

Booking Rules & General Conditions:

- The company doesn't accept booking by phone; booking can be done by paying the trip down payment in addition to the passport copy.
- The company never applies discount on the published prices regardless the participants.
- The company doesn't have the right to cancel any published trip regardless the reasons or the participants numbers except if the airlines company has cancelled the original flight, in this case the company shall contact the client to discuss the alternative solutions.
- The company has the right to change the internal trips schedule as long as the client didn't receive his program.
- The client doesn't have the right to object on the trip program abroad as long as he received the program in Cairo and didn't show objection then.
- The company refuses that the clients pay tips to the company employees in Cairo or abroad.
- The company has the right to change the published rates as long as the client didn't pay the down payment for many reasons. For ex. The demand increasing, this increase never affects those who paid the down payment but they get benefit of the price decrease.
- The customer shall bear any increase in the tax if the international price of a barrel of oil exceeded \$ 125.
- 70% of the trip price should be settled 60 days prior to the trip date otherwise the booking will be released without prior notice.
- The client should pay one or two or three euro per person (adult or child) for each transfer or excursion as tips to the driver and the foreigner guide.
- The company can cancel or change any excursion as long as no one has paid for.
- The client responsibility to take with him all the needed documents for travel purpose (passport – flight ticket – travel permit for those who need it).
- Client shall pay as per the published price on the company website on the booking day.
- Some hotels serve the breakfast for groups in separate rooms for privacy not because it is cheaper.
- The company is not responsible for the client's delay for the buses schedules as the tour leader accompanying the group has very restricted orders to move the bus after five minutes to avoid the other clients dissatisfaction as they attended on time, in addition to the delay fees the company pays to the buses company.
- The client will be totally responsible for the transfer from one place to another in case he is delayed and missed the bus.
- The client should deliver all the requested documents together for the visa application at least 15 days prior to the consulate appointment.
- The company doesn't apply for visa unless the client has visa during the last three years.
- Check in time at all hotels is 15:00

- We advise the client to wear sportive shoes during all visits.
- 2% will be applied to payments by credit cards except for the flight tickets.
- The client shall get his detailed program one week prior to his trip.
- Published rates are per person in double or triple room.
- Some hotels offer extra bed for child and the others don't as per the room size.
- Single room supplement is between 50-75% as per nights' number and the desired city.
- The company can change any hotel mentioned in the program as long as it is the same category according to International Touristic regulations.
- Published child price is for child sharing parents' room and his age from 02 to 11.99 years.
- Hotels in Madrid, Barcelona and Venice don't offer special rates for children.
- All trips prices exclude entry visa price or the service charge unless mentioned in the program.
- All trips prices exclude the medical insurance.

Cancellation Policy

1. The client has the right to cancel his trip free of charge till 60 days prior the trip.
2. In case of cancellation between 60 - 30 days prior to the trip date, the amount of 2000 EGP will be charged per person (adult or child) for USA trip 4000 EGP per person (adult or child) + visa fees in case applied for + visa service charge + medical insurance + flight change fees in case the client asked for flight change + the internal flight in case ticket is issued.
3. In case of cancellation from 29 days till 7 days prior to the trip date 4000 EGP for any trip and 8000 EGP for USA to be added to the above mentioned amounts in item No. 2 in addition to the international ticket if issued.
4. In case of cancellation during the 7 days prior to the trip the total trip price will be charged.
5. If the client didn't travel regardless the reasons, the client has no right to ask for any refunds and if asked to travel on another date he shall pay the new trip price.
6. The client can ask to cancel or change any excursion maximum 21 days prior to his trip.
7. In case of cancellation the client must give the original receipt to financial department in order to take his refund as per the above mentioned conditions and cancellation policy.
8. In case the company accepted to apply for the client's visa application and the request was rejected, the client pays the visa application cost and the company service only; the above condition will not be applied.
9. The client pays the city Tax in each city upon check out.

Issuing entry visa instructions

- The client pays the visa fees for Schengen - USA - UK, the service charge, medical insurance and the documents translation fees in case the consulate asked to translate any document.
- Service charge is per person.
- In case the Embassy refused any application, no refund for paid application fees as well as the medical insurance, service charge and the translation fees.
- Single or multiple entry visa is given to the client as per the consulate regulations and is not the company's responsibility.
- If the client refused to bring the requested documents for the visa, the company will consider this as a direct order to cancel the visa request.
- Service charge per person is 500 EGP (adult or child).
- The service charge excludes the medical insurance and the DHL fees if applied at any Embassy.

Required documents for the visa application

- Valid passport for 6 months after the trip date
- 2 personal photos (recently captured) 4X6 – for USA 5x5 with white background.
- Bank statement for the last 6 months in English and stamped.
- Credit cards copies.
- HR letter in English and stamped.
- Certificate from the school or university in English and stamped.
- Any other documents the visa employee shall ask for.