

EGYPT DIRECTORY - FROM TOUR PROVIDER

Information Directory for Travelers to Egypt

Important please read in full as it will answer many of your questions.

Egypt is a country of contrasts with old and new blending together. This can be seen everywhere on a daily basis. It is truly a country rich in history and culture. Prices are reasonable, although not cheap if you want a quality tour experience.

Egypt operates on a two price system, one for locals and one for foreigners. This is Government controlled and there is no way around it. Prices do fluctuate with the holiday seasons and supply and demand, or if currency fluctuations impact the Egyptian pound (LE). Hotels and Nile Cruises etc. will implement price increases immediately if the market warrants it.

The people are wonderfully warm and hospitable, crime and drug abuse is rare, and alcohol is usually only found in Western hotels and restaurants. It is important to go with an open mind to the lifestyle and culture. Don't expect the same standards as you have in the West. If you're flexible and open to new experiences, it will be memorable and rewarding.

CATEGORIES COVERED IN THIS DOCUMENT:

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TRAVELERS ADVICE:

NEGOTIATING PRICES:

This is a third world country and the wages are low, and there is a huge unemployment problem. The locals, although they will not steal from you, have become very astute at finding ways to make money and of course they see tourists who they feel have money as a good opportunity to sell their services and wares.

Negotiating prices on items and services can be either a daunting or exciting experience, depending on your personality and negotiating skills. You can get overcharged if you are not careful. This is particularly common with Taxis, Camel Rides and other optional services like diving etc.

If you do choose to make any independent bookings on your own with Hotels etc. please ensure you have written confirmations. Our own agents have been chosen to ensure any overpricing does not take place and that you get the best experience and pricing.

We cannot be responsible for any items or local services you purchase independently so as with anywhere it is buyer beware and the quality and the final price you pay is your decision. Any services we provide or shops we take you to have been chosen to ensure they provide quality products or services at reasonable rates and any problems you have with these you should talk directly to our agent.

CLOTHING:

The culture is conservative in its dress. If you wish to respect the culture we recommend that you stay away from sleeveless tops, halter tops, short shorts and transparent clothing. Conservative clothing is the preferred particularly in Cairo/Luxor/Aswan – the Red Sea resort destinations are fairly open to any kind of attire.

It should be noted that many young men go to work in the Red Sea Resorts with the hopes of meeting young ladies who will assist them in getting out of Egypt through marriage. So ladies please be cautious, and please note that you will get unwanted attentions if you draw attention to yourself through skimpy clothing.

No head coverings are required for the Churches or Mosques but you will be given a cloak or wrap to wear if you are showing your legs or arms.

VISAS:

To save time and speed your way through customs and baggage and out to our waiting transfer agent we have implemented a Visa service with a secure agency at the airport. We have arranged for them to meet you with a sign prior to customs, obtain your Visa, speed up your customs process and baggage handling and out to our waiting transfer agent.

HEALTH & MEDICAL INSURANCE:

EXISTING MEDICAL CONDITIONS:

Please note it is essential that you notify us on booking of any medical conditions that could affect you during the trip i.e. Diabetes where you require regular meals. This is important to ensure your comfort as some of the journeys have long drives with few facilities for meals enroute. Diabetics should carry around snacks to ensure they can eat and maintain their blood sugar.

It is important that you get advice from your doctor before departure for any existing medical conditions and bring any necessary medications with you (in carry-on luggage) along with legible copies of prescriptions in case they need to be filled in Egypt.

We also recommend bringing copies of glasses or contact lens prescriptions in case of loss.

GENERAL MEDICAL:

There are no pre requisites for vaccinations etc. for Egypt, however we do recommend for travel to all destinations the Twin Rex Hepatitis vaccinations as you will be encountering different water etc. Most travel clinics or doctors on request can provide this at a nominal cost. *(Please note this is the recommendation of the Tour Company, not Tyler Tolman or Heal Thy Self Co.)*

If you do become ill, please let the guide or our agent know immediately. We can assist in helping you either get a doctor, hospital or take you to a pharmacy to get what you need.

Pharmacies in Egypt are very familiar with travelers problems and can readily supply solutions that will usually work better than medications from home.

There is nothing worse than being sick whilst travelling and being prepared and heeding drinking water recommendations will in most cases ensure you have a healthy trip.

Should you get ill there are English speaking and Western services available and our Office has the information to assist with these.

If you will be applying for an insurance refund or payment arrangements with an insurance company please make sure you have the numbers and know what procedures your insurance requires you to follow. Please keep all your receipts for all medical treatments as you will be required to provide these to an insurance company if claiming, and once you leave Egypt we cannot get these for you.

Note from Heal Thy Self Team: We recommend you bring with you Activated Charcoal, Colloidal Silver and your enema kit! Stay Hydrated on your flight and avoid the crappy foods. The tour provider will be providing us with 4 litres of drinking water per day. Always stick to bottled water.

MEDICAL EMERGENCIES:

It is important to ensure you have the appropriate medical insurance, and evacuation insurance in case of med-evac. If you should have a medical emergency our agent will do their best to assist to direct you to the appropriate service required, pharmacy, doctor or hospital etc. If our agent is not around the Hotel staff will usually know how to assist you to get the service. Please carry your insurance details with you in case you need to contact them directly.

Please note - It is essential that you keep the original receipts for any medications or services if you are to claim them through your medical insurance on your return. Many times the Insurance insists on originals. You are responsible for ensuring you have whatever information or documentation you require for claiming on your insurance. Our agent will assist where possible; however, it is not possible for us to obtain receipts etc for you after your departure from Egypt.

If it is necessary for our agents to attend with you or run around obtaining information or medications or transferring you to Doctors or Hospital etc.. this may necessitate a fee to cover our costs.

Please note as per our Tour Conditions there are no refunds for unused services or meals you are not able to take for medical reasons etc. We highly recommend that Travel/Medical Insurance be purchased prior to your departure.

CANCELLATION/DENTAL/BAGGAGE/MEDICAL INSURANCE:

We advise that you take out cancellation insurance to cover the tour non-refundable costs should you have to cancel for medical or other qualifying reasons or if your flight is delayed or luggage lost. Of course it is always advisable to carry medical insurance in another country, evacuation etc., as general medical expenses can run extremely high.

There are several options but we are able to offer you reasonably priced international policies for all nationalities. Please check out full insurance information at

<http://www.a-ztravel.com/insurance.php>

You are of course free to implement your own insurance options; however we cannot emphasize enough the importance of having medical coverage.

IMPORTANT NOTE:

We have had a couple of occasions where clients flights have been cancelled or delayed for various reasons both for arrivals and departures.

If this should happen after your arrival our agent will readily assist in rebooking the flight and making whatever hotel or additional arrangements are required.

However it should be noted that any costs associated with these changes are the clients responsibility and do have to be paid for at the time. Although we will assist in any way we can we cannot be responsible for flight cancellations or delays.

If your arrival flight is delayed or cancelled and causes you to miss time on your itinerary we will do our utmost to rework the program to get everything in, however this depends on your schedule. Any Hotel nights or itinerary loss as a result of flight delays cannot be refunded and should be claimed as part of any insurance claim.

We cannot emphasize enough the importance of having adequate insurance coverage.

WATER:

Although the water is treated, it does contain chemicals that your body will not be used to and these **chemicals don't disappear with boiling**. So please be cautious with all drinks and food that may contain water, i.e. Coffee, Tea, Ice and Ice Cubes, Soup, Juices etc. Bottled water is very inexpensive and readily available.

Most of the 5 star Hotels and Tourist Restaurants use filtered water as they know tourists need this, however it does not hurt to ask to be sure, and carrying around a bottle of water and asking them to make any drinks using your water is also another way to ensure the water is safe to drink.

Note from Heal Thy Self Team: As stated before the Tour provider will provide our group with 4 litres of bottled drinking water per day.

DRINKS WITH MEALS:

Please note **drinks are NOT included** with any meals in Egypt; this includes Water and Soft Drinks. Coffee or Tea are served with Breakfast but all other drinks must be paid for. It is important to check the prices of drinks before you order, especially any alcoholic drinks which can work out expensive.

FOOD:

Rice, Pasta, Beans, Salads, Fresh Fruit and Veggies, Chicken, Fish, Lamb, Pickled Veggies, Pita Bread and the local dips are just some of the regular foods served. The Cruise Ships and large Hotels serve a wide variety of European and North American style foods as well, and there are numerous choices of restaurants particularly in Cairo.

We have found that although there are no Vegetarian restaurants as such, we have had many Vegetarians and they have been readily accommodated as most of the meals are buffet style, and have a wide variety of salads, vegetables, fruits, pastas and rice. Most tourist restaurants will try to accommodate your requests.

Take the usual precautions with **meat and fish** ensuring it is well cooked and heated, and remove peel from any vegetables or fruits.

If you should run into stomach problems the local **pharmacies** carry products that we have found work extremely well and are superior to anything I was able to purchase in North America. Notably because they are familiar with what causes the problem and therefore can accommodate it better. Please don't hesitate to ask the guide or agent to assist finding a pharmacy or doctor they are very familiar with tourist health problems.

No **immunizations** or special Health precautions are required for Egypt but it does not hurt to get the latest information from your local travel clinic. We do recommend Hepatitis A & B (Twinrex) for all travelers to any destination. *(Please note this is the recommendation of the Tour Company, not Tyler Tolman or Heal Thy Self Co. - It is your responsibility to seek advice from who you choose and make a decision based on your own beliefs.)*

HOTEL STANDARDS:

It is advised to be aware that the star rating of Hotels in Egypt does not always equal the star rating of Hotel Standards in Western countries.

NON-SMOKING ROOMS:

It is important to double check this on check in along with any other specific requests as although we submit your requests in advance the request may not have been passed onto the front desk staff. Smoking is still prevalent in many countries and most Hotels still have more smoking rooms than non-smoking.

Note: We have requested Non-smoking rooms for everyone on the Tolman Activation Tour.

PASSPORTS:

Please note it is necessary to carry your passport with you at all times. We advise using an under clothing pouch for your passport and large bills. There are numerous check stops throughout Egypt and they may ask for your passport so it is important to have it with you at all times.

Hotels and Cruise ships are required to have copies of your passport for Government Security purposes. To save time on check in and so you do not have to part with your passport we recommend having a photocopy of your passport for each Hotel and Cruise you will be staying at, and an extra copy to keep inside your suitcase. This extra copy is handy if your suitcase is lost or if your passport is lost and you need to go to the embassy to get another one.

TIPPING - BAKSHEESH - GRATUITIES:

In Egypt tipping (or Baksheesh) is a general practice everywhere (even among the Egyptians themselves), and ensures extra services at monuments, museums etc. It can be a hassle and become irritating, but it is part of the lifestyle in Egypt. It's best if you don't require the services to refuse politely but firmly. La Shockrun (no thank you) will help in keeping them at bay. If you have a guide with you, check with them beforehand where tipping is expected. The Guide normally takes care of any baksheesh at the sites, and for included meals etc. However, you should carry 1LE notes for occasional tipping for bellboys, housekeeping, washrooms, when purchasing drinks and other incidental services.

It is customary to tip Guide and Drivers at the end of the time with them approx. \$3-\$4 US per day per person for the driver and \$5 US per day per person for the guide - approx \$2 per person per day for cabin attendants and waiters on the Cruise Ships. The best way is to use an envelope, and put in the tip with a little note if appropriate and hand it to them in person at the end of their service.

Note: The above are suggestions on tipping as we are regularly requested for guidelines. It should be noted that tipping is customary and expected in Egypt, it can be very irritating and persistent hints and requests can make it very uncomfortable. We have no control over this as we cannot be out in the field monitoring everyone's behavior. Tipping is at your discretion and it

is entirely up to you how much you tip and whether to tip or not, we do advise you to keep some small notes available and to not be pressured into tipping where you do not think it is appropriate.

If you try to see this in perspective it might make it easier to understand – this is poor country and wages are low, these people have families to feed and they see tourists as a source of extra monies, some are over aggressive but in general the tips given are really appreciated. If you have any particular person being over persistent with tipping please contact the Egypt office directly if the person is associated with the Company, or threaten to report them to the Tourist Police if they are not.

If you want to take something to hand out to the kids Pens or Candy are very popular. If someone asks you for the loan of a pen don't expect to get it back. So don't lend any good pens. Remember if you give out pens or candy to one child there will be 10 others come out of nowhere within seconds looking to get one from you.

CULTURE:

ALCOHOL:

Egyptians as a 95% Moslem nation in general do not drink, and for them there are severe restrictions on the purchase of alcohol. Most Restaurants and tourist spots do serve alcoholic drinks, and if you have purchased duty free, you may drink it in your room. However, alcohol is not readily available to purchase by the bottle, and Alcoholic drinks can be expensive, so please check the price first when ordering.

All inclusive resorts in Hurghada and Sharm provide alcoholic drinks as part of their inclusive program.

WASHROOMS:

We advise carrying tissues with you at all times, as Egyptian public washrooms do not provide tissue in the toilet. There will likely be an attendant who will supply a small piece of tissue for a fee, however to be on the safe side much better to carry some with you. The toilets utilize a water tap for cleaning, usually at the back of the toilet. Take care if you choose to use it as they spray up not down. Carry 1 LE notes to tip the washroom attendants – this applies to both men's and women's washrooms.

BANKING SERVICES:

Egypt is a cash community. ATM Machines, Banks in Hotels, currency exchange or using credit cards, are becoming more available usually at the larger establishments, but still not readily available throughout Egypt. Travelers Checks are not welcome anywhere, and if you do get someone to change them the fees will be high. The US Dollar and the Euro are the currencies preferred and can be used almost anywhere. Credit cards tend to be limited to major Hotels, upscale Stores and Restaurants.

It is advisable not to change money at the Airport as the exchange rate and service charges may not be competitive with the banks. Carry some small US Dollars or Euro bills as they are accepted everywhere.

Please note you may see a notice in Hotels that says they will only accept payment from foreigners in US or Euros, this is government controlled as their own currency has little value. I have noticed recently that some Hotels are accepting Egyptian currency so hopefully the government has eased up on this policy. Credit Cards are accepted at most of the major Hotels.

CURRENCY EXCHANGE:

If you require information of local currency exchange please ask your booking agent prior to departure for further information, they will advise you of the options.

IMPORTANT:

Government Monetary Regulations: Egyptian Government Policy requires that Hotels and Tour Operators/Suppliers are paid in hard currency such as US dollars and Euros or with Foreign Credit Cards. Hence the reason we have to charge for our services in these currencies. We cannot pay our Egypt suppliers with Credit Cards so we do have to process credit cards in Canada and then wire the funds in US dollars to Egypt we do have to charge a 4% administration fee to cover our costs.

When using your credit card in Egypt the shops do not charge an admin fee. Local Restaurants and the gift shops, markets etc. with accept Egyptian pounds or US or Euros.

TRAVEL BETWEEN CITIES & SIGHTSEEING:

Please note that some of the drives between cities are quite lengthy. i.e. Cairo to Sharm and Cairo - St. Catherine's approx 6-7 hours. In addition some of the sightseeing daytrips are also quite lengthy i.e. Luxor to Dendara or Abydos. These are desert areas so do not always have full facilities for meals etc. There are washroom stops. We do advise that on these journeys you take snacks and water with you so you won't go hungry, especially if you have a need to eat regularly due to a medical condition. It is important to note that we cannot be responsible if you get hungry and there are no facilities to accommodate you.

BAGGAGE HANDLING:

Our baggage handling service during any tour allows for one medium to large suitcase 23kg max per person as per airline guidelines and one hand bag - this service covers the tipping for luggage from the Van/Car to the Hotel Lobby and Hotel Lobby to the Van/Car.

Please note if you have your luggage taken to or from your room you will be expected to tip as these are Hotel employees, we suggest 2 LE per bag (40 cents US)

As the vehicles we use are Vans or Cars additional suitcases will be carried on a space available basis and when traveling to Upper Egypt can be stored with the Concierge at your Hotel in Cairo until your return. Additional gratuities will be expected by the baggage handlers for additional suitcases and these should be paid directly to the handler.

BAGGAGE TAGGING:

Please ensure that your bags are labeled with your name and at least your city, if not your full address. This is especially important for groups as when we come to send them to your rooms if your luggage is not tagged we cannot identify and mark the room number on the bags that need to go to your room unless we know who they belong to.

DRUGS:

Drugs are strictly prohibited and the consequences for use can be very severe.

CRIME:

Crime is low, rape rare, Aids is almost non-existent, and arguments may flare up over a traffic violation, but are usually over quite quickly. Arguments can flare up over pricing between agents and suppliers, and settle down just as quickly once the pricing is resolved. Family feuds are quite common. It is safe to walk the streets at any time of day, like all cities you should be cautious and attentive to your whereabouts.

SMOKING:

Smoking is quite prevalent, although it is banned in all food restaurants. Smoking is banned in all our vehicles for the comfort of all passengers. If a driver/agent or guides smokes in the vehicle at any time please notify the office in Cairo immediately.

CUSTOMS:

The population is made up of 95% Moslems and 5% Coptic Christians (similar to Greek Orthodox). The main day of worship is Fridays, which is their weekend holiday. Government offices, Institutions, and Banks close Fridays and Saturdays.

The food is varied, chicken and lamb and beef are popular, as is rice, pasta, beans and Pita bread, salads and fruit. Tea (Shai) is the main drink of the Egyptians, and is served frequently with mint. Vegetarians should have no problem as many of the meals are buffet style and serve numerous salad and vegetable dishes, along with rice and pastas.

Egyptians keep themselves and their homes very clean. Litter is a problem, particularly in the poorer areas where solid waste disposal is lacking.

It is common to see men or women holding hands, linking arms, and embracing with others of the same sex. This is their culture and there are no sexual overtures to it. Men and women do not show affection to each other in public. It is acceptable to hold, or link arms with your partner/boyfriend/girlfriend in public, but kissing and hugging in public is frowned upon, is offensive to them and is not appropriate.

CHILDREN:

Egyptians love children, there are not the same fears for children as there is in the west. Children are well treated and valued, and thoughts of kidnapping etc. do not even enter their heads.

Children can go to the store at any time of day or night and no one will bother them. It seems like children belong to everyone. Adults will frequently, joke, tease, play with and pick up other people's children without any fear or offense being taken or meant.

We are not used to this in the west and it can become disturbing for parents. Please advise your children accordingly and let someone know if you are not comfortable with their actions.

NOISE:

The noise level in parts of the Cities is quite high, and Cairo in particular is a 24 hour city when most stores and activities go on around the clock non-stop. If you have sensitivity to noise we do advise taking a set of ear-plugs so you can get a good night's sleep especially for the sleeper train or if staying in the Economy hotels that tend to be closer to the road.

SHOPPING:

Don't expect to see the number of Supermarkets and Department stores like we have in the west. There are some Malls and the numbers are growing, but the majority of stores in Egypt are still the small to medium local shop-front stores. Street Markets, food carts and small stores are everywhere, and the normal way of shopping in Egypt.

UNIQUE SHOPPING ITEMS:

Gold & Silver Cartouche's with your name in Hieroglyphics.

Papyrus Pictures - again you can have your name put on.

T-Shirts in Egyptian Cotton with Egyptian Logos or names in Hieroglyphics.

Handmade Carpets and wall-hangings.

Egyptian cotton items.

Alabaster Carvings.

Unique Perfume Essences

Metal engraved Plates

Galabias – long gowns

Metal Lanterns

Important note: As with any purchase it is buyer beware, please check your purchases if they are being packed before you leave the store as we cannot take responsibility for any discrepancies once you depart the store.

The Guide will readily advise you if you have any questions or concerns, however the final price and quality of any articles you purchase are your own responsibility.

SECURITY:

Although in general Egypt is safe and has very little crime there are a couple of things we would like to bring to your attention.

PICTURES:

Do not hand over your camera to anyone outside of your group or our agents/guides as soon as you do you will be requested to pay for the picture.

If this involves sitting on a camel, it would not be unusual for the camel owner to rise the camel and take you for a ride then demand money for the ride, once up on the camel it is difficult to control and can be frightening when the driver takes off with you. If this should happen call out Policia at the top of your voice and the camel driver will let you off right away – refuse to pay for the ride and just leave. Tell the guide right away what happened.

VENDORS:

Vendors can become harassing especially at sites like the pyramids, where they will try to put postcards in your hands or scarves on your head. They will use ruses like free gift from Egypt, do not take or accept anything from them, nothing is free and they will ask for money. They will follow you so put it down or give it back to them. La Shockrun (no thank you) is good to use firmly and walk away.

FEMALE SECURITY:

It should be noted whether we like it or not men in Egypt will chat tourist women up. Especially if the female is dressed in scanty clothing or form fitting outfits, to them this is an invitation to flirt or more.

This is especially prevalent in resort destinations like Hurghada and Sharm where many of them will go to work in hopes of finding themselves a foreign lady to marry.

As a female please be aware and wary of this, do not give out personal information, do not trade emails or phone numbers with males as they will pursue you to the point of harassment, and do not believe everything they tell you, they have become artful at romancing ladies, so do not get taken in.

This includes guides and agents, please do not become too familiar with them as we do not permit them to trade emails or to fraternize other than on a professional level with our clients – to do otherwise jeopardizes their position with our company.

Young ladies should not wander alone but should be accompanied by another person. It is not that anyone will hurt you physically but these men are persistent and will drive you crazy with unwanted attentions and spoil your holiday.

If you are being harassed please inform us immediately and we will assist in resolving the problem. We will not be responsible for ladies who ignore this warning and find themselves harassed even after their return from their vacation.

WEATHER:

BE PREPARED:

Imodium, Sunglasses, Sunscreen, Insect Repellent, a Hat, and Antihistamine if you are susceptible to any allergies. If carrying any prescription medication, please make sure to carry it in your hand-luggage.

Average Temperatures:

<u>Month</u>	<u>Celsius</u>	<u>Fahrenheit</u>
January	18	65
February	21	69
March	24	75
April	34	93
May	33	91
June	35	95
July	37	98
August	35	95
September	32	90
October	30	86
November	26	78
December	20	68

TRANSPORTATION :

INTERNAL FLIGHTS:

Egypt air is the main supplier of local flights within Egypt. Egypt air is government owned and the planes are regular jets. There are some other charter companies; we do not use these services.

It should be noted that flights within Egypt require at least a one hour check in, are often delayed or arrive early, and can be changed without notice. We work within these constraints to supply you with the best service possible.

Many of the internal flights are in the early hours of the morning, particularly to Luxor and Aswan from Cairo and between Aswan and Abu Simbul. This could make for a short nights sleep so please be aware of this.

TAXIS:

Many taxis are basic and downright beat up and they do not utilize the meter system. If you negotiate a rate before your trip they will often ask for more on arrival. Many drivers do not speak English, so please ensure they know where you want to go. The prices are reasonable but as they realize you are a tourist they will try charging you more than they would normally charge a local.

Please be careful when using taxis, there are of course some very good ones but caution is needed and if a driver tries to ask for more than you have negotiated pay him the negotiated rate and walk away without turning around.

STREET VANS & JEEP NYS:

These are usually white vans used to negotiate the narrow back streets and areas in the countryside, they can be seen everywhere. They will stop when waved down and will drop off when requested, you ask the rate and the direction you are going in and the driver will advise the rate and if he is going in that direction.

These vehicles are used frequently by the locals, are usually full with people hanging on to outside handles etc. Interesting to watch and cheap to ride but not the most pleasant way to travel.

The jeepnys are 3 wheel open vehicles with a canvas cover, they recently became part of the local traffic and are growing daily in numbers. Many locals use these instead of the vans to access local areas and narrow back streets.

COMFORT ITEMS:

Please note security regulations require that prescription drugs should be carried in your hand luggage and not packed in your main suitcase. We highly recommend packing valuables in your hand luggage they should not be packed in check in baggage.

Electricity – the power is 220 and either 2 point round or 2 point straight pins. Some have 3 prongs.

TRAVEL HAIRDRYER - some Hotels have them but they usually attached to the walls and tend to have only have one speed. If you really need one there are small travel dryers that you can purchase that take up hardly any space in your luggage.

LAUNDRY SERVICES - TRAVEL IRON - Laundry, including ironing services are readily available at reasonable prices, however it is not usual for them to have irons and boards to loan out. If you wish to iron your own clothes than a travel iron is recommended.

Dry cleaning services are available in most Hotels but not on the Cruises - laundry services are readily available. Please ensure you allow enough time for the return of your clothing before your departure from any Hotel or Cruise.

TRAVEL KETTLE – Tea and Coffee service is not a standard offering in Hotel Rooms in Egypt and if you like to have a coffee or tea then a travel kettle can be a blessing. We found carrying some quick oatmeal packs, hot chocolate and noodle soups can come in handy especially if you have an upset stomach.

WATER BOTTLE CARRIER – This may come in useful as you will find yourselves carrying water with you everywhere you go.

WATER FILTERS – There are various types of bottles available but obviously the smaller the better. Bottled water is readily available everywhere at reasonable prices.

SMALL FOLD UP BAG OR BACK PACK – We recommend taking a small fold up bag in your luggage, this is ideal for those one night occasions like the Sleeper train or St.Catherine when

you really don't need your large suitcase. It also comes in handy for carrying those extra items you purchased that you hadn't allowed for in your luggage.

COMMUNICATIONS:

TELEPHONE - CELLPHONES:

The Telephone system in Egypt is overloaded and antiquated. Deluxe/Luxury Hotels will have direct line dialing and international service. Check the rates before calling.

CELLPHONES:

Cell-phones are used throughout Egypt and the reception is very good even in remote areas. For the cheapest calling we advise renting a cellphone with a calling card from us and have your family/friends/staff at home call you using local calling cards to call you, most offer 15-18cent per minute rates. There is no charge for incoming calls. If you must call home use text messaging to have them call you. This will save on expensive calls. If you do need it additional time can be purchased at anytime.

Alternatively if you have an unlocked international phone you can purchase a local sim card in Egypt and a local calling card, however this does get expensive if calling outside of Egypt. The system used is GSM so check with your company if your own cell will work in Egypt, you may need to have it unlocked.

CELL-PHONE RENTALS:

We offer a cell-phone rental service for \$6 US per day (subject to change). Incoming calls are free and calling cards can be purchased for outgoing calls. Prices are similar to those elsewhere. You must book this with us in advance in order for us to obtain a number for you to give to your colleagues or family prior to your departure.

CALLING CARDS :

Most International Calling cards can be used – check how to use your card with your card company before leaving home and check if Egypt is available for calling out. Some street phones will also take Credit Cards or the local calling cards. Local and international calling cards are available everywhere.

INTERNET:

They are becoming more internet savvy, the internet in Egypt is free but you pay for the phone calls on dial up, wireless services or dsl. More and more Hotels are offering the internet but it can be very expensive as much as \$30 per day.

Some hotels have Internet Cafes, and Internet Cafes are prevalent throughout Egypt, some you can hook up your own laptop. Ask your guide or Hotel Concierge for information on the location of Internet Cafes in your area. The price is quite reasonable usually in the range of \$5-\$10 per hour billed in 15 minute intervals.

I suspect the internet service will improve as time goes on.

PRIVACY POLICY:

Please note it is our policy not to share your personal information including emails, phone etc. with anyone. This information is used only to book your tour with us.

This is particularly crucial when dealing with guides, suppliers etc. you should not give your emails or phone numbers to them. This is for your security and protection we will not be responsible for any repercussions as a result of you giving your information to any staff or suppliers.

Many of the guides, drivers and suppliers are contracted and we have no means of monitoring what they would do with your information so please do not give it to them.

If you wish to communicate with anyone working with us, to protect your privacy please communicate directly through our company.

MISCELLANEOUS:

BAGGAGE DELAYS/DAMAGE:

Sometimes if a connection has been missed, or due to bad weather during your journey, baggage gets lost or delayed. Most airlines supply a cash amount upfront on arrival so you can purchase toiletries etc. They are also responsible for getting the luggage to you once it arrives. However, if this should happen and in order not to spoil your tour and sightseeing and so you don't have the inconvenience of calling airlines etc. our agents will assist in tracking your luggage for you. Once found and delivered to the airport, our agents will do their utmost to assist in getting it to you.

Damaged luggage should be reported immediately to the appropriate airline desk, once you leave the airport with your damaged luggage unreported it is impossible to make any claim.

DELAYED OR EARLY FLIGHTS:

Flights are sometimes delayed or you may miss a connection. On your final itinerary we have provided several contact numbers so you can phone us directly and we can re-arrange your arrival service. It is important that you contact us if you missed a flight.

Delayed flights are tracked, but if a flight is early this is often unexpected and our agent may not immediately be there to meet you – if this should be the case, ask one of the many agents in the customs area to call our agent on his cell and he will make the appropriate arrangements with you.

ANIMALS:

In Egypt, Camels, Donkeys and Horses play a major role in the livelihood of many people. These animals consequently are usually very well cared for and in most cases are treated like family members. Once in a while as with anywhere this may not be the case, and if you find yourself being asked to take a carriage ride or horse/camel ride etc. and you aren't comfortable with the way the animal is treated, please bring it to the attention of the guide so he can find you an alternative.

HOT TIP FOR TRAVELERS:

Pack half as many clothes as you need and take twice as much money as you plan on spending.