



MY MOROCCO TRAVEL TERMS & CONDITIONS

ADDRESS

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1- RESERVATIONS

Booking a tour with My Morocco Travel can be made via phone, using our contact form, or by email. We provide accommodation bookings, restaurant meals, transportation solutions, excursions, and other services in cooperation with independent suppliers (City guides, transport companies ...etc). Many lodges and unique hotels used during the tours have limited capacity. It is highly recommended to make bookings well in advance of your planned trip.

2- DEPOSIT & FINAL PAYMENT

Once you agree on the final itinerary and price, Your reservations are guaranteed after we receive the payment as follows:

A non-refundable deposit of 30 % must be paid upon confirmation of the tour, the 70% balance is due a month before unless agreed otherwise (See Payment Term).

Other individual conditions must be negotiated.

Payment of the deposit must be made before the participant's arrival:

By bank transfer, Wise, or PayPal using most of the credit/debit cards or PayPal account.

All the bookings are secured after we receive the initial deposit.

3- PAYMENT

We give you the flexibility to either pre-pay the final balance within the month prior to your trip or to settle the balance via your tour driver/guide. If you choose to pay the driver/guide, the remaining balance is to be paid in cash (Dirhams, Pounds, USD, CAD, or Euros). Credit/Debits cards are NOT accepted locally for security reasons. If you choose to pay the balance in the month before your trip, payments can be made by bank transfer, Transferwise, or by credit card via PayPal. Details of how to pay the balance will be sent to you in writing at the time of payment.

4- TRAVELING WITH CHILDREN

Children aged 0-5 years are free of charge

Children aged 6-12 years qualify for a reduction of 50% when sharing a room with 2 adults (parents) maximum 1 child per family.

We hope our discounts for children, assist you, concerning family travel.



5- AMENDMENTS BY THE CLIENT

My Morocco Travel and its professional team will make every effort to alter your arrangements but we cannot guarantee this will be possible all the time, especially in high season and with certain hotels & riads. Amendments might occur additional charges which we will quote on a supplement.

6- CANCELLATION

The Client may cancel the booking at any time provided that the cancellation is communicated to the Company in writing. Cancellation charges will be applied as shown below calculated from the day when written notice is received by the Company.

Cancellation charges apply as follows:

A non-refundable deposit of 30% is required to confirm your trip
30-20 days before departure: 50% of the total invoice
19-10 days before departure: 75% of the total invoice
Less than 9 days before departure: 100% of the total invoice

7- INSURANCE

Insurance is not included in our prices. We strongly recommend that all travelers purchase a comprehensive travel insurance package covering luggage loss, curtailment, medical emergency, including repatriation, cancellation, and stay interruption.

We also recommend that every participant should possess a policy number and emergency phone number of his/her insurance company or at least necessary required information about the company.

8- ACCOMMODATION

Accommodation can vary in quality according to local standards in Morocco and should be judged accordingly. Hotels, riads, and guesthouses are booked according to availability. Where possible, we'll inform you of a variety of choices, including upgrades requiring an additional fee.

9- DOCUMENTS:

It is the responsibility of the traveler to obtain and carry documentation of citizenship, such as a valid passport, and any visas if required.



10- RATES

The rates are given for indication and must be reconfirmed by writing as some suppliers might increase their rates or taxes might rise.

11- RESPONSIBILITY

My Morocco Travel is responsible for making the arrangements for all services ordered and paid by the client. My Morocco Travel and its employees cannot be held responsible for the following events: delay or impossibility of a participant of presenting documents required in rule, loss of these documents or circumstances such as strikes, social events, accidents, death, loss of items, bad weather, pandemics, wars, and loss of luggage or other effects. My Morocco Travel cannot be held responsible for a cancellation imposed by circumstances having a character of a cause beyond control and/or for reasons related to the safety of the participants. Any interruption of the stay by the participant and for some cause could not be refunded. If the circumstances impose it, in particular, to ensure the safety of the whole group, for climatic reasons or unexpected events, Limitless Nomad reserves directly the right or via its drivers or guides to substitute means of transport, lodging, a route with another, as well as dates and starting schedules, with no refund to the participants. Each participant must conform to the rules of prudence and take the advice given by the guide and/or the driver. My Morocco Travel cannot be held responsible for the accidents which would be due to the individual imprudence of a member of the group. The information contained on our website is given as an indication. We reserve ourselves the possibility of modifying them constantly.

12- COMPLAINTS

If you have a complaint, you must immediately notify your driver or guide, who will do whatever he/she can to help you there. If you find that your designated driver is not qualified to solve the issue encountered, please contact our offices by phone or email.

In the unlikely event that you are not satisfied with the actions taken to deal with your complaint and you wish to take the matter further, you must put your complaint in writing to us within 2 weeks of your return giving all the details.

We promise to deal with any dispute fairly and promptly.

13- PRIVACY POLICY

This policy covers how we use your personal information. We take your privacy seriously and will take all measures to protect your personal information.