

House rules

In order to guarantee a successful holiday experience to all guests and residents of the compounds and resorts where our accommodations are located, it is necessary to observe a few rules, requests and procedures, which are listed below:

- 1 These rules are part of our General Terms and Conditions. By booking you accept the rules as binding (see also 'General Terms and Conditions').
- 2 On your arrival, the security of the holiday resort will make copies of your (travel) passports and keep them for official and private purposes (e.g. inquiries by the police or assertion of claims for damages). In this context, you may receive admission tickets for the duration of your stay, which must be shown when entering or re-entering the facility. These cards identify you as authorised visitors and help to secure the facility. The instructions of the security personnel must always be followed!
- 3 The car parks in front of Sky Star Villa 25 and the Aqua Palms Resort are free to use! Please drive at walking pace only within the grounds!
- 4 All furnishings and equipment in the holiday properties (both fixed and loose items) are our property! We ask you to treat the accommodation and its furnishings with care and to return them in the same condition as you found them. Any kind of alteration to the building, the flats and their furnishings, including the unauthorised moving and rearranging of furniture (especially beds), is not permitted.
- 5 Smoking is not permitted in our holiday homes! A cleaning fee of up to EUR 250.00 may be charged in the event of non-compliance. Smoking is only allowed outside; the doors to the accommodations must be closed during this time.
- 6 We charge a deposit for the use of our holiday properties in Egypt (EUR 250.00 for Sky Star Villa 25 and EUR 150.00 for Aqua Palms Studio A210 or the equivalent amount in USD or LE), which must be paid upon arrival at the latest (please note: only cash payments are accepted on site). This deposit serves as a guarantee for any damage or defects that may occur within your responsibility. You may be liable for such damage and defects even beyond the amount of the deposit. Corresponding damage invoices can be issued within one month of your departure and are payable immediately. If the handover report remains without entry on your return of the keys before departure, you will receive your full deposit back within this period in the same way.
- 7 You must report any existing damage and/or defects, or those that occur during your stay, immediately! In such cases, please contact our staff on site at (+20)/(0)100/7402606 or us by phone at (+49)/(0)2573/6078640 or via e-mail to support@red-sea-vacation.com. In case of an emergency, please also contact the security staff on duty immediately!
- 8 The tenants of the holiday homes are not permitted to invite outside guests into the resorts. Also the overnight stay in the accommodations is only allowed for the registered holiday guests under observance of the maximum occupancy.
- 9 You are spending your holidays in a Muslim country! We expect our guests to respect the laws, culture and customs of Egypt and the Egyptian people, to abide the laws and rules and to refrain from any behaviour which in any way could damage our reputation as homeowners. Things that apply in this context are e. g.:
 - Mixed couples or groups of Egyptian nationality must present valid (marriage) documents on arrival in order to be allowed to stay in the facility. If Egyptian men and women travel together, they must be legally married. The same applies to Egyptian women, e.g. with European men. For Egyptian men, e.g. with European women, a valid Orfi contract is sufficient. This serves to prevent any form of sex tourism.
 - Bathing and sunbathing in public open-air areas is only permitted in appropriate clothing. Nudism and also "topless" for women are forbidden!
- 10 Out of consideration for all residents, we ask you to refrain from excessive noise in the facility throughout the day. It is forbidden to play loud music outside the holiday home. In addition, the period from 12:00 to 3:00 p.m. and from 10:00 p.m. to 07:00 a.m. are special rest times! During these times special consideration is given to neighbours. TV and audio equipment must be set to room volume.
- 11 The swimming pools open at 7:00 a.m. and can be used throughout the day until sunset. Please observe the following rules:
 - All swimming pools are unattended. Accordingly, the use of the pools is at your own risk and responsibility.
 - Both the owners of the holiday resort and we, as the owners of the holiday homes, strictly reject any liability for the loss of personal belongings such as clothing, valuables, etc.
 - Always walk around the pool area, never run!
 - Jumping from the edge of the pool is forbidden!
 - Never let children play unattended in or near the water!
 - Please avoid soiling the swimming pools and ensure appropriate hygiene (e.g. swimming nappies for small children etc.).
- 12 The use of sun loungers is only permitted in the designated paved areas of the swimming pools. Please be considerate of the entrances and passageways to other private areas. The private sun loungers at Sky Star Villa 25 are available for your exclusive use, but must remain in the immediate vicinity of the holiday villa and be returned each evening. Reserving public sun loungers is not permitted. The following applies specifically to Sky Star Villa 25: The use of sun loungers (both private and public) on the lawns of the holiday villa is strictly prohibited due to the watering systems installed here and in order to protect the lawn!
- 13 It is forbidden to bring, feed or accommodate (domestic) animals! Please note that stray dogs and cats may pose a health risk! In your own interest, refrain from touching or feeding such animals.
- 14 In the entire holiday resort the tearing off, removal and pruning of plants is forbidden!
- 15 Unauthorised entry into other private areas within the complex is prohibited! The public areas can only be accessed via the official routes or, in the case of Sky Star Villa 25, through the garden of your booked holiday villa.
- 16 The installation or distribution of commercial advertising in the complex is forbidden!
- 17 Hurghada's holiday resorts have been built in the middle of the desert. Please consider the following points for the sake of the environment:
 - Water is rare! Please do not waste it by careless behaviour (e.g. letting the taps run etc.). Exception: Please allow cold water to flow out of the respective tap for about 5 seconds at the beginning of the water withdrawal in order to drain off deposits and alluvium (e.g. sand). This protects the connected devices (especially instantaneous water heaters, shower fittings etc.).
 - Our holiday homes are equipped with particularly high-quality air conditioning systems, which regulate the room to your desired comfort temperature within a few minutes. Please always switch them off when leaving the rooms.
 - We do not only provide drinking glasses but also reusable plastic bottles for drinking water use. On the one hand, these serve for use in the bathrooms (e.g. for brushing your teeth) and on the other hand for taking away to public areas. Avoid the use of disposable plastic!
 - Please dispose your rubbish exclusively in the provided rubbish bins.
- 18 During the rental time, the tenants are obliged to keep windows and doors closed when leaving the house or the flat and to switch off lights and technical equipment.
- 19 The tenants of the holiday villa are obliged to grant the gardeners of the complex access to the garden during their stay so that they can maintain and water it daily. In addition, the tenants of all holiday properties are obliged to grant the employees of all complexes and resorts access to the house or apartments in case of damage and/or emergency!
- 20 The tenants of the vacation properties are revocably granted free use of the respective available Internet connection on the one hand with the terminal devices available in the vacation properties (e.g. Smart TV, etc.) and on the other hand with the devices brought by themselves (e.g. smartphones, tablets, notebooks, etc.). By using the access data to the WLAN, the tenants and/or users accept that all such used services and legal transactions are the sole responsibility of themselves. The tenants and/or users are always obliged to comply with the applicable law when using the WLAN. Thus, the tenants or users may not use the WLAN to retrieve or distribute immoral or illegal content. Furthermore, they may not unlawfully acquire, reproduce, distribute or make accessible any copyrighted material. The tenant(s) and/or user(s) shall indemnify the landlord(s) and/or owner(s) against all damages and claims of third parties based on any illegal use of the WLAN and/or any violation of this agreement. This also extends to costs and expenses associated with the claim or its defense. The setup/modification of any device available in the vacation properties, in particular saving and deleting data and/or applications, is prohibited! Criminal acts will be reported and prosecuted.

Please always remember: Give a smile to the world and the world will smile back! Should there really be any reason for a complaint, we are always there for you and will try to help you immediately. Please do not hesitate to use our numerous contact options for this purpose. We wish you a wonderful stay!