

Queen Egypt Tours

Terms & Conditions

Tour Price:

QUEEN EGYPT TOURS tour prices are quoted according to the season of travel, program inclusions, and hotel/cruise category.

Reservation:

QUEEN EGYPT TOURS requires a 25% deposit (in regards to excursions) and 100% deposit (in regards to taxis/transfers) of the total price payable to us at the time of booking. The remaining balance is due six weeks prior to departure date for groups. Individuals can pay the remaining balance when arrive to Egypt.

Travel Delays:

QUEEN EGYPT TOURS is not responsible for travel delays prior to departure or during your tour that are brought about by technical difficulties, strikes, bad weather, or any means beyond our control. Some times weather or Nile River traffic delays can alter the tour itinerary. These alterations do not constitute a refund.

Refunds (Unused Services):

No refund will be issued to you for any unused services, included in your tour. Please note that some suppliers (hotel, cruises, airlines, transportations, tour guides) do not refund Dahab Excursions Thus Dahab Excursions will not be able to refund you this portion.

Representatives and Egyptologist/Tour Guides:

QUEEN EGYPT TOURS will provide you with a Local Representative and Tour Guide, unless otherwise indicated.

Hotel/Cruises:

QUEEN EGYPT TOURS reserves the right to switch hotel/cruise accommodation at any time, but ensures the switch will be made to the same category of hotel/cruise available at that time.

Passports/Visas:

Passengers are responsible in ensuring that they are in possession of the correct travel documents upon departure and they have met all health requirements. Please check with the nearest consulate office for information concerning travel visas before you travel and if you are required to obtain this or any other document in advance.

Travel insurance

Please make sure you have adequate personal and medical insurance to meet any personal or medical emergency which might arise. In some cases if you need medical care during the tour you may be required to pay for it at the time it is rendered and seek reimbursement from your insurer after you return home. Please check with your medical insurer for details. In the event of a medical emergency we will make every effort to assist you in obtaining necessary care and if necessary assist you in making arrangements to transfer funds from home to pay for it.

Liabilities:

QUEEN EGYPT TOURS will make every effort to ensure that all travel arrangements and services, connected with the tour, will be carried out as specified. However, in some instances we do not have direct control over the provision of services by suppliers and we do not accept liability for errors and omissions of such suppliers.

Limitation of liability:

We are not liable for delays, inconveniences, accidents, injuries or expenses of any kind resulting entirely or in part from the negligence of others or from causes beyond our control. Participants assume all risks of personal injury and aggravation of any medical condition related in any way to the activities of the tour. Baggage and other personal property are the responsibility of the owner and we are not liable for any loss. Also please read the paragraph on "Free Time" below.

Cancellation fees:

The deposit paid upon booking is not refundable in case of cancellation. For packages that include international air, air tickets are NON REFUNDABLE AND NON CHANGEABLE and/or subject to heavy penalty for any changes in name, date etc. International airfares included with some of our tours or added based on your request, are based on nonrefundable non changeable and fares even if it's a business class or first class, which are offered at steeply discounted rate to you. If you must change or cancel your international airline reservations after we have issued your airline tickets, you will be responsible for any and all airline rebooking fees or cancellation penalties, which may equal the full original cost of the ticket(s).

Cancellation:

All cancellations must be made in writing to us prior to your departure date. A cancellation fee will be charged based on the percentage of the total tour price. In the event that you should cancel after your departure date, no portion of the tour price will be refunded.

Cancellation policy is as follows:

Individual Travelers

Up to 6 days before arrival date 5% cancellation fee*
05 - 03 days before arrival date 10% cancellation fee*
02 days before arrival date 50% cancellation fee*

Groups (10 persons or more)

Up to 10 days before arrival date 10% cancellation fee*

09 - 05 days before arrival date 15% cancellation fee*

04 - 02days before arrival date 25% cancellation fee*

02 days before arrival date 50% cancellation fee*

Except Peak Period

Christmas & New Year from 20/12 till 06/01 & Easter holidays from 30/03 till 18 /04

10 days before arrival date 15% cancellation fee*

09 - 06 days before arrival date 25% cancellation fee*

05 days before arrival date 75% cancellation fee*

* Percentage based on total quoted tour amount.

Child policy

Persons under 18 may book any of our tours only if they are travelling with a parent or legal guardian. There can be no exceptions to this policy.

0 – 1.99 Free of charge

2 – 5.99 50 % of total tour cost

6- 11.99 75% of total tour cost

12 + Are considered adults - full tour cost

* If your tour package includes domestic flights an extra supplement for your child may apply.

Luggage:

You carry your luggage at your own risk throughout the tour. Excess and oversized baggage charges are your responsibility.

Free time:

Certain periods during the tour are or will be designated as "free time". These periods are provided primarily to give you a chance to rest and relax. You are however free to use the time as you wish. We will be happy to give you some information about things to do or see but we do not accept responsibility for any loss, accident or injury which occurs while you are not with the group.

Responsibility Waiver:

QUEEN EGYPT TOURS acts as a tour operator only. Our tours and arrangements are the sole property of Dahab Excursions and cannot be reproduced in any form. In addition, Dahab Excursions will not be held liable for any loss, damage, injury, delay, or any other irregularity that may be occasioned by any defect in any vehicle, accident, or any other form of error or default of any company and/or person engaged in conveying passengers, carrying out the arrangements of the tour, or otherwise in connection therewith.

I understand that:

Deposit is due at our Cairo Head office to confirm the place, or the reservation is canceled. If you pay by credit card, additional signature is required, on the invoice and I will not stop the credit card payment for any reason. Any handling /service fee/ Cancellation fee etc. as spelled out in the cancellation fee & terms & conditions are not refundable, by sending your signed booking form you agree not to request any charge back on your card for any non refundable items such as cancellation penalties etc. as spelled out in our terms & conditions as well as in our cancellation policy.

Acceptance of terms:

Payment of a deposit or final payment by bank transfer or credit card indicates that tour participants have read and accepted all stated Experience Egypt and affiliated websites terms and conditions and agree to abide by them.