

Day Diving, Courses and Packages

Cancellation – Diving or Course only: If a Dive or Course booking is cancelled at any time prior to arrival (for any reason), a refund of 65% will be arranged. The other 35% will be held by Emperor Divers on account, to be used as part-payment for a future booking. This amount cannot be refunded or exchanged with a 3rd party. A cancellation fee of 75% will be charged to any cancellation being made due to a "promotional offer" being introduced after a booking has been confirmed.

Cancellation – Hotel Package: If a Hotel Package booking is cancelled at any time up to 15 days before arrival (for any reason), a refund of 65% will be arranged. The other 35% will be held by Emperor Divers on account, to be used as part-payment for a future booking. This amount cannot be refunded or exchanged with a 3rd party. If the cancellation is made with-in 14 days of arrival a cancellation fee of 40% will be charged to cover the hotel costs. The other 60% will be held by Emperor Divers on account, to be used as part-payment for a future booking. This amount cannot be refunded or exchanged with a 3rd party. A cancellation fee of 75% will be charged to any cancellation being made due to a "promotional offer" being introduced after a booking has been confirmed.

Cancellation while in resort: Any service booked with Emperor Divers which is cancelled by you in resort or due to bad weather cannot be refunded or exchanged for any other product or service. An insurance letter will be issued should you wish to make a claim concerning illness, injury or loss of diving due to bad weather. However Emperor Divers will in the case of daily diving and where operationally possible, attempt to provide alternative dives, but if this is not possible and as a goodwill gesture for those who do not wish to make an insurance claim, will offer a credit voucher to be used with Emperor Divers in the future. This voucher will be applicable for all of our diving resorts but cannot be passed on to a 3rd party.

Medicals: All diving guests in El Gouna, Hurghada, Hamata and Marsa Alam are required to sign a [self-declaration medical](#). If you are taking part in a [PADI](#) or [SSI](#) course on-board, you are required to sign a medical form prior to starting the course.

if you have, or think you have, any of the medical conditions listed you will need signed clearance from a doctor valid within 12 months of your planned trip. 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 and additional costs in resort.

Learn to Dive Guarantee: Details of the guarantee are as follows -

Scuba Diver, Open Water and Online Learning: If, after the first day of tuition and before day 2, you decide not to continue then we'll refund your course fee. Refunds do not include payments made to the training agency or the cost of any materials you may have purchased. There are no refunds available if you proceed beyond the first day's tuition in resort and then decide to stop.

Scuba Experiences: Should you decide to stop the course having completed the first pool or confined water training, we will refund the value of the Open Water dive which is 30% of the cost. For all courses if you have to drop out due to illness, e.g. ear problems, then the matter is treated as an insurance claim and no refund is offered.

National Park, Port and Chamber Fees: Each resort have slightly different National Park, Port and Chamber fees. These are paid locally and can be found at [price lists](#)

Additional charges for Day Diving, Courses and Packages: Any equipment rental, special tank requests, shop purchases (including materials & certification fees) paid locally will be subject to 10% sales tax. Prices can be subject to change without prior notice. Current prices can be found at www.emperordivers.com/prices.php

Liveboards

Booking Policy: If a booking is made 112 days (4 months) or more prior to your service date then a deposit of €100/£80 per person is due within 7 working days of a provisional reservation.

A booking is not confirmed until the deposit has been received by Emperor Fleet. Final payment is due 56 days prior to departure and the company reserves the right to cancel a booking if final payment is delayed.

If a booking is made less than 112 days prior to your service date then full payment is required at the time of the booking.

Cancellation Policy: If you cancel:

- More than 56 days prior to departure cancellation fee of 50% is charged (or loss of deposit, whichever is greater).
- 56 days or less prior to departure a cancellation fee of 100% is charged

The above percentages are of the total booking cost, not on any deposit received.

For whole boat charters Emperor Fleet understand the changeable nature of group bookings. The Group Leader should keep Emperor Fleet informed if it looks unlikely that you will be able to fill the boat and every effort will be made to help you fill the charter.

Medicals: All diving guests joining a Liveboard are required to sign a [self-declaration medical](#). If you are taking part in a [PADI](#) or [SSI](#) course on-board, you are required to sign a medical form prior to starting the course. In both cases, if you have, or think you have, any of the medical conditions listed you will need signed clearance from a doctor valid within 12 months of your planned liveboard. 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 even missing the trip.

Itineraries: All Liveboard itineraries are subject to various unpredictable changes including weather conditions and changes in Egyptian Government approval. Whilst Emperor Fleet make 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 that the guests, staff and boats safety is not compromised in any way. If in the unfortunate event that dives are missed or dive sites are not reached due to weather conditions or other unforeseeable changes, Emperor Fleet will not offer a refund or compensation.

Marine Parks: Night Diving is not allowed in the Brothers and Deadalus Marine Parks. Combine this with long travelling times and itineraries such as Simply the Best, although they provide some of the best diving the Red Sea has to offer, do have a reduced number of dives per day.

Number of dives required: Emperor Fleet recommends that for the Marine Park Cruises (Just Brothers, Famous Five and Simply the Best) all guests have a minimum of 30 logged dives. For all other Emperor Fleet itineraries guests must be Open Water Diver or equivalent. We recommend that to get the most from our trips you are certified to 30 metres and are comfortable with drift dives. Please check each itinerary for further information. The Advanced Open Water Course and selected Speciality Courses are offered on-board upon request. For Thistlegorm you should have a minimum of 20 logged dives.

King Snefro Fleet require a minimum of 15 logged dives for their Sinai Mini Cruise & Sinai Classic Cruise. Must be certified to dive to 30m to dive the wreck of the Thistlegorm and be PADI Advanced Open Water Diver to participate in night dives.

Boat Changes: In the unlikely event that Emperor Fleet changes the boat you have booked for reasons beyond our control we aim to provide a boat of the same standard however in the event this is not possible we will reimburse you the difference in cost.

Additional charges for Liveboards: Any equipment rental, special tank requests, shop purchases (including materials & certification fees) paid locally will be subject to 10% sales tax.

Safety Equipment: Each safari guest is required to carry a Surface Marker Buoy (with a minimum 5 metres of line to deploy during the safety stop) and a torch per person on all Liveboards.

General Terms

Late payment: For bookings where payment is not made prior to arrival in resort, Emperor Divers are not able to guarantee course or boat slots and any bookings will therefore be arranged and paid for locally in resort at full resort rates plus any applicable taxes.

Amendments to your booking: Amendments or cancellations of confirmed bookings should be emailed directly at the earliest opportunity to reservations@emperordivers.com

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 or change/cancel your booking free of charge.

Guests are responsible for checking with the Egyptian Embassy in their home country prior to arrival regarding visa applications. Emperor Fleet is not responsible for cancellation costs resulting in failed or delayed visa applications.

Cancellation of any Tech tanks must be received no later than 48 hours prior to your arrival. Failure to do so will incur a charge of 50% of the total rental cost. Trimix tanks will be subject to 100% cancellation fees.

No show fee: Any guest in resort who signs up to dive but does not attend on the day, or does not call to cancel by 4.00pm the evening before the arranged day, may be charged a 10 Euro per person cancellation fee.

Surcharges: Emperor Divers reserves the right to apply an appropriate surcharge to its prices should economic changes (such as exchange rates, fuel prices, etc) make a material difference to its pricing structure.

- A minimum of 14 days' notice will be given before such a surcharge becomes effective.
- No surcharge will be applied within 28 days of departure.

If the surcharge results in an increase of 10% or more to the price of the dive package/dive course then cancellation with a full refund will be allowed. Notification of the intention to cancel must be made in writing within 14 days of the notification or the surcharge.

Insurance: We recommend purchasing cancellation insurance, in the event of unexpected changes in your travel plans. Baggage/Dive Equipment Insurance is also recommended. We do require every diver to have valid accident and medical insurance. Should Diving Insurance not be obtained prior to your visit, this can be arranged in resort with Indepths Insurance (Divemaster UK) at approximately 5 Euro per person per day. US and Canadian guests are required to sign a waiver which will be supplied at the time of booking or before departure. Please contact reservations@emperordivers.com for a copy.

Note: It is the divers' responsibility to ensure sufficient insurance coverage is obtained for the diving element of the holiday, particular attention should be paid to excess charges that will be applied by insurance companies before settlement of any claim.

Skills Review: Many agencies recommend a Skills Review if it has been longer than six months since your last dive. Emperor Divers advises divers to follow the agency recommendation for safety reasons.

The Skills Review should be booked in advance and takes place on your first day. Alternatively, this can be completed prior to your arrival in resort and signed by an instructor in your diving logbook. Evidence of the date of your last dive should be shown in a log book to avoid problems on check-in. In the interests of safety, Emperor Divers reserves the right to provide and charge for a Skills Review or Check Dive with an instructor or restrict diving activities if the instructor has any concerns regarding diver safety.

We are aware that even after a period of diving inactivity that you maybe an experienced diver, therefore we advise that you complete a Check Dive prior to starting your diving. This allows you to check your buoyancy in an unfamiliar diving environment and acquaint yourself with your equipment. This can be arranged locally and will be incorporated into your first dive and includes the following skills:

- Full mask removal and replacement
- Regulator recovery and clear
- Alternate air source use
- Demonstration of neutral buoyancy

All prices can be found on our [price lists](#)

Diving for Qualified Divers: Emperor Divers' dive guides will provide a detailed and comprehensive dive briefing before you enter the water with your buddy. 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 buddy dive together at your own risk. As qualified divers you are responsible for your own and your buddy's safety during the dive and to plan your dive and dive your plan by using either dive tables or a personal dive computer. You must begin, execute and end the dive with your dive buddy.

Number of dives required: To dive the Thistlegorm you should have a minimum of 20 logged dives and for Elphinstone you should have a minimum of 30 logged dives. Currents can be strong and we recommend you are certified to 30 metres and are comfortable with drift dives.

Children: Children aged 12 years or younger participating in a diving course must be accompanied by a parent or guardian at the dive centre, boat, poolside, beach and on the boat when the student is in the water.

Children aged 15 years or younger must be supervised by a parent or designated responsible adult at all times whilst on board an Emperor Divers day diving boat or Liveboard. Children may be accepted on-board for a full charter, subject to consent from the group leader.

Babies and infants are allowed on board Emperor Divers day diving boats at the discretion of the Dive Centre Manager whilst considering the comfort of other Emperor guests on-board. The minimum age requirement for RIB boat trips is 8 years old. Places are subject to availability and you should discuss options with reservations before confirming your booking. Emperor Divers/Fleet cannot provide a legal chaperon service.

Liability Release - for all divers

All divers are required to produce a valid certification/qualification and sign a completed registration form/waiver (as below) prior to the commencing diving activities. [US and Canadian divers must sign a North American Waiver which will be sent separately](#)

Diving Issues you should be aware of when diving in the Red Sea. Your booking conditions with Emperor Divers and Emperor Fleet hereafter called "Emperor".

In signing this form I acknowledge that I have read and agree to its contents and understand the implications and risks involved.

I agree to follow the safe diving practices of my training organization(s).

The Egyptian Authorities state a maximum diving depth of 40 meters for more experienced divers however Emperor recommend 30 meters as most insurance companies only cover to a depth of 30 meters when diving with air and Enriched Air NITROX. Different rules apply when diving with technical diving equipment and this will be explained if technical diving is undertaken. I agree that it is my responsibility to check my insurance cover.

DIVING: I agree not to exceed the maximum limit under any circumstances barring a life threatening emergency. I also understand that it is my responsibility to check to what depths my insurance provides cover. I understand that should I break this rule Emperor reserves the right to stop me diving with no refund for diving packages.

Emperor Divers' dive guides will provide a detailed and comprehensive dive briefing before I enter the water with my buddy, 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 me. I am aware that the guide will not provide any training during the dive and I, and my buddy pair, dive at our own risk. As a qualified diver I am responsible for my own and my buddy's safety during the dive and to plan my dive and dive my plan by using either dive tables or a personal dive computer. I must begin, execute and end the dive with my dive buddy.

I confirm that I have been advised and informed of the inherent hazards of skin and scuba diving. I understand that skin and scuba diving can cause physical strain or exertion, not normally experienced in non-diving situations.

I assume all risks connected with scuba diving and will not hold Emperor responsible for any injuries including but not limited to, those resulting from heart attack, physical / mental strain or exertion, or barotrauma, including decompression sickness or arterial gas embolism.

ENRICHED AIR NITROX: I agree to abide by the maximum operating depth limits applicable to my level of training and the gas mix used. I agree to personally analyze cylinders for my use and complete the fill station log.

MEDICAL: I confirm that I have no current or historic illness, disease or medical condition, which could lead to the injury of myself, any other diver or employee of Emperor, whilst skin or scuba diving. I am happy to complete the "Medical Statement" that is a requirement laid down by the Egyptian Authorities. If I am in doubt as to my health, past or present and the effect this may have on dive safety, I agree to be independently examined prior to diving.

I agree not to drink any alcoholic beverages before I dive. I give Emperor my permission to stop me from diving should I drink any alcoholic beverages before diving or if I am still under the influence of alcohol before diving. I agree not to dive after use of medication or when feeling unwell.

EMERGENCY: I agree to bear all the costs of medical treatment, chamber costs, recovery and transport charges in the event of an accident. Should the case arise that I am unable to decide for myself I authorize Emperor and their agents to arrange medical treatment on my behalf. I will provide Emperor with details of my insurance company, policy number and Medical Emergency Telephone number. I do understand that if any accident happens, it might take some time to reach a medical centre, so I will abide to safety standards and listen carefully to the instructions of Emperor employees.

BOAT SAFETY: Extra due care and attention is required when diving, operating and living on boats due to the increased hazard of, but not restricted to, movement in rough seas, wet decks and equipment movement. I undertake to take extra care whilst on board a boat and will not hold Emperor responsible for any damages incurred that can be attributed to normal boating hazards. I accept the increased risk of diving near to and from boats and Zodiac & Inflatables and accept that extra care and vigilance is required on my behalf.

NATURE: I understand that there is marine life that may cause bodily injury if touched or harassed and therefore I agree not to feed, touch or harass the marine life. I will not wear gloves.

EQUIPMENT: Emperor maintains scuba equipment for service on a rental basis. This equipment is not in any way guaranteed either as to correct construction or safe use. Parties renting and using this equipment will do so entirely upon their own judgment and at their own risk. I have inspected the equipment and find that is in good working order and free from defects. I agree to return the equipment at the end of the rental period in the same condition, fair wear and tear expected, and will be responsible for the loss or damage to the said equipment including freight charges and import duty. Equipment returned late is subject to a late charge. No refunds will be paid due to non-use of equipment. Rentals are per 24-hour or part period. A security deposit is required on all rentals. Emperor is not responsible for any damages or losses of any equipment whether the property of the client or Emperor.

I agree that Emperor will not be held liable or responsible for an injury I sustain as a result of not adhering to the above items.

INSURANCE: Emperor is an Egyptian company and comes under Egyptian law. Emperor has "Dive-Master" liability cover for diving activities. There is no third-party liability insurance of European standards available in Egypt and hence Emperor insist that guests have adequate personal diving and non-diving insurance to cover all diving and non-diving risks involved in the service provided by Emperor. IT IS MY RESPONSIBILITY to check that my insurance provides adequate cover and that I dive within the limits of the cover provided. Chamber costs are high in Egypt. We also advise that it is important to have good travel insurance to cover accidents of a general nature.

JURISDICTION: The contract between you and Emperor is made on the terms of these booking conditions, which are governed by Egyptian Law and clients shall be subject to the sole jurisdiction of the Egyptian courts.