

# Terms and Conditions

## The Company – Membership Details – The Licence Holder

Djed Egypt Travel offers a wide range of Tours of Egypt as incoming Travel Services to almost everywhere in Egypt. Djed Egypt Travel is licenced as a General Tour Operator (classification A) under number 1333. This licence is issued and approved by The Egyptian Ministry of Tourism.

Djed Egypt Travel is a member of The Egyptian Tourism Federation, also known as ETF, and of the Egyptian Travel Agents Association, also known as ETAA.

### The Booking Agreement

Any contract between a customer and Djed Egypt Travel is subject to these Booking Conditions.

All the prices quoted to a customer are calculated at the rates of exchange made known on the day of the offer.

Once a customer has accepted the offer and a booking has been made, the prices are fully guaranteed and will not be subject to any surcharge.

### To make a Booking

By making a booking, the customer confirms that he has understood and has accepted on behalf of himself and all members of his party the terms and booking conditions of Djed Egypt Travel. All contracts with Djed Egypt Travel are made subject to these terms and conditions.

A booking is made by:

Sending a fax to: +20 (2) 23 95 91 25

Sending an e-mail to: [info@djedegypt.com](mailto:info@djedegypt.com)

Sending a letter to: our Cairo office address

Please ensure that the names of all the participants are exactly as shown in those persons' passports.

### Tour Balance

Djed Egypt Travel will book all the services and accommodation arrangements cited in the itinerary. The customer will then be sent confirmation/an invoice detailing the total cost due. Djed Egypt Travel requires a deposit of 20% of the invoice payable within 15 days of the confirmation/invoice date. The remaining balance falls due six weeks prior to the date of arrival in Egypt. If you book less than 61 days before the arrival date, then the full amount of invoice must be paid within two weeks of the confirmation/invoice date.

### Changing or Adapting the booking

Any changes to part of the tour/holiday agreements that a customer may require after the confirmation/invoice has been issued will be subject to availability. Djed Egypt Travel will do its best to realise the changes.

Any changes realised will be subject to the payment of any further costs incurred as a result of the change, such as the cost of changing a room type, costs associated with changed group numbers, re-ticketing costs for scheduled transport, etc.

If it is not possible for Djed Egypt Travel to make the change or changes for whatever reason, the customer will be offered the choice of proceeding with the holiday as originally booked, or of cancelling and paying the cancellation charges in accordance with the table.

### Changing or cancelling the booking – By customer

Should you wish to cancel the tour/holiday for whatever reason, please notify Djed Egypt Travel as soon as possible by letter, by fax or by e-mail. The cancellation charges are calculated according to the number of days prior to the arrival date in Egypt. Cancellation will take effect from the day Djed Egypt Travel is notified, provided that written confirmation is also received.

Prior to arrival date in Egypt	Cancellation Charges
More than 45 days	Deposit forfeited – 20% of final invoice
29–45 days	50% of final invoice
15–28 days	60% of final invoice
8–14 days	90% of final invoice
1–7 days and date of arrival or later	100% of final invoice

### Changing or cancelling a booking – By Djed Egypt Travel

We hope and expect to be able to provide our customers with all the services that we have confirmed. We plan and book the arrangements in advance of your holiday using independent suppliers, such as airlines, hotels, etc., over whom we have no direct control. Occasionally changes may have to be made, and therefore we reserve the right to make them. Most of these changes will be minor. However, we will ensure that you or your Travel Agent are advised of these changes as soon as is reasonably possible.

A significant change includes a change in accommodation to a lower category and/or price, or a significant change of location. In the event of a significant change before your arrival in Egypt, we will inform you of all the possible alternatives.

### Changes due to circumstances beyond our control

We reserve the right to change or to cancel your travel arrangements if we are forced to do so as a result of unusual or unforeseeable situations outside our control, the consequences of which could not have been avoided even with all due care. These include unavoidable technical problems with transportation, changes imposed by rescheduling or cancellation of flights by an airline or main charterer, the alteration of the airline or aircraft type, war or threat of war, civil conflict, industrial disputes, natural disasters, bad weather, epidemics or terrorist activity, and other types of force majeure.

### Travel documents, health requirements and insurance

You are responsible for ensuring that you have the correct travel documents. Egypt requires visitors to have a visa. Please check with the nearest Egyptian consulate office for information concerning visas. In most cases you can obtain a visa upon arrival if you have a passport that remains valid for at least 6 months after the departure date from Egypt. With regard to health requirements, please contact a specialist vaccination centre for details of the measures you will need to take prior to departure.

It is important and we strongly advise you to take out sufficient insurance that it is adequate for your needs.

### Dealing with complaints

If you have a reason for complaint whilst on tour, please bring it to the attention of our representative as soon as possible.

We will accept all responsibility if the cause is due to fault on our part, or that of our suppliers, regarding any part of the holiday arrangements booked and described in the itinerary, or that they are not of a reasonable standard.

If a problem remains unresolved during your tour, please submit your complaint in writing to Djed Egypt Travel within 28 days of the completion of your tour. We will reply to you within 14 days of receipt of your letter.

We are committed to improving the standard of our tours and it is only with the help of feedback that we will be able to achieve our aim. We would therefore appreciate it if you would send us your comments.

### Djed Egypt Travel – Bank details

Bank name:	Commercial International Bank
Bank address:	PO Box 2430 – Cairo, Egypt
Account name:	Djed Egypt Travel
Bank account number:	0550800627 (For payments in € Euro)
Bank account number:	0550326672 (For payments in \$ US Dollar)
CIB Swift code:	CIBEEGXX005