SPLENDOR JOURNEYS

Client Terms & Conditions

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Effective November 1, 2026

Before You Begin

Thank you for traveling with Splendor Journeys. These Terms explain how your booking works, what you can count on from us, and what we ask of you. We've written them as clearly as we can, because we'd rather you read them than skim them.

A few things we promise every guest. You'll see your full price, inclusions, payment dates, and cancellation terms in writing before you pay a cent. We'll tell you up front about anything that can't be refunded once it's booked. And if we ever cancel your journey for a reason within our control, you'll get every dollar back within 30 days.

These Terms are a binding agreement. Sections 13, 15, and 16 deal with the limits of our responsibility, deadlines for raising a claim, and how disagreements are resolved. Please give those sections your attention.

1. About Splendor Journeys and This Agreement

1.1 Splendor Journeys ("we," "us," or "our") is a travel company based at 52 El-Tayaran Street, Nasr City, Cairo, Egypt. We design and arrange private, tailor-made journeys in Egypt through our own team and a network of carefully chosen local partners.

1.2 "You" means each traveler named on the booking. The person who makes the booking (the "Lead Traveler") must be at least 18 years old and confirms that they are authorized to accept these Terms for everyone in the party. The Lead Traveler is responsible for all payments.

1.3 Before you pay anything, your travel designer will send you a written proposal showing your itinerary, total price, inclusions and exclusions, payment schedule, and the cancellation terms that apply to your journey.

1.4 Your agreement with Splendor Journeys begins when we receive your deposit and send you a written booking confirmation. Paying the deposit confirms that you have read and accepted these Terms.

> What to do: Review your written proposal and these Terms together, and ask us about anything that is unclear before paying your deposit.

2. Reserving Your Journey and Paying

2.1 A deposit of 25% of the total journey price secures your booking.

2.2 The remaining balance is due 90 days before your departure date. If you book within 90 days of departure, the full price is due when you book.

2.3 All prices are in U.S. dollars. Fees charged by your bank or an intermediary bank for wire transfers or currency conversion are not part of your journey price and are paid by you.

2.4 If your final payment does not arrive on time, we will send you a written reminder. If we still have not received it 7 days after that reminder, we may cancel the booking, and the fees in Section 4 will apply.

2.5 We will only ever request payment using the details printed in your booking confirmation. We will never ask you by email, text, or social media to send money to a new or different account. If you receive a request like that, do not pay. Call or WhatsApp us first at +20 122 964 0023.

> What to do: Make a note of your balance due date, and pay only through the details in your booking confirmation.

3. What Your Price Includes

3.1 Your price covers the services listed as included in your written itinerary and booking confirmation, and nothing more.

3.2 Once you have paid in full, your price will not change, with three exceptions that are outside our control: government taxes and fees, entrance fees at monuments and sites, and domestic airfares before the tickets are issued. If any of these go up, we will tell you in writing and add the difference to your balance.

> What to do: Check the inclusions in your confirmation, and let us know right away if anything you expected is missing.

4. If You Need to Cancel

Plans change. We understand that. Because we reserve and pay for hotels, cruises, guides, and flights well before you arrive, cancellation fees apply on the following basis.

4.1 The Lead Traveler must cancel in writing by email to info@splendorjourneys.com. The cancellation takes effect on the day we receive the email. We will confirm it in writing within 1 business day.

4.2 Cancellation fees are charged per person, as a percentage of the total journey price:

When we receive your cancellation	Cancellation fee
121 days or more before departure	Your deposit
120 to 91 days before departure	25% of the journey price
90 to 61 days before departure	50% of the journey price
60 days or less before departure, or no-show	100% of the journey price

4.3 Non-refundable services. Some services cannot be refunded once they are booked, whenever you cancel (for example, a domestic flight that has been ticketed, or your Nile cruise cabin on a peak date). Your booking confirmation will identify these services. If you cancel, you will pay the fee in Section 4.2 or the cost of these services, whichever is higher.

4.4 Peak dates. Journeys departing between December 20 and January 5, or during Easter week, may carry stricter cancellation terms. Any such terms will appear in your written proposal before you pay.

4.5 Unused services. We cannot refund or credit any part of the journey you do not use (for example, a night you skip because you arrive a day late).

4.6 Refund timing. Any refund owed to you will be issued to your original form of payment within 30 days of the date we receive your cancellation.

4.7 Splendor Journeys Travel Credit. If you cancel 61 days or more before departure, you may choose a travel credit instead of a refund. The credit equals what you have paid, less any non-refundable costs, and can be used for a journey that begins within 24 months of your original departure date. It is personal to you and has no cash value.

> What to do: If you need to cancel, email us as early as you can. The earlier we hear from you, the lower your fee.

5. Changing Your Plans

5.1 We will do our best to accommodate changes to your dates, itinerary, or traveler names. Not every change will be possible, and some depend on our partners.

5.2 Changes requested 61 days or more before departure carry a fee of $150 per booking, plus any charges from our partners and any difference in price.

5.3 A change requested 60 days or less before departure, or a move of your departure date by more than 30 days, is treated as a cancellation under Section 4 followed by a new booking.

> What to do: Send any change request to info@splendorjourneys.com, and wait for our written confirmation before treating the change as made.

6. Changes We May Need to Make

6.1 Minor changes. From time to time we may adjust details of your itinerary (for example, visiting Karnak before Luxor Temple, or replacing a hotel or guide with one of equal or higher standard). Minor changes do not reduce the value of your journey and do not give rise to a refund.

6.2 Significant changes. A significant change is one that materially alters your journey, such as different travel dates, a lower hotel or cruise category, or the loss of a major site. If we must make one before you travel, we will notify you in writing as soon as reasonably possible. You may then choose one of the following:

- (a) accept the revised journey;
- (b) take an alternative journey of equal or higher standard at no extra cost, or a less expensive journey with a refund of the difference; or
- (c) cancel and receive a full refund of all amounts paid to us, with no fees.

Please give us your choice in writing within 7 days of our notice. If we do not hear from you within that time, you will be treated as having accepted the revised journey.

6.3 Cancellation by us. If we cancel your journey for any reason other than an event described in Section 7, a missed payment, or a breach of these Terms, we will refund all amounts you have paid us within 30 days, with no fees.

6.4 Accuracy of what we describe. If a service we provide is materially different from the written description we gave you, and the difference is not covered by Section 6.1 or Section 7, you may choose any of the options in Section 6.2.

> What to do: If we notify you of a significant change, reply in writing within 7 days with your choice.

7. Events Beyond Anyone's Control

7.1 Some events cannot reasonably be foreseen or avoided by anyone. These include war or the threat of war, civil unrest, terrorism, government orders or travel restrictions, epidemics, natural disasters, fire, flood, severe weather, the closure of an airport, port, or site, strikes, and failures of public services or transportation.

7.2 If an event of this kind affects your journey before you depart, we will offer you, at our option, either new travel dates or a refund of all amounts we are able to recover from our partners, less the cost of any services already provided. We will pay any such refund within 30 days of receiving the funds.

7.3 If an event of this kind occurs during your journey, our team will do everything reasonably possible to help you and arrange alternatives. Additional costs that result (for example, an extra hotel night or a rebooked flight home) are not paid by Splendor Journeys. This is one of the main reasons we recommend travel insurance.

> What to do: Keep our phone number with you while traveling, and contact us immediately if your plans are disrupted.

8. Travel Insurance

8.1 We strongly recommend that every traveler buy comprehensive travel insurance when paying the deposit. A suitable policy covers trip cancellation and interruption, emergency medical care, medical evacuation and repatriation, and baggage. "Cancel For Any Reason" (CFAR) coverage offers the widest protection and usually must be purchased within 14 to 21 days of your first payment.

8.2 Insurance is your decision. If you choose not to buy it, costs that a policy would have covered, including cancellation fees and medical or evacuation expenses, will not be covered by Splendor Journeys.

> What to do: Arrange travel insurance as soon as you pay your deposit, and send us your policy number and emergency contact details.

9. Preparing for Your Journey

9.1 Travel documents. Each traveler needs a passport valid for at least six months beyond the return date, along with any visa or health documents required by Egypt or any country on the route. We will gladly point you in the right direction, but confirming current entry rules is the traveler's responsibility.

9.2 If a traveler is refused boarding or entry because of their documents, health, or conduct, we cannot provide a refund, and the fees in Section 4 apply.

9.3 Smart Traveler Enrollment Program. We encourage U.S. citizens to enroll their trip in the U.S. Department of State's Smart Traveler Enrollment Program (STEP) at step.state.gov. It is free, and it allows the U.S. Embassy in Cairo to reach you in an emergency.

9.4 Health and special requests. Please tell us in writing, before booking, about any medical condition, disability, mobility needs, or dietary requirements. We will make reasonable efforts to accommodate them. If we cannot reasonably do so, we may decline the booking and refund everything you have paid.

9.5 By booking, you confirm that everyone in your party is fit to travel and to take part in the activities in your itinerary.

9.6 Traveling with children. Travelers under 18 must be accompanied by a parent or responsible adult. That adult is responsible for the child's safety and conduct throughout the journey, for any damage the child causes, and for carrying any documents required for a minor to enter or leave Egypt.

> What to do: Check passport validity for everyone in your party, enroll in STEP, and tell us in writing about any health or accessibility needs.

10. Conduct and Local Laws

10.1 Egypt is a generous host, and we ask every guest to respect its laws and heritage, the rules of each site, hotel, vessel, and vehicle, and the reasonable instructions of Splendor Journeys guides, drivers, and crew.

10.2 In particular, please do not:

- (a) bring a drone into Egypt or fly one; Egyptian law prohibits this without a government permit;
- (b) touch, climb, damage, or take anything from a monument, site, or protected area (for example, a fragment of stone or a piece of coral);
- (c) photograph or film where photography is prohibited, including military and security sites;
- (d) possess or use illegal drugs;
- (e) behave in a threatening, abusive, or harassing way toward anyone, or disrespectfully at religious sites; or
- (f) do anything that puts your own safety or the safety of others at risk.

10.3 If a traveler breaks Egyptian law, any fine, penalty, or legal proceeding is a matter between that traveler and the authorities. Splendor Journeys cannot intervene in or be responsible for those consequences, and we cannot refund any part of the journey missed as a result.

10.4 Alcohol. Guests are welcome to enjoy a drink, and we ask that they do so responsibly. Splendor Journeys is not responsible for injury, illness, loss, or damage that results from the use of alcohol or drugs. Being under the influence does not change the responsibilities set out in Sections 10 and 11. For everyone's safety, our team and partners may ask a guest who appears intoxicated or unwell to sit out an activity or service, without a refund.

10.5 Removal from the journey. If a traveler's behavior seriously disrupts the journey or puts people or property at risk, we, our partners, or the authorities may end that traveler's journey. In that case no refund is due, and the traveler pays the cost of returning home.

> What to do: Follow your guide's instructions at every site, leave drones at home, and enjoy Egypt responsibly.

11. Damage to Property

Accidents happen, and normal wear and tear is never charged to you. When property is damaged or lost because of a guest, however, the owner will expect it to be made right.

11.1 Travelers are responsible for damage to or loss of property they cause, whether on purpose, through carelessness, or while under the influence of alcohol or drugs (for example, a broken cabin window on a dahabiya or a damaged vehicle seat).

11.2 Charges may include the reasonable cost of repair or replacement, cleaning, related charges from the owner (such as a cabin that cannot be sold while it is repaired), official fines, and reasonable collection costs.

11.3 The traveler who caused the damage and the Lead Traveler are each responsible for the full amount.

11.4 The owner will assess the cost, and we will send you the details in writing. Charges may be settled directly with the property before departure, or with Splendor Journeys within 14 days of our written request. After sending you those details, we may charge the amount to the card used for your booking.

11.5 If a traveler's conduct causes a flight, vessel, or vehicle to be diverted or delayed, that traveler pays the resulting costs.

> What to do: Report any damage to your guide or the property's staff right away, so it can be assessed fairly and quickly.

12. Activities, Travel Advisories, and Medical Care

12.1 Optional activities. Many guests count a sunrise balloon flight over Luxor or a felucca sail in Aswan among the highlights of their trip. Activities like these, along with camel and horse riding, desert excursions, snorkeling, and diving, carry some risk of injury. They are run by independent specialists under their own terms, and you may be asked to sign their waiver before taking part. Taking part is always your choice.

12.2 Travel advisories. Please review your government's travel advice for Egypt before you book and again before you leave. We follow local conditions closely, but no destination is free of risk, and a decision to travel while an advisory is in effect means accepting the risks it describes.

12.3 Medical care. Cairo and other major cities have well-equipped private hospitals. Facilities in remote areas and along the Nile can be more limited. Medical care is provided by independent local professionals, and its cost, together with any evacuation or repatriation, is not paid by Splendor Journeys.

> What to do: Read your government's current travel advice, and make sure your insurance covers medical evacuation.

13. Our Responsibility and Its Limits

13.1 What we stand behind. We take real care in designing your journey and in choosing every hotel, cruise, guide, and partner. If something goes wrong because we failed to take reasonable care, we will work with you to put it right.

13.2 Our partners. Hotels, cruise operators, airlines, transport companies, and activity providers are independent businesses. Each is responsible for its own services, under its own terms and the laws and international conventions that apply to it, including those that govern air and sea travel.

13.3 What we are not responsible for. Splendor Journeys is not responsible for injury, illness, loss, damage, delay, or expense caused by: (a) a traveler's own actions or those of their party; (b) a third party with no connection to your journey; (c) an event described in Section 7; or (d) the acts or omissions of an independent partner that we could not reasonably have foreseen or prevented.

13.4 Limits on our liability. To the extent the law allows, our total liability for any claim connected with your journey will not exceed the price you paid for that journey. We are not liable for indirect or consequential losses, such as loss of enjoyment, lost earnings, missed connections we did not book, or emotional distress that does not result from a physical injury caused by our negligence.

13.5 Personal belongings. Your luggage and valuables remain in your care throughout the journey (for example, a camera left on a tour bus or jewelry left in a hotel room). We recommend insuring them.

13.6 Nothing in these Terms limits our liability for death or personal injury caused by our gross negligence or willful misconduct, or any liability that cannot legally be limited.

> What to do: Keep valuables with you or in the hotel safe, and make sure they are covered by your insurance.

14. Privacy and Photography

14.1 We use your personal information only to plan and manage your journey, to meet legal requirements, and, with your permission, to send you news from Splendor Journeys. We share it only with the partners and authorities your journey requires. Our full Privacy Policy is at splendorjourneys.com/privacy-policy.

14.2 Our team enjoys capturing special moments, and we may share journey photos and videos on our website and social media. If you prefer that images in which you can be identified are not used, email us at any time before, during, or after your journey. We will honor your request from that point forward.

> What to do: If you would rather not appear in our photos, simply email us and let us know.

15. Concerns, Claims, and Billing Questions

15.1 During your journey. If something is not right, tell your guide or the Splendor Journeys team immediately. Most issues can be resolved on the spot. A problem we learn about only after you return home is much harder for us to fix.

15.2 After your journey. If you remain unsatisfied, email us at info@splendorjourneys.com within 30 days of your return. We will acknowledge your message within 3 business days and send a full response within 15 business days.

15.3 Deadlines for claims. To allow a fair review while the facts are fresh, written notice of any claim must reach us within 6 months after your journey ends for illness, injury, or death, and within 30 days after your journey ends for any other matter. Any lawsuit must be filed within 1 year after your journey ends. To the extent the law allows, claims made after these deadlines will not be accepted.

15.4 Billing questions. If you have a question about a charge, please contact us first and give us 15 business days to resolve it before you contact your bank or card issuer. If a charge made under these Terms is disputed, we may provide these Terms and your booking records to your bank, and we may recover any amount reversed, plus reasonable costs.

> What to do: Raise any concern with us as soon as it arises, and keep copies of your emails and receipts.

16. Governing Law and Other Legal Terms

16.1 These Terms are governed by the laws of the Arab Republic of Egypt.

16.2 If a disagreement arises, we will both first try to resolve it in good faith through written discussion for at least 30 days. If that does not resolve it, the disagreement will be referred to the competent courts of Cairo, Egypt.

16.3 To the extent the law allows, any claim must be brought individually and not as part of a class, collective, or representative action.

16.4 Nothing in these Terms takes away any consumer rights you have that cannot be waived by agreement.

16.5 These Terms are available in English and Arabic. If the two versions differ, the English version controls, unless Egyptian law requires otherwise.

16.6 These Terms, your written itinerary, and your booking confirmation together form the entire agreement between you and Splendor Journeys. If your booking confirmation says something different on a specific point, the booking confirmation controls on that point.

16.7 If any part of these Terms is found invalid or unenforceable, the remaining provisions stay in effect.

16.8 We may update these Terms from time to time. Your journey is governed by the version in effect on the date of your booking confirmation.

> What to do: Keep a copy of these Terms with your booking confirmation for your records.

17. How to Reach Us

We are here to help before, during, and after your journey.

- Address: 52 El-Tayaran Street, Nasr City, Cairo, Egypt
- Phone and WhatsApp: +20 122 964 0023
- Email: info@splendorjourneys.com
- Website: www.splendorjourneys.com