS

- 1.6.1. Camel Dive Club & Hotel requires for your safety, comfort and enjoyment that if you have not dived for an extended period of time you embark on either a **check dive** or a **scuba skills update program**.
- 1.6.2. The **scuba skills update program** should be booked in advance and takes place on your first day from the shore.
- 1.6.3. Camel Dive Club & Hotel reserves the right to restrict diving activities if the instructor has any concerns regarding diver safety.
- 1.6.4. A reactivate or scuba skills update program can be completed prior to arrival and Camel Dive Club & Hotel will ask for proof of this signed by the instructor who performed the program.
- 1.6.5. We are aware you may be an experienced diver and that after a period of inactivity, a full scuba skills update program may not be needed. In this case a check dive may be required and incorporated into the first dive of your dive package for a supplementary fee.

1.7. INSURANCE

- 1.7.1. Camel Dive Club & Hotel will not be responsible for any financial loss incurred by issues beyond our control such as, but not limited to; weather, 'Act of God'**, Unforeseen circumstances* or changes made by the local authorities.
- 1.7.2. It is your responsibility and a condition of your booking with Camel Dive Club & Hotel that you purchase **comprehensive dive and travel insurance** cover specific to your booking.

1.8. GENERAL BEHAVIOR

- 1.8.1. Camel Dive Club & Hotel's staff will not tolerate any adverse, aggressive, disrespectful or antisocial behavior towards staff members, boat crews or other guests. An individual that is not respectful of other people and Camel Dive Club & Hotel's rules or cause a disturbance, will be asked to leave or be removed from the dive center – in this case we will not consider any refund to the booked services.
- 1.8.2. Divers under the influence of alcohol will be refused diving. Alcohol impairs judgment and increases the risk of decompression sickness. Camel Dive Club



& Hotel reserve the right to refuse entry to the water if the guide believes you are unfit to dive.

- 1.8.3. Camel Dive Club & Hotel take **environmental** matters very seriously; they have a “no touch” policy and reserve the right to stop your diving at any time if the National Park rules are not obeyed or the environment is not respected.

1.9. DIVING FOR CERTIFIED DIVERS

- 1.9.1. Camel Dive Club & Hotel’s dive guides will provide a detailed and comprehensive dive briefing before you enter the water.
- 1.9.2. When the guide is in the water, they will remain with the group to navigate the site and to look out for any interesting marine life to show you.
- 1.9.3. The dive guide will not provide any dive training during the dive. You and your buddy dive together at your own risk. As qualified divers, you are responsible for your own dive planning as well as you and your buddy’s safety during the dive.

1.10. CHILDREN

- 1.10.1. Children under the age of 8 may be accepted on-board the boat at the discretion of the Dive Center Manager whilst considering the comfort of other Camel Dive Club & Hotel’s guests on-board, and under the full responsibility of the parents or child’s legal guardian. Camel Dive Club & Hotel cannot provide a legal chaperon service.

1.11. COMPLAINTS

- 1.11.1. If you have any complaints, we suggest you give them to the dive center manager as soon as possible in order to allow him/her to find a solution. If the complaint remains unsettled during your stay, please write to operations@cameldive.com with the issue.



2. CAMEL HOTEL GENERAL TERMS

2.1. HOTEL RULES

- 2.1.1. To ensure that this Hotel has publicness (is accepted by public) and provides a safe and comfortable stay to guests, certain rules need to be followed.
- 2.1.2. If you damage any equipment or fixtures inside the hotel premises, the Hotel reserves the right to charge you the full cost of the value of the equipment or fixtures damaged.
- 2.1.3. Not abiding by these rules may lead to cancellation of stay and/or refusal to use the hotel facilities. The rules are as follows:
 - 2.1.3.1. Do not use the guest rooms for purposes other than intended without authorization;
 - 2.1.3.2. Do not light fire in the passage or guest rooms for heating or cooking;
 - 2.1.3.3. To prevent fire, refrain from smoking on the beds, in non-smoking rooms, and in any other places prone to catch fire;
 - 2.1.3.4. The equipment and articles in guest rooms are strictly meant for the guests staying in the Hotel. Hence, inside the guest rooms, use of such equipment and articles by outsiders is prohibited;
 - 2.1.3.5. Be careful not to move the articles in the Hotel or guest rooms from their fixed places without permission;
 - 2.1.3.6. Do not change the position of the gadgets and fixtures in the Hotel or guest rooms without permission;
 - 2.1.3.7. Do not bring the following inside the hotel premises:
 - 2.1.3.7.1. Animals, birds, etc.;
 - 2.1.3.7.2. Things giving off foul smell;
 - 2.1.3.7.3. Articles exceeding the normal amount that can be carried into a hotel;
 - 2.1.3.7.4. Any weapons, guns, swords, etc.;
 - 2.1.3.7.5. Explosives, or articles containing volatile oils that may ignite or catch fire;
 - 2.1.3.7.6. Any other articles that may pose a threat to the safety of other guests staying in the Hotel.
 - 2.1.3.8. Do not scream, sing loudly, or create loud noises by any other actions inside the Hotel or guest rooms, as it may disturb or annoy other guests staying in the Hotel;



- 2.1.3.9. Refrain from engaging into gambling or acts that violate public order and morals inside the Hotel or guest rooms;
- 2.1.3.10. Do not distribute advertisement goods or sell articles to the other guests or collect donation or signatures from them inside the Hotel premises, without proper permission;
- 2.1.3.11. Note that we may refuse stay to patients suffering from an illness that may cause discomfort of any kind to the other guests inside the Hotel;
- 2.1.3.12. Do not leave your personal belongings in the passages or the lobby;
- 2.1.3.13. Any acts of photography that may bother the other guests in the Hotel are strictly prohibited inside the Hotel or guest rooms;

2.2. SCOPE OF APPLICATION

- 2.2.1. Contracts for accommodation and related agreements entered into between this Hotel, and the Guest to be accommodated shall be subject to these Terms and Conditions. Any particulars not provided herein shall be governed by laws and regulations and/or generally accepted practices.
- 2.2.2. If the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws, regulations and generally accepted practices. The special contract shall take precedence over the provisions of these Terms and Conditions, notwithstanding the preceding Paragraph.

2.3. APPLICATION FOR ACCOMMODATION CONTRACT

- 2.3.1. A Guest who intends to enter into an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:
 - 2.3.1.1. Name, address, age, gender, nationality, and occupation of the Guest;
 - 2.3.1.2. Date of accommodation and estimated time of arrival, and duration of stay;
 - 2.3.1.3. Other particulars deemed necessary by the Hotel.
- 2.3.2. If Guests request to extend their stay, during their stay at the Hotel, beyond the date in subparagraph (2) of the preceding Paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.
- 2.3.3. All booking quotations given by our reservations team are valid for a 7-day period only. Once this grace period is over, if you have not confirmed your



booking according to our booking policy, your quotations are subject to change.

2.4. CONCLUSION OF ACCOMMODATION CONTRACTS, ETC.

- 2.4.1. An Accommodation Contract shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply where it has been proved that the Hotel has not accepted the application.

2.5. REFUSAL OF ACCOMMODATION CONTRACTS

- 2.5.1. The Hotel may refuse to conclude an Accommodation Contract under any of the following circumstances if:
- 2.5.1.1. The application for accommodation does not conform with the provisions of these Terms and Conditions;
 - 2.5.1.2. All the guest rooms in the Hotel are booked;
 - 2.5.1.3. The person seeking Hotel accommodation is likely to violate laws and ordinances or act against the public order or good morals regarding his/her accommodation;
 - 2.5.1.4. The person seeking Hotel accommodation belongs to or is related to an organized crime group or is a recognized criminal or related party of an organized crime group;
 - 2.5.1.5. The person seeking Hotel accommodation performs any act that causes significant disturbance to other guests
 - 2.5.1.6. The person seeking Hotel accommodation engages into coercive acts such as violence with the Hotel staff, threatening or blackmailing the Hotel staff, or makes an unreasonable demand, or is known to have a past record of similar act(s);
 - 2.5.1.7. The person seeking Hotel accommodation can be clearly identified as carrying an infectious disease;
 - 2.5.1.8. The Hotel is unable to provide accommodation due to natural calamities, malfunction of facilities and/or other unavoidable causes;
 - 2.5.1.9. The person seeking Hotel accommodation is intoxicated and is likely to cause annoyance to other guests;



- 2.5.1.10. The person seeking Hotel accommodation applies for a room with a hidden intent of raising profit for himself or a third party by engaging into acts such as selling articles anywhere inside the hotel premises or in the Hotel guest room booked by him;
- 2.5.1.11. The person seeking Hotel accommodation fails to abide by the provisions made under these Terms & Conditions or the provisions regarding payment and/or room cancellation clarified at the time of booking.

2.6. RIGHT TO CANCEL ACCOMMODATION CONTRACT BY THE HOTEL

2.6.1. The Hotel may cancel the Accommodation Contract if:

- 2.6.1.1. The Guest has not shared the particulars requested by the Hotel before the specified date;
- 2.6.1.2. The Hotel has requested the Full Prepayment of the Accommodation, but has not received it by the specified date;
- 2.6.1.3. Any of the Paragraphs mentioned in the refusal of Accommodation contracts are applicable;
- 2.6.1.4. The Guest does not observe prohibited actions such as smoking in bed, tampers with fire-fighting facilities and otherwise breaches Hotel Regulations.

2.7. REGISTRATION

2.7.1. The Guest shall register the following particulars at the front desk of the Hotel on the day of accommodation:

- 2.7.1.1. Name, age, gender, nationality, and occupation of the Guest;
- 2.7.1.2. Passport No., port and date of entry in Egypt (if the Guest is a foreigner);
- 2.7.1.3. Date and estimated time of departure;
- 2.7.1.4. Other particulars deemed necessary by the Hotel.
- 2.7.1.5. Accommodation may be in a pool view or back view room, according to availability.



2.8. OCCUPANCY HOURS OF GUEST ROOMS

- 2.8.1. The Guests staying at the Hotel shall be entitled to use the guest rooms from 2:00 p.m. on the day of arrival to 12:00 PM on the next morning. However, if the Guest is accommodated continuously for some period, the Guest may occupy the guest room all day, except for the days of arrival and departure.
- 2.8.2. Notwithstanding the provisions prescribed in the preceding Paragraph, the Hotel may permit the Guest to occupy the guest room beyond the time prescribed in the same Paragraph. However, in this case, extra charges shall be applicable.

2.9. OBSERVANCE OF HOTEL REGULATIONS

- 2.9.1. The Guest shall observe the Hotel regulations established by the Hotel.

2.10. PAYMENT OF ACCOMMODATION FEES

- 2.10.1. Any additional charges other than the full prepayment made for the pre-booked services, such as and not limited to food and beverage, laundry, etc. shall be paid at the front desk at the time of the Guest's departure or when requested by the Hotel.
- 2.10.2. Accommodation charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided to him/her by the Hotel.
- 2.10.3. All hotel services additionally booked on the spot will be charged at the counter price, according to the current rack rate available at the hotel reception counter.
- 2.10.4. In case you do not use (fully or partly) the services booked, or choose services of a lower value, no refund will be given. In case you upgrade your Hotel services, a supplement will be payable upon check-out.
- 2.10.5. Prices include 14% VAT and 12% service charge, and any taxes or charges might be applied by the government.

2.11. WHEN UNABLE TO PROVIDE CONTRACTED ROOMS

- 2.11.1. When Unable to Provide Contracted Rooms to the Guest, the Hotel shall arrange accommodation of the same standard as fast as possible elsewhere, with the consent of the Guest.



2.11.2. If an alternative arrangement cannot be done despite the provisions of preceding Paragraph, the Hotel shall refund the Full prepayment paid.

2.12. HANDLING OF DEPOSITED ARTICLES

- 2.12.1. The Hotel provides a safe in each room for the Guest to deposit his/her cash and valuables.
- 2.12.2. The Hotel is not liable to any cash or valuables left outside the safe in the room.
- 2.12.3. Valuable items such as Artwork and/or antiques shall not be accepted at the Hotel reception or by Hotel's staff for safe keeping. The owner of aforementioned valuable items holds sole responsibility for them.

2.13. CUSTODY OF BAGGAGE AND/OR BELONGINGS OF GUEST

- 2.13.1. When the baggage of the Guest is brought into the Hotel before his/her arrival, the Hotel shall be liable to store it only in the case when the Guest's request to keep his baggage has been accepted from the Hotel in advance. The baggage shall be handed over to the Guest at the front desk at the time of check-in.
- 2.13.2. When the baggage or belongings of the Guest are found after check-out and ownership of the article is confirmed, the Hotel shall inform the owner of the article left and ask for further instructions. When no such instructions are given to the Hotel by the owner or when ownership is not confirmed, the valuables or articles containing personal information shall be handed over to the nearest police station within 7 days of finding them. Any other articles, if not claimed within 3 months after they are found, shall be disposed of appropriately. However, any food or beverages that may affect the cleanliness of the Hotel, and other things such as cigarettes and magazines shall be disposed of on the same day on which they are found.

2.14. LIABILITY REGARDING PARKING

- 2.14.1. The Hotel shall not be liable for the custody of the vehicle of the Guest when the Guest utilizes the parking lot of the Hotel, as the Hotel only provides the space for parking and cannot be held responsible for management of the



vehicle, whether the key of the vehicle has been deposited to the Hotel or not.

2.15. LIABILITY OF THE GUEST

2.15.1. The Guest shall compensate the Hotel for any damage caused due to intent or negligence on part of the Guest.

3. HOTEL OR HOTEL & DIVING BOOKING AND CANCELLATION POLICY

3.1.1. Individual Booking

3.1.1.1. To secure your booking you are required to pay a deposit to your tour operator. The balance of your reservation value and any other extra services will need to be paid in full once you are in Camel Dive Club & Hotel.

3.1.1.2. The % of the deposit and whether it is refundable or non refundable will always depend on the period of your booking for and will always be mentioned with your booking confirmation.

3.1.1.3. In case you do not use (fully or partly) the services booked, or choose services of a lower value, no refund will be given. In case you upgrade your diving services, a supplement will be payable upon check-out.

3.1.1.4. All services (diving and/or accommodation) additionally booked on the spot will be charged at the counter price, according to the current rack rate available at the diving centre counter/hotel reception.

3.1.1.5. Prices include 14% VAT.

3.1.1.6. All booking quotations given by our reservations team are **valid for a 7-day period only**. Once this grace period is over, if you have not confirmed your booking according to our booking policy, your quotations are subject to change.

3.1.1.7. Camel Dive Club & Hotel reserves the right to apply an appropriate surcharge to its prices should economic changes (major fuel price increases, changes in Taxes, etc...) make a material difference to its pricing structure. – A minimum of 7 days' notice will be given before such a surcharge becomes effective.



3.1.2. Group Booking

3.1.2.1. We will require a non-refundable deposit equal to **35%** of the total booking value to be paid to your tour operator maximum **7** days from receiving the booking confirmation. In the case we do not receive the deposit, the booking will be automatically cancelled.

3.1.2.2. The rest of the payment (**65%**) will be due **6** weeks before guests' arrival, and to be paid to Camel Dive Club & Hotel.

3.1.3. Last minute Group Booking within seven weeks from arrival date

3.1.3.1. We will require a non-refundable deposit equal to (**50%**) of the total booking value to be paid to your tour operator maximum **3** days from receiving the booking confirmation.

3.1.3.2. The rest of the payment (**50 %**) will be due **2** weeks before guests' arrival, and to be paid to Camel Dive Club & Hotel. In the case we do not receive the deposit, the booking will be automatically cancelled.

3.2. CANCELLATION POLICY

3.2.1. Amendments or Cancellations:

3.2.1.1. Individual and Group Booking

3.2.1.1.1. If you need to change any of your pre-booked activities once payment is completed, we will do our best to assist you with your new request.

3.2.1.1.2. All amendments or cancellations of confirmed bookings should be emailed directly at the earliest opportunity to info@cameldive.com You will receive a response within 24 hours, if this is not received, please resend your email.

3.2.2. Advanced Booking:

3.2.2.1. Individual Booking

3.2.2.1.1. In case of cancellation, at any point between booking confirmation and your arrival, 100% of the non-refundable booking deposit fee will be applied.



3.2.2.2. Group Booking

- 3.2.2.2.1. In case of cancellation between confirmation date and 43 days prior to arrival date, a cancellation fee equivalent to 35% of the total booking value will be applied.
- 3.2.2.2.2. In case of cancellation between 42 and 15 days prior to arrival, a cancellation fee equivalent to 50% of the total booking value will be applied (unless otherwise stated in the offer provided by Camel Dive Club & Hotel).
- 3.2.2.2.3. In case of cancellation between 14 and 8 days prior to arrival, a cancellation fee equivalent to 75% of the total booking value will be applied (unless otherwise stated in the offer provided by Camel Dive Club & Hotel).
- 3.2.2.2.4. In case of cancellation 7 days or less prior to arrival, a cancellation fee equivalent to 100% of the total booking value will be applied.
- 3.2.2.2.5. In case of no-show, a no-show fee equivalent to 100% of the total booking value will be applied.

3.2.2.2.6. Cancellation of last minute group booking

- 3.2.2.2.6.1. In case of cancellation between confirmation date and 8 days prior to arrival date, a cancellation fee equivalent to 50% of the total booking value will be applied (unless otherwise stated in the offer provided by Camel Dive Club & Hotel).
- 3.2.2.2.6.2. In case of cancellation 7 days or less prior to arrival, a cancellation fee equivalent to 100% of the total booking value will be applied.
- 3.2.2.2.6.3. In case of no-show, a no-show fee equivalent to 100% of the total booking value will be applied.

3.2.3. Above mentioned cancellation and no show fees apply in case of a full or partial cancellation or no show of the booking.

3.2.4. Refunds After Arrival:



3.2.4.1. In case a pre-booked service is not used (fully or partly) by the guest, no refund will be given.

3.2.5. Cancellation Due To Travel Restrictions:

3.2.5.1. If your foreign office issues a travel warning and advises against travel to a specific destination, we will hold on account any monies paid to us as credit to use against a future booking and issue a credit note valid for one year.

3.2.5.2. There will be no charge to make this change and if the re-booked trip is at the same service level and costs the same at the time you chose to re-book your reservation. If the same service costs more, then the difference (and increase in price) will be requested to be paid.

3.2.5.3. Guests are responsible for checking with the visiting countries embassy in their home country prior to arrival regarding visa applications.

4. YOUR CONSENT

4.1. Your Consent to accept our Terms and Conditions is required to proceed with your booking: As you are contracting with us outside of the country where you reside and the services will be delivered in Egypt, where Camel Dive Club & Hotel comply with local laws, regulations and practices over the services we provide you with. These local laws, regulations and practices may be different from those where you live, in this case we require your consent to this agreement.

4.2. When you consent to accept this agreement, we will provide you with our services which are subject to these Terms and Conditions. By proceeding with your booking, you imply consent to these terms and conditions.

4.3. You have the right to refuse consent to accept our Terms and Conditions. If you refuse to consent to accept our Terms and Conditions, you should not proceed with your booking. Should you proceed with your booking but later withdraw your consent to accept our Terms and Conditions the agreement between Camel Dive Club and Hotel and yourself and any other parties mentioned in your booking will become null and void and cancellation charges may be applied as per these Terms and Conditions.

4.4. If these Terms and Conditions are not accepted Camel Dive Club & Hotel cannot offer the standard of service with which they operate.



5. JURISDICTION AND APPLICABLE LAWS

5.1. Any disputes regarding the Accommodation Contract between Camel Dive Club & Hotel and the Guest shall be resolved in the summary or district court having jurisdiction over the Hotel location and in accordance with the Egyptian law.

***"unforeseen circumstances"** are a situation where a circumstance is beyond our control. Such as terrorism, revolution, strikes, wars, pandemic, power shortage etc.

****"Act of God"** is an overwhelming event caused exclusively by natural forces whose effects could not possibly be prevented (e.g., weather, flood, earthquake, tornado).