

TERMS & CONDITIONS

CHLOE'S DIVING CENTER

Continental Hotel

El Mamsha Road

HURGHADA, EGYPT

These Terms and Conditions govern all bookings, activities, and services provided by Chloe's Diving Center. By confirming a reservation or participating in any activity organized by Chloe's Diving Center, the customer agrees to comply with the following terms.

1. Booking and Payment

All diving activities, courses, trips, and equipment rentals must be reserved in advance.

A booking is considered confirmed once the required deposit or full payment has been received by Chloe's Diving Center.

The center reserves the right to refuse or cancel any booking at its discretion if safety, operational, or logistical conditions require it.

2. Cancellation Policy

Cancellations must be made in writing via email or through the official booking platform used for the reservation.

The following cancellation fees apply:

50% of the total booking price will be charged for cancellations made 29 days or more before the scheduled activity date.

100% of the total booking price will be charged for cancellations made 15 days or less before the scheduled activity date.

Failure to attend a scheduled activity (no-show) will result in 100% of the booking fee being charged.

Refunds, where applicable, will be processed using the same payment method used for the booking unless otherwise agreed.

3. Changes to Bookings

Requests to modify dates, activities, or participants must be submitted as soon as possible and are subject to availability.

Chloe's Diving Center will make reasonable efforts to accommodate changes but cannot guarantee availability. Additional fees may apply depending on the modification requested.

4. Weather and Operational Conditions

Diving activities are dependent on weather, sea conditions, and safety considerations.

Chloe's Diving Center reserves the right to:

Modify dive sites

Reschedule activities

Delay departures

Cancel activities

if conditions are deemed unsafe by the dive staff or boat captain.

In such cases, the center will offer either:

An alternative date or activity, or

A refund for the cancelled service if rescheduling is not possible.

5. Participant Requirements

Participants must:

Meet the minimum certification and experience requirements for the planned dives.

Provide proof of certification when requested.

Be physically fit for diving activities.

Participants may be required to complete a diver medical questionnaire prior to participation. If any medical conditions are indicated, a physician's clearance may be required.

Chloe's Diving Center reserves the right to refuse participation to any individual if safety concerns arise.

6. Late Arrival and Missed Activities

Participants must arrive at the dive center or designated meeting point at the specified time.

Late arrival may result in the participant missing the activity. In such cases:

The activity may proceed without the participant.

The booking will be treated as a no-show, and no refund will be provided.

7. Boat Trip Rules

For boat-based diving activities, the following rules apply:

Participants must follow all instructions provided by the dive staff and boat crew.

Safety briefings are mandatory and must be attended before departure.

Boarding may be refused to any person who appears intoxicated or behaves in a manner that compromises safety.

The captain and dive staff have full authority regarding safety decisions on board and at dive sites.

8. Equipment Use and Responsibility

Participants renting or using equipment provided by Chloe's Diving Center agree to:

Use the equipment responsibly and according to the instructions provided by staff.

Inspect the equipment prior to use and immediately report any issues.

Participants are responsible for loss, theft, or damage to rented equipment caused by negligence or misuse and may be charged for repair or replacement costs.

9. Diving Insurance

All certified divers are strongly encouraged to carry valid dive accident insurance covering hyperbaric treatment and emergency evacuation.

Chloe's Diving Center may request proof of insurance prior to participation.

Participants are responsible for ensuring they have adequate personal medical and travel insurance.

10. Liability and Assumption of Risk

Scuba diving and related water activities involve inherent risks that may result in injury, illness, or death.

By participating in activities organized by Chloe's Diving Center, participants acknowledge these risks and agree to follow all safety procedures and instructions provided by dive staff.

Participants may be required to sign a liability release and assumption of risk agreement prior to participation.

Chloe's Diving Center shall not be held liable for injuries, losses, or damages resulting from failure to follow instructions, personal negligence, or circumstances beyond its control.

11. Personal Belongings

Participants are responsible for their personal belongings. Chloe's Diving Center is not liable for loss, theft, or damage to personal items.

12. Acceptance of Terms

By confirming a booking, making payment, or participating in any activity organized by Chloe's Diving Center, the participant acknowledges that they have read, understood, and agreed to these Terms and Conditions.

