



Terms & Conditions

In using this website, you are deemed to have read and agreed to the following Terms & Conditions:

The following terminology applies to these Terms & Conditions, Privacy Statement and Disclaimer Notice as well as any or all agreements:

"Client", "You" and "Your" refers to you, the person accessing this website and accepting the Company's Terms & Conditions.

"The Company", "Ourselves", "We" and "Us", refers to Sindbad Group consists of Sindbad Company for Marine Transportation, Sindbad Diving and Berenice for Tourism Investments and/or any of these companies.

"Party", "Parties", or "Us", refers to both the Client and ourselves, or either the Client or ourselves.

All terms refer to the offer, acceptance and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner, whether by formal meetings of a fixed duration, or any other means, for the express purpose of meeting the Client's needs in respect of provision of the Company's stated services/products, in accordance with and subject to prevailing Jordanian Law. Any use of the above terminology or other words in the singular, plural, capitalization and/or he/she or they, is taken as interchangeable and therefore as referring to same.

Privacy Statement

We are committed to protecting your privacy; only authorized employees within the Company may use information collected from individual customers on a need-to-know basis. We constantly review our systems and data to ensure the best possible service to our Clients.

Confidentiality

Client records are regarded as confidential and therefore will not be divulged to any third party, other than our manufacturer/supplier(s), and, if legally required to do so, to the appropriate authorities. Clients have the right to request sight of, and copies of, any and all Client records we keep, on the proviso that we are given reasonable notice of such a request. Clients are requested to retain copies of any literature issued in relation to the provision of our services. Where appropriate, we shall provide Clients with appropriate written information, handouts or copies of records as part of an agreed contract, for the benefit of both Parties. We will not sell, share, or rent your personal information to any third party or use your e-mail address for unsolicited mail. Any emails sent by our Company will only be in connection with the provision of agreed services and products.

Disclaimer Exclusions and Limitations

The information on this website is provided on an "as is" basis. To the fullest extent permitted by law, the Company excludes all representations and warranties relating to this website and its content or which is or may be provided by any affiliates or any other third party, including in relation to any inaccuracies or commissions in this website and/or the Company's literature; and excluding all liability for damages arising out of or in connection with your use of this website. This includes, without limitation, direct loss, loss of business or profits (whether or not the loss of such profits was foreseeable, arose in the normal course of things or you have advised this Company of the possibility of such potential loss), damage caused to your computer or computer software, systems and programs and the data thereon or any other direct or indirect, consequential and incidental damage. This Company does not, however, exclude liability for death or personal injury caused by its gross negligence. The above exclusions and limitations apply only to the extent permitted by law. None of your statutory rights as a consumer are affected.

Cancellation & Refund Policy

The Company's refund policy attempts to accommodate its Clients' needs as much as possible in accordance with the following guidelines:

- Free cancellation within 24 hours of booking.
- Cancellations made after 24 hours of booking will incur a 50% fee.

NO REFUNDS will be to Clients in the following circumstances:

- In the event of a Client being absent at the scheduled start time of the booked service.
- In the event of a Client canceling the service after the 48-hour notice period prior to the scheduled start of the service.
- No refund on special packages and discounted promotions.

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All cancellations are to be made by email to cancellations@sindbadjo.com following the above-mentioned guidelines.

A cancellation acknowledgement will be sent within 3 working days and fees will be refunded within 15 working days, subject to this Refund Policy.

WEATHER CONDITIONS (Only for diving)

If the weather on the day of your diving trip/open water dive prevents us from having a safe and enjoyable experience, you will be informed that the trip is cancelled or that we need to reschedule the diving trip.

Please note that in the event of light rain without strong winds or big waves we will NOT cancel any dive trips, as it does not prevent us from having an enjoyable and safe experience.

NO REFUND will be made to the Client in the following circumstances:

- In the event of a Client being absent at the scheduled start time of the diving trip/course.
- In the event that any Client cancels their tour after the 48-hour notice period prior to the scheduled start of the program.

Kindly note that the Company and its employees will not be held responsible for circumstances beyond their control, such as weather conditions, water temperature, behavior of others or third party interference.

Availability

Unless otherwise stated herein, the services featured on this website are only available within the Hashemite Kingdom of Jordan, or in relation to postings from the Hashemite Kingdom of Jordan. All advertising is intended solely for the Jordanian market.

You are solely responsible for evaluating the fitness for a particular purpose of any downloads, programs and text available through this site. Redistribution or republication of any part of this site or its content is prohibited, including such by framing or other similar or any other means, without the express prior written consent of the Company. The Company does not warrant that the service from this site will be uninterrupted, timely or error free, although it is provided to the best ability. By using this service, you thereby indemnify this Company, its employees, agents and affiliates against any loss or damage, in whatever manner, howsoever caused.

Log Files

We use IP addresses to analyze trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information. Additionally, for systems administration, detecting usage patterns and troubleshooting purposes, our web servers automatically log standard access information including browser type, access times/open mail, URL requested, and referral URL. This information is not shared with third parties and is used only within this Company on a need-to-know basis. Any individually identifiable information related to this data will never be used in any way that is different to that stated above without your explicit permission.

Cookies

Like most interactive websites, this Company's website [or ISP] uses cookies to enable us to retrieve user details for each visit. Cookies are used in some areas of our site to enable the functionality of this area and ease of use for those people visiting. Some of our affiliate partners may also use cookies.

Links to this website

You may not create a link to any page of this website without our prior written consent. If you do create a link to a page of this website, you do so at your own risk and the exclusions and limitations set out above will apply to your use of this website by linking to it.

Links from this website

We do not monitor or review the content of other parties' websites which are linked to from this website. Opinions expressed or material appearing on such websites is not necessarily shared or endorsed by us and we should not be regarded as the publisher of such opinions or material. We are not responsible for the privacy practices or content of these sites. We encourage our Clients to be aware when they leave our site and to read the privacy statements of these sites. You should evaluate the security and trustworthiness of any other site connected to this site or accessed through this site yourself before disclosing any personal information to them. This Company will not accept any responsibility for any loss or damage in whatever manner, howsoever caused, resulting from your disclosure of personal information to third parties or other sites.

Copyright Notice

Copyright and other relevant intellectual property rights exist on all text relating to the Company's services and the full content of this website.

This Company's logo is a registered trademark in the Hashemite Kingdom of Jordan. The brand names and specific services of this Company featured on this web site are protected by virtue of the Jordanian Intellectual property Laws and Regulations.

Communication

We have several different e-mail addresses for different queries. These, and other contact information, can be found on our website www.sindbadjo.com

Contact Us

Link on our website or via Company literature or via the Company's stated telephone, facsimile or mobile telephone numbers.

Force Majeure

Neither Party shall be liable to the other for any failure to perform any obligation under any agreement which is due to an event beyond the control of such Party, including but not limited to any Act of God, terrorism, war, political insurgence, insurrection, riot, civil unrest, act of civil or military authority, uprising, earthquake, flood or any other natural or manmade eventuality outside of the Party's control, which causes the termination of an agreement or contract entered into, nor which could have been reasonably foreseen. Any Party affected by such event shall forthwith inform the other Party of the same and shall use all reasonable endeavors to comply with the Terms & Conditions of any agreement contained herein.

Waiver

Failure of either Party to insist upon strict performance of any provision of this or any agreement or the failure of either Party to exercise any right or remedy to which it, he or they are entitled hereunder shall not constitute a waiver thereof and shall not cause a diminution of the obligations under this or any agreement. No waiver of any of the provisions of this or any agreement shall be effective unless it is expressly stated to be such and signed by both Parties.

General

The laws of the Hashemite Kingdom of Jordan govern these Terms & Conditions. By accessing this website [and using our services/buying our products] you consent to these Terms & Conditions and to the exclusive jurisdiction of the Hashemite Kingdom of Jordan courts in all disputes arising out of such access. If any of these terms are deemed invalid or unenforceable for any reason (including, but not limited to, the exclusions and limitations set out above), then the invalid or unenforceable provision will be severed from these terms and the remaining terms will continue to apply. Failure of the Company to enforce any of the provisions set out in these terms and conditions and any agreement, or failure to exercise any option to terminate, shall not be construed as waiver of such provisions and shall not affect the validity of these Terms & Conditions or of any agreement or any part thereof, or the right thereafter to enforce each and every provision. These Terms & Conditions shall not be amended, modified, varied or supplemented except in writing and signed by duly authorized representatives of the Company.

Notification of Changes

The Company reserves the right to change these conditions from time to time as it sees fit, and your continued use of the site will signify your acceptance of any adjustment to these terms. If there are any changes to our privacy policy, we will announce that these changes have been made on our home page and on other key pages on our site. If there are any changes in how we use our site customers' personally identifiable information, a notification by e-mail or postal mail will be made to those affected by this change. Any changes to our privacy policy will be posted on our website 7 days prior to these changes taking place. You are therefore advised to re-read this statement on a regular basis.

These Terms & Conditions form part of the agreement between the Client and us. Your accessing of this website and/or undertaking of a booking or agreement indicates your understanding, agreement to and acceptance, of the Disclaimer Notice and the full Terms & Conditions contained herein. Your statutory Consumer Rights are unaffected.