

## EMPEROR RED SEA - READ BEFORE YOU LEAVE

**Contact Emperor Fleet, Red Sea:** Egypt country code is 0020 + local number – 1<sup>st</sup> 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 any of the numbers 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 to check that these include:

- 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 that you are likely to undertake during your trip, and
- 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; specialist treatment and direct; and indirect losses; and
- Comprehensive Travel Insurance:** valid at the time of booking to cover any pre-departure cancellations should you have to cancel your trip for an insured reason such as illness or serious accident, any changes or cancellation to your travel plans, loss or damage to your luggage and contents.

You must be satisfied that your insurance fully covers all your personal requirements including pre-existing medical conditions, cancellation charges, medical expenses and repatriation in the event of accident or illness, diving injuries and medical evacuation. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

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](mailto:guestcare.egypt@emperordivers.com).

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

**Transfers to and from the liveboard:** 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 private per booking. This may require waiting at the airport for guests from other flights or collecting guests from local hotels. We do our best to limit the waiting times involved. Guests will not be permitted to wait at the airport for longer than 1 ½ hours. If the time between the arrival of your flight and the next complimentary transfer is beyond this, 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 and must be advised at the time of booking.

If you are not sure which airport transfers are included in the price of your safari or if any charges are applicable to other airports, please check with us. Guests departing on an International flight are required to arrive at the airport 3 hours before their flight and 2 hours before 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. All additional transfers and accommodation can be arranged at an additional cost and must be advised at time of booking.

**Diving in the Red Sea:** The maximum depth for diving in the Red Sea is 40 metres with an equally qualified buddy. Your maximum diving depth will be dependent on your level of training and experience. It is your responsibility to check what depths your insurance policy covers you for before your arrival. Emperor require all guests to have a minimum of 30 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 Open Water Diver 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. **Experienced Divers** can dive in a buddy pair unguided. **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 and 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 dive 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.

**The Dive Guides:** For all diving sites visited our dive guides will give you a detailed and comprehensive dive 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. The guides may decide upon seeing each diver's ability not to enter the water for every dive and will 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 and to 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 that they leave a minimum of 24 hours between their last dive and their flight departure.

**Courses:** We offer a range of courses on board from beginner to a wide range of speciality and advanced training courses. Courses are subject to availability and itinerary and must be requested prior to boarding.

**Snorkelling/Non divers** joining a dive boat or liveboard will be required to complete a liability form at the time of check in. Snorkelers can only enter the water when an Instructor/Guide is on the boat to observe or unless accompanied in the water by a certified diver and will be required to wear a floatation aid at all times. Whilst every effort will be made for non-diving guests wishing to snorkel or guests wanting to try scuba diving, some itineraries or dive locations may not be permitted for safety reasons.

**The Captain:** An important man! He will decide, with the dive guides, where you go and when. Should he think the weather is not quite right then 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 seems perfectly acceptable to dive. However, if the captain and guides say no, please accept their decision. Safety is the foremost concern of our knowledgeable captain and dive guides. The sea is a dangerous place when not respected, so please accept the alternative plan as best you can.

**Marine Park Fees:** These are included in the price of your safari package. **IMPORTANT** - Night diving is not allowed in the marine parks at Brothers and Daedalus and this curtails our ability to offer more than 3 dives per day while in these parks.

**Itineraries & Dive Sites:** All itineraries and dive sites are subject to various 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 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 Red Sea will not offer a refund or compensation.

**Equipment** is available for rent from Emperor Red Sea and we ask that you request your equipment before you arrive on board. We need to know normal sizes, height, weight and shoe sizes to prepare the correctly sized equipment for you. We suggest that 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 a torch each for night dives. There are no night dives in the marine parks.

**Tanks & Adapters:** We have DIN tanks and INT adapters available on board. We strongly advise divers with M26 regulators and have adapters to fit to DIN tanks to please remember to bring your own adapter with you.

**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 that your tank is ready for your diving. If 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. You are asked not to charge items in your cabin left unattended or while you sleep for safety reasons.

**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. Placing toilet paper down any toilet on board is not acceptable. This not only risks blocking the system, but it also finds its way into the delicate reef systems causing irreparable damage. Wastepaper bins are provided in all bathrooms and are emptied regularly. Hot water: Short showers are the order of the day on liveboards as hot water is in short supply. We ask guests to shower at different times to ensure everyone enjoys a hot shower.

**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 liveboards have individually controlled air-conditioning units but the effectiveness can be limited, for example, when other items, like the compressors, are running. The open nature of the boats also reduces its effectiveness. To run air-conditioning at night the engine and generator run which does create some noise. During the summer months, many divers opt to sleep on the sundeck.

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**Housekeeping::** You will be provided with two cabin towels, one deck towel and a bathrobe for your week's liveboard. You can bring a personal towel for diving purposes if 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 the guides who 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 is available throughout the day. Water, soft drinks, tea and coffee are complementary and available 24 hours. We ask you to bring with you a personal, 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. For any special dietary requests, such as vegetarian, please inform us prior to arrival. We source items locally, therefore items such as, but not limited to; wholemeal pastas or flour, gluten free products or soya substitutes are not typically available.

**Alcohol:** Alcohol is available to purchase on board. Guests are welcome to bring 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 judgement 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 liveboard.

**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:** All our liveboards are equipped with Wi-Fi and internet is available when a mobile signal is present normally only nearby or in port. We provide a limited data package for each guest via a code that may be used on one device at a time on a complimentary basis. Further codes for extra data or to be able to use another device simultaneously are available to purchase on board for modest fees. It is advised that you are aware of how to deactivate software and application updates and cloud-based file transfers on your device(s) before arrival or you may find that you consume the data package very quickly. Signal strength can vary which may result in intermittent and/or slow connections. This service is provided by Emperor Divers as a courtesy, but the service is dependent on the local mobile provider, there are often days where no signal is available on most itineraries.

**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.

**Currency accepted:** All prices are in Euros, but we also accept cash US dollars, Egyptian pounds, Sterling pounds. New and undamaged notes only, no coins. Visa and Mastercard are accepted, 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 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 speaks Arabic often 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 advise you to pack this in your hand-luggage too.

**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 water 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 (land camera, passports) in case of water damage whilst on board
- Note: Hard suitcases are hard to store on a boat so please use roll up/collapsible style bags where possible

**Essential paperwork; remember to bring:**

- Logbook with your most recent dives in
- Valid diving association certification proof
- 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.
- Booking voucher and holiday details (received from your travel agency if not booked directly with Emperor Divers).

**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 and you will need to be prepared 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 that 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 the Fleet Manager at the end of your week. 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 [questcare.egypt@emperordivers.com](mailto:questcare.egypt@emperordivers.com) or use our live chat service on our website [www.emperordivers.com](http://www.emperordivers.com)

**FORMS TO COMPLETE**

**Medicals:** All diving guests joining a Liveaboard and/or taking part in a PADI course, you 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 signed clearance from a doctor valid 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.