



## Terms and Conditions

### I. Name

SUBEX Red Sea Diving Center is registered in Egypt under the company name Sub-Egypt LLC. The Head Office under the management of Johann Vifian is located in Hurghada, Al Dahar. SUBEX Red Sea Diving Center maintains dive centers located in Hurghada, Sharm el Sheikh, Dahab and Marsa Alam.

### II. Scope

The terms and conditions apply to all SUBEX customers, as well as travel agencies and tour operators. In addition, travel agencies and tour operators can see [Sales Conditions for Business Customers](#).

### III. Price

Prices are set in the currency of Swiss Franc (CHF). The prices and conditions are updated regularly on the website <http://www.subex.org> under the heading [Price](#). Prices are as stated unless other arrangements have been made in writing.

The Egyptian government requires fees for some dive sites. In these cases, the prices are subject to change.

### IV. Payment

We offer the following payment options:

#### 1. Pre-payment invoice

The prices are displayed in CHF and also converted to a fixed rate of 1.25 in Euro. According to the booking, the bill will be quoted in CHF or Euros, and must be paid in that currency to our account. The advance payment is possible for a booking up to 10 days before arrival. The latest possible payment is 5 days prior to arrival. If the customer does not utilize services already paid for, a handling fee of 45 CHF/36 EUR will be charged. For group bookings there are special conditions and special handling fees.

#### 2. Payment on-site

The on-site prices are quoted in CHF at the fixed exchange rate of 1.25 in Euro in our price lists. To pay with Euro is possible on site, but only with cash payment and payment by traveler's check.

##### 2.1 Cash payment

The customer can pay cash prices as follows:

a) with CHF, according to our price list

b) with Euro per our price list

c) Similarly, the U.S. dollar and local currency LE (Egyptian pounds) will be accepted). To this end, the price in CHF is calculated at the current price in U.S. dollars or LE. The exchange rate is posted at the dive centers. The reported price is made up of a mean value of buying and selling prices, and is based on the official bank rates.

##### 2.2 Payment by credit card

The payable amount will be indicated in CHF and the current price converted to LE. The credit card will be debited by that amount in local currency LE. Visa, Mastercard, Diners Club and American Express Card can be accepted. SUBEX does not charge credit card fees.

##### 2.3 Payment by traveler's check

SUBEX accepts traveler's checks in CHF, Euro and U.S. dollars.

### V. Benefits

The services purchased by SUBEX customers are personal and not transferable. For detailed information on our products, please visit [www.subex.org](http://www.subex.org).

The implementation of all programs is subject to the following restrictions:

- Natural limitations, such as natural disasters, sea conditions, weather conditions

- Restrictions by government action

- Personal limitations such as health problems or disabilities

SUBEX reserves the right to change or reject any booked programs on site.



## VI. Participation Statement

Each guest will sign a participation form for each dive trip. With this form, the guest confirms physical integrity and assumes all risks. For minors, the participation form must be signed by a parent or guardian.

## VII. Local services/Reservations/Booking

On site: All products described in [Product Information](#) are available locally, provided capacity allows.

Reservation: The reservation guarantees the services reserved for the person for the period stated within the reservation. The following services may be reserved: dive packages, equipment rental, boat trips in Sharm el Sheikh, Dahab and Hurghada, special programs, dive guides, introductory dives and all scuba training and special courses.

Booking: The booking will not only reserve services, but will also include an advance invoice, taking into account any advance payment discounts. The following services are to receive discount for payment in advance: dive packages, SUBEX Fun Diver course, SUBEX Diver course.

## VIII. Non-related services

1. If the on-site customer has already booked and paid in advance, but cannot participate, either partially or completely, SUBEX will issue a voucher for the value of the unused services.

2. If the guest has paid in advance, but cannot start his journey and must cancel, he has two options:

- a) He receives a voucher for the full amount.
- b) The customer receives a refund of the amount paid, with a deduction of 45 CHF/36 Euro processing fee.

A statement of reasons is not necessary.

Point 1 and 2 are not valid for group offer for divers.

3. A NO-SHOW (the guest did not cancel but does not appear) is not refundable.

Vouchers are valid for 18 months from date of issue.

## IX. Benefits

Groups offer for divers starting December 1<sup>st</sup> 2011: SUBEX offers special discounts to groups if diving services for the same period for not less than 6 paying divers are booked and paid in advance. Additionally 1 person can use diving services within the group offer for free.

Group offer for diving training:

Regarding diving training, a SUBEX Diver course for 4 people or more will receive a reduction of 40% for one package. For 8 persons, 7 packages will be paid, and for 12 persons, 10 packages will be paid. More group discounts are available on request. The following services are to receive discounts for groups: dive packages and dive training.

Family: A family (according to civil law) of at least 3 people will be granted a discount of 30% on the cheapest diving program / the cheapest diving course.

The condition is that one family member is a minor, at least two family members must book a dive package, and the family must be traveling together. The following services are to receive discounts for groups: dive packages and dive training.

Accumulation: Within one period of service every person can get max. one benefit. Accumulation or combination of some benefits is not possible.

## X. Homepage

Further information can be found under the [Terms and Use](#) section of the SUBEX website.

*update, January, 1st 2012*