

EMPEROR RED SEA - READ BEFORE YOU LEAVE

Contact Emperor Fleet, Red Sea: Egypt country code is 0020 + local number – 1st 0.

Emperor Transfers: 0020 122 7353272

Emperor Guestcare: 0020 122 488 8779

In the event of an emergency, family and friends can contact our Emperor staff on the Guestcare number above. Staff can then contact the boat as all our guides carry mobile phones.

Passports & Visas: All guests must have a passport valid for at least six more months after arrival and must purchase an Egyptian entry visa. Guests are responsible for checking with an Egyptian Embassy that, for the passport they hold, a visa can be issued on arrival in Egypt. If you have booked your flight, transfers and hotel through a travel agent or tour operator then they are responsible for arranging a visa for you.

Insurance: It is a condition of your contract with Emperor Divers that you purchase comprehensive dive and travel insurance cover specific to your booking. Emperor Divers will not be responsible for any financial loss incurred by issues beyond our control such as, but not limited to; weather, 'Act of God' or changes made by the local authorities. You are responsible for checking your cover includes:

- Dive Injury Insurance:** covering all risks, costs and expenses likely to be incurred as a result of a diving injury, including but not limited to re-compression chamber treatments, air evacuation, and loss or damage to possessions. This insurance should cover all scuba diving or water sports activities you are likely to undertake during your trip.
- Medical Evacuation Insurance:** covering all risks, costs and expenses likely to arise from a diving or non-diving injury requiring your evacuation to a place of specialist care including (but not limited to) low-altitude air evacuation and specialist treatment.
- Comprehensive Travel Insurance:** valid at the time of booking to cover any pre-departure cancellations for reasons such as illness or serious accident; any changes or cancellation to your travel plans; loss of and damage to your luggage and its contents.

You must be satisfied your insurance fully covers all your personal requirements including pre-existing medical conditions, cancellation charges, medical expenses, diving injuries, medical evacuation and repatriation. Emperor Divers will not be liable for any losses you suffer should you choose to travel without adequate insurance cover.

Should diving insurance not be obtained prior to your departure, it can be arranged on arrival with Dive Assist Insurance (Divemaster UK), pricing information can be found on the relevant product price list or contact us guestcare.egypt@emperordivers.com.

On arrival: After passing through customs and collecting your luggage at either Hurghada or Marsa Alam Airport on the day your safari starts, you will be met **outside** the arrivals building by a representative of Emperor who will be wearing an Emperor Divers uniform and holding an Emperor sign. **IMPORTANT** - If your flight is early or late then it is possible you may not find the representative. Please wait 10 minutes and then call the Emperor Transfers number: **0020 122 7353272**

Transfers to and from the liveaboard: Emperor offers a courtesy 'shared' transfer on the day of arrival and the day of departure - to/from port or to a local hotel - at set timings. They are not a private booking. This might mean waiting at the airport for guests from other flights or those being collected from local hotels. We do our best to limit the waiting times involved. Guests are not permitted to wait inside the airport and we aim for guests to not be waiting outside the airport for longer than 1 hour. If the gap to the next complimentary transfer is more than 1 hour, due to your arrival time, you may be charged for a transfer to a nearby meeting/waiting point with facilities and shade. You will then be collected en route to the boat. Transfers can be arranged to suit your flight arrival and departures at an additional cost which will be payable onboard.

If you are not sure which airport transfers are included in the price of your safari, or if charges are applicable to arrivals from other airports, please check with us on guestcare.egypt@emperordivers.com. Guests are required to arrive at the airport 3 hours before departing on an international flight and 2 hours before departing on a domestic flight.

If guests wish to begin or continue their vacation in the same resort as the boat's departure/arrival, transfers are included on the day of embarking and disembarking only. Additional transfers can be organised before or after the date of the liveaboard trip for an additional cost.

Diving in the Red Sea: The maximum depth for recreational diving in the Red Sea is 40 metres. Your maximum diving depth will be dependent on your level of training and experience. It is your responsibility to check, before your arrival, the diving depth to which your insurance policy provides cover. Emperor Divers require all guests to have a minimum of 50 logged dives for cruises that visit the marine parks. For Thistlegorm you should have a minimum of 20 logged dives. Please check each itinerary for further information. Unpredictable and strong currents are to be expected anytime and anywhere. Decompression diving, solo diving and technical diving is strictly prohibited.

Diver Experience: Emperor Red Sea advises that all guests must be certified to Open Water Diver level or equivalent. On some dives the recommended depth is below 18m therefore Advanced or Deep Diver training is advised. Please check each itinerary regarding any minimum number of dives required and for further information. For itineraries on which we visit the marine parks Daedalus, Brothers Islands, Rocky & Zabarah Islands, Advanced Open Water (certification to 30m) and 50 logged dives are mandatory. Experienced Divers can dive in a buddy pair unguided when conditions allow. Inexperienced and beginner divers may find some dives challenging and may be asked by the Cruise Director to skip dives that are not suitable for their diving experience.

Skills Review & Check Dive: Emperor Red Sea advises divers to follow the agency recommendation for safety reasons. Many agencies recommend a Scuba Review if it has been longer than six months since your last dive. This should be completed prior to your arrival and signed by an instructor in your diving logbook. Every diver, regardless of their qualification or experience, will be scheduled to take their first dive at a local/sheltered dive site. This dive allows you to orientate yourself in your diving environment and acquaint yourself with your equipment. In the interests of safety, Emperor Red Sea reserves the right to restrict diving activities if the instructor has any concerns regarding diver safety. Our Cruise Director may request, and in certain circumstances tell, you to take a Skills Review/Scuba Review if you have not already undertaken one and they have concerns over your diving experience or the length of time since your last dive. This will have an additional cost which is payable on board.

The Dive Guides: For all diving sites visited, our dive guides will give you a detailed and comprehensive briefing before you enter the water. Emperor Red Sea has a minimum of two guides on board. 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. The dive guide will not provide any dive training during the dive and you and your buddy dive together at your own risk. Dependent on our guide's assessment of each diver's ability, they may decide not to enter the water for every dive and remain on board providing surface support only.

Diving for Qualified Divers: As qualified divers you are expected to be able to dive to a standard as per the certification and experience requirements outlined. You are responsible for your own, and your buddy's, safety during the dive. You will plan your dive and dive your plan by using a personal dive computer. You must begin, execute and end the dive with your dive buddy. Should you be a single diver a buddy will be allocated on board. There will be no diving on arrival and departure day. All divers must ensure they leave a minimum of 24 hours between their last dive and their flight departure.

Courses: Advanced Open Water - and a wide range of speciality training courses – are available on board delivered by our PADI-qualified instructors. Courses are subject to availability and itinerary and can be requested prior to arrival.

Snorkelling/Non-divers: Non-divers joining a dive boat or liveaboard will be required to complete a liability form at the time of check-in. Snorkellers can only enter the water when an instructor/guide is on the boat to observe or if accompanied in the water by a certified diver. They will be required to wear a floatation aid at all times. Whilst every effort will be made to accommodate non-diving guests wishing to snorkel or guests wanting to try scuba diving, this may not be permitted on some itineraries or dive locations for safety reasons. For an additional cost, a private snorkel guide can be requested before arrival.

The Captain: An important man! He will decide, with consultation to the dive guides, where you go and when. Should he think the weather is not right, it is fair to assume he has a reason. Often sites in the Red Sea can look like a millpond on the surface and, to the uninitiated, seem perfectly

safe to dive. However, if the captain and guides say no, please accept their decision. Safety is the foremost concern. The sea is a dangerous place when not respected so please accept any alternative plan that is provided.

Itineraries & Dive Sites: All itineraries and dive sites are subject to unpredictable changes including weather conditions and changes in Egyptian Government approval. Whilst Emperor Red Sea makes every effort, we cannot guarantee diving at specific sites. In adverse weather conditions the guides and captain of the boat will have the final decision about which dive sites to visit to ensure the safety of guests, staff and the boat is not compromised in any way. In the unfortunate event dives are missed, or dive sites are not reached due to weather conditions or other unforeseeable changes, Emperor Red Sea will not offer a refund or compensation.

However, in the event that port closures are enforced by the Egyptian authorities (due to circumstances beyond our control) we must adhere to these regulations for the safety of all on board. If a port closure prevents the departure of a scheduled liveaboard trip, we will:

- Monitor the situation closely and be ready to depart as soon as authorities reopen the port.
- Offer shore diving (if safe and available) as an alternative activity. We acknowledge this may not align with the originally planned itinerary or dive sites.

While Emperor Divers is not liable for port closures, we understand the impact this may have on your experience. As a goodwill gesture, we will offer the following credit towards a future Emperor Divers liveaboard:

1 day affected – No credit

2 days affected – €100 credit per guest

3 days affected – €200 credit per guest

4 days affected – €300 credit per guest

5 days affected – €400 credit per guest

Trip does not depart at all – €500 credit per guest

This credit is non-transferable, has no cash refund value, and can be redeemed against a future Emperor Divers liveaboard within two years of the original trip date. While it may be used in conjunction with certain offers - such as Friends of Emperor and standard trip discounts - some promotional campaigns may be excluded including, but not limited to, Welcome Home and BOGOHP/BOGOF offers. This credit is offered as a gesture of goodwill and does not reflect an admission of liability. We strongly recommend that all guests have comprehensive travel insurance. We appreciate your understanding and patience in such situations, as safety remains our top priority.

Equipment is available for rent from Emperor Red Sea and we ask you request your equipment before you arrive on board. We need to know height, weight and shoe size to correctly prepare the right equipment for you. We suggest you bring the following:

- Mask, snorkel, fins, boots, wetsuit, regulator, BCD, torch, SMB (with a minimum of 5 metres of line to deploy during the safety stop) and a dive computer with spare batteries.
- Wetsuits should be 3-7mm depending on the time of year. Water temperatures range from 24°C to 28°C April to October, and 19°C to 24°C November to March.

All divers are required to use a dive computer and SMB for every dive and use a torch each on night dives. There are no night dives in the marine parks.

Tanks & Adapters: We have DIN tanks and INT adapters available on board. Divers with M26 regulators will need to bring their own adapters as all our tanks are M25.

Nitrox: Emperor Red Sea is equipped to offer Nitrox facilities and Nitrox fills are offered free of charge, subject to demand and availability. Please inform the dive guide in plenty of time to ensure your tank is ready for diving. In the unfortunate event that nitrox is not available, Emperor Red Sea will not offer a refund or compensation.

Photo & Video equipment: Recharging facilities are available on board. For safety reasons, you are asked not to leave unattended any items that are charging in your cabin or to charge items while you sleep.

Cabins: All cabins accommodate two guests either in a double-bedded cabin or twin-berth cabin. Cabins are pre-sold and allocated prior to arrival.

Bathrooms: All bathrooms are equipped with a shower, sink and toilet. Please take extra care in the bathrooms not to slip and always use the shower curtain/door. It is not acceptable to place toilet paper down any toilet on board. This not only risks blocking the system, it also finds its way into the delicate reef systems causing irreparable damage. Wastepaper bins are provided in all bathrooms and these are emptied regularly.

Electricity: European 220V 2 pin, 220V international multi and 2.5A USB electrical sockets. Electrical devices are not to be left charging unattended in any areas on board, including cabins.

Air-conditioning: Emperor Red Sea liveaboards have individually controlled air-conditioning units. However, their effectiveness can be limited when other items, like the compressors, are running. The open nature of the boats also reduces its effectiveness. To provide air-conditioning at night, the engine and generator run and this does create some noise. During the summer months, many divers opt to sleep on the sundeck.

Hot water: Short showers are the order of the day on liveaboards as hot water is in short supply. Guests using their showers at different times to other people on board will ensure everyone enjoys hot water.

Housekeeping: You will be provided with two cabin towels, one deck towel and a towelling poncho for your week's liveaboard. You can bring a personal towel for diving purposes should you wish. The housekeeping crew will clean your cabin daily, generally after your first or second dive of the day. Towels and bed linen are changed once a week. For any additional cleaning required or change of towels please speak to your Cruise Director and they will be able to assist you.

Luggage: Whilst you may be advised where to store your luggage, you leave your belongings there at your own risk.

Food & Drink: The meals on board are usually buffet style with a variety of meat, chicken, fish, pasta, rice and vegetarian dishes served with a choice of salads. Crisps/chips, cakes, biscuits and fresh fruit are available throughout the day. Water, soft drinks, tea and coffee are complementary and available 24 hours a day. We ask you to bring your own refillable drinking water bottle. Red wine is included during dinner on all boats. Feel free to bring your favourite snack as these can be quite limited in Egypt. Please inform us prior to arrival of any special dietary requests – this includes vegetarian or vegan. We source food locally, therefore items such as (but not limited to) wholemeal pastas or flour, gluten free products, and dairy free products are not always available.

Alcohol: Alcohol is available to purchase on board and guests are welcome to bring a moderate amount of their own alcohol on board. Guests will not be permitted to dive after consuming alcohol or under the influence of a hangover as this seriously impairs your judgment and increases your risk of decompression sickness. If the guides deem that you are unfit to dive you will be asked to sit out the dive. Your safety and wellbeing are paramount so this request by the dive guides will only be made to avoid accidents.

Behaviour: Anti-social or aggressive behaviour will not be tolerated and individuals who cause a disturbance to other guests may be removed from the liveaboard.

Children: Children aged 15 years or younger must be supervised by a parent or designated responsible adult at all times. Children may be accepted on board for a full or private charter, subject to consent from the group leader. Emperor Red Sea cannot provide a legal chaperon service.

Entertainment: There is a variety of nightly entertainment ranging from night dives (excl. marine parks) to watching films or simply relaxing on the sundeck comparing fish stories.

Internet: We do not have Wi-Fi onboard. Each guest receives a free SIM card with approximately 11.5GB of data, which will be assigned to you by your Cruise Director on your arrival. It can be used directly in compatible phones or devices, or may be used in our shared onboard router. Signal strength may vary by location, so connection can be intermittent or slow at times. Itineraries containing Brothers, Daedalus or St John's especially may have multiple days of zero connectivity. If you think you will use more than 11.5GB then please purchase a SIM on your arrival at the airport.

Taxes & Fees: Environmental tax and port departure fees are included in the price of your safari package. A 14% Sales tax charge will be applicable on payments made in resort.

Marine Park Fees: These are included in the price of your safari package.

Currency accepted: All prices are in Euros, but we also accept cash US dollars, Egyptian pounds, and GBP Sterling pounds. We cannot accept Irish or Scottish bank notes). New and undamaged notes only, no coins. Visa and Mastercard are accepted, and charged in Egyptian Pounds. Please check with your bank regarding any international charges and exchange rates. Tips cannot be paid by credit card.

Tips on board: Emperor Red Sea believes that tips should be on a voluntary basis depending on the quality of your service from the guides and the crew. You will find an envelope in your cabin and the general recommendation is 100 Euros or 10% of the price paid. Please feel free to leave what you think is acceptable and it will be equally shared between the guides and crew.

Language: English is the most common language. The crew often speaks Arabic with some English. We have German and Spanish speaking guides and other languages available across the fleet, subject to availability and cannot be guaranteed.

Health: Check with your local doctor for recommended vaccinations. Remember to bring any prescribed medicines and pack them in your hand luggage when travelling. If you dive with a prescription mask, we would also advise you to pack this in your hand luggage.

Time: 2 hours or 1 hour ahead of GMT – daylight savings time can be different to the rest of the world due to Ramadan in some years.

Packing - remember to bring:

- Your own refillable drinking bottle
- Personal clothing & toiletries
- Small medical first aid box, ear plugs are recommended if you are a light sleeper
- Prescription medicines and prescription mask if you need one (pack in your hand-luggage when travelling)
- Water-proof bags to store electronic items in case of water damage whilst on board
- Note: Hard suitcases are difficult to store on a boat so please use roll up/collapsible bags where possible

Essential paperwork - remember to bring:

- Logbook or dive computer with your most recent dives recorded
- Valid diving association certification
- Valid travel insurance
- A copy of valid diving insurance details per person (translated in English by your insurance company if not already) stating the start and ending date of the diving cover with the exact diving insurance covered by the policy. Without this document, you will be required to purchase diving insurance locally before you may begin diving.

Nice to bring but not essential: Media portable drives, tablet/laptop, mobile phone, video/photo camera and chargers.

And finally: If you have never been on a liveaboard before, then expect a few adjustments from normal life in order to enjoy your week. Space is restricted on board any boat and, on some liveaboards, privacy is lessened. You will need to share the communal toilets and showers on the dive deck although all Emperor's boats have en suite facilities in the cabins.

If you experience any problems during the week, please ensure these are raised with the Cruise Director on board as soon as is practically possible. The Cruise Director can remedy the problem on board the majority of the time. However, if something remains unresolved, make sure you raise it with wecare@emperordivers.com. With all the will in the world, problems cannot be resolved unless you highlight them. If you have any concerns, please raise them.

For more details please email guestcare.egypt@emperordivers.com or use the live chat service on our website www.emperordivers.com

FORMS TO COMPLETE

Medicals: All diving guests joining a liveaboard and/or taking part in a PADI course, are required to sign a [diver medical](#) prior to starting the course.

If you have, or think you have, any of the medical conditions listed you will need clearance from a doctor signed within 12 months of starting your course. Where doctor's clearance is needed, we ask you to arrange this before arrival where possible and to bring it with you to avoid any delays, additional costs or cancellation.

Liability Release: All diving guests are required to produce a valid certification/qualification and sign a completed registration form/waiver prior to commencing diving activities. A sample can be sent on request.