



## Pharaoh Wanderlust Global - PWG General Service Policy

### 1. Introduction

These Terms & Conditions govern all services provided by PWG, including Digital Marketing and Tourism Services. By engaging with PWG, the client agrees to these terms in full.

### 2. Scope of Services

PWG provides:

- Digital Marketing (social media, ads, branding, consulting)
- Tourism Services (travel packages, bookings, itineraries)

Each service is delivered based on a confirmed proposal, quotation, or package.

### 3. Client Obligations

The client agrees to:

- Provide accurate and complete information
- Respond in a timely manner for approvals
- Comply with payment terms
- Respect agreed timelines and deliverables

Failure to comply may result in delays or service suspension.

### 4. Payment Terms

- Services require advance payment (partial or full as agreed)
- No service will start without confirmed payment
- Late payments may result in delays or suspension
- All fees are non-transferable unless agreed in writing

### 5. Pricing & Currency

- Prices are subject to change before confirmation
- Final confirmed price is binding
- Currency may vary depending on service (EGP / USD / AED / Others)

### 6. Cancellation & Refunds

All cancellations and refunds are subject to PWG's official Cancellation & Refund Policy.

### 7. Changes & Modifications

- Any changes requested after confirmation may incur additional costs
- PWG reserves the right to adjust timelines accordingly



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## 8. Third-Party Services

PWG acts as an intermediary for:

- Airlines, hotels, transport providers
- Advertising platforms and tools

PWG is not liable for third-party failures, delays, or policy changes but will assist in resolving issues.

## 9. Force Majeure

PWG shall not be held liable for delays or failure to perform due to circumstances beyond control (e.g., natural disasters, government restrictions, technical outages).

## 10. Intellectual Property

- Marketing materials created by PWG remain PWG property until full payment
- Upon full payment, agreed deliverables are transferred to the client
- PWG reserves the right to showcase work for portfolio purposes

## 11. Confidentiality

Both parties agree to keep all business, financial, and operational information confidential.

## 12. Limitation of Liability

- PWG is not liable for indirect or consequential losses
- Maximum liability is limited to the amount paid for the service

## 13. Service Suspension / Termination

PWG reserves the right to suspend or terminate services if:

- Client violates terms
- Payment is not completed
- Misuse or unethical use of services occurs

## 14. Governing Law

These Terms & Conditions are governed by the applicable laws of the country of operation (to be specified in contracts).

## 15. Acceptance

By confirming any service, making payment, or signing an agreement, the client acknowledges and agrees to these Terms & Conditions.



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