



Terms and Conditions

1. Registration and Payment

A deposit of 30% of the tour cost is required at the time you book your tour. We accept payment via Venmo or credit card through our online service with Stripe. The balance is due 90 days prior to your departure. If your reservation is made within 90 days of departure, the entire cost of the trip must be paid at the time of confirmation.

2. Cancellations

All cancellations of confirmed reservations are subject to a \$350 per person administrative fee. Clients are also subject to any cancellation fees assessed by lodging or add-ons to their itinerary.

Cancellations made 90 days prior to departure will receive a full refund minus the \$350 booking fee.

60-89 days will be subject to a loss of 30% of tour price.

30-59 days will be subject to a 50% loss of purchase price.

29 days or less will be subject to loss of 100% of tour price.

A cancellation of your trip will only be effective when we receive written confirmation sent to your sales representative.

Cancellations by us:

Our tours are guaranteed to depart once they have one fully paid customer unless group size specifically states otherwise.

In the event that we cancel your trip, you can transfer amounts paid to an alternate departure date or receive a refund, minus any non-recoverable costs.

In the event of any cancellation, there will be no claim for damages by either party against the other and we are not responsible for any incidental expenses you may have incurred as a result of booking including but not limited to vaccinations, travel insurance excess or non-refundable flights. :

3. Insurance

Travel insurance is strongly recommended for all our travelers including trip cancellation insurance and out of area health insurance, to ensure the customer against the risks of what may occur prior to, during, or after the customers trip.

The customer acknowledges that he or she has been informed regarding this and has either purchased or expressly declined to purchase that insurance prior to completing the purchase of the tour services. There are many options available for travel insurance. We encourage you to research this and provide us with a copy of your policy. We strongly encourage the policy to cover cancellation, curtailment, personal liability, out of area health care, loss of luggage and personal effects. If you have travel insurance connected to your credit card or bank account, please ensure you have details of the participating insurer, the insurance policy number and emergency contact number with you in addition to the bank's name and credit card details.

4. Passports

Valid passports are required to travel to Morocco. A visa is not required if your stay in Morocco is less than 90 days. Please check the expiration date on your passport and make sure it extends 6 months after your departure from Morocco.

5. Baggage

Weight restrictions may apply to international travel. Baggage and personal effects are at the owner's risk throughout the tour. Check with your airlines for their baggage restrictions. We assume you will have one checked bag and one carry on. If you have more than that, please let us know ahead of time.

6. Changes

Prices are based on current rates of exchange, tariffs and taxes. Magical Moroccan Tours reserves the right to increase prices to cover increased costs, tariffs and taxes. Magical Moroccan Tours also reserves the right to withdraw a tour or any part of it, to make alterations to the itinerary and to change tour inclusions as it deems necessary and to pass on the expenditures or losses caused by delays or circumstances beyond their control. Every effort will be made to operate the tours as planned but alterations may occur after the final itinerary has been issued.

7. Promotional Photography

Magical Moroccan Tours reserves the right to take photographs during your tour and use them for promotional purposes. By booking with Magical Moroccan Tours you agree to allow these images to be used. If you prefer your images not to be used, we ask you to let us know prior to your tour.

8. Claims and Refunds

Refunds are not issued for any missed services, except for verifiable extenuating circumstances. Please see our Limits on Responsibility in this document. For verifiable

claims to be considered they must be received in writing within 30 days of the termination of the tour and be accompanied by supporting documentation. Adjustments will not be made for unused sightseeing trips or meals. Magical Moroccan Tours will not accept liability for any claims that are not made within the 30 days of termination of your tour.

9. Air Transportation

Magical Moroccan Tours does not accept any responsibility for air travel. It is the responsibility of the client to arrange for their air travel and send the airline information to Magical Moroccan Tours regarding the airline being used, flight numbers, and arrival and departure times.

10. Limits on Responsibility

Magical Moroccan Tours, its employees, officers, directors, successors, and agents do not own or operate an entity which is hired to provide goods and services for your trip. It purchases transportation, lodging accommodations, restaurant services and food from various independent suppliers. All such entities are independent contractors. As a result Magical Moroccan Tours is not liable for any negligent or willful act of any such person or entity of any third person.

Magical Moroccan Tours acts solely as agents for the client with respect to ground transportation, lodging, and other travel arrangements. In that capacity, Magical Moroccan Tours exercises all reasonable care possible to ensure our clients safety and satisfaction. Magical Moroccan Tours neither assumes nor bears any responsibility or liability for any injury, death, damage, loss, accident, delay, or irregularity in connections with any airline, train, ship, automobile, motor coach, carriage, or other conveyance, or the actions of any third party involved in carrying the traveler or affecting these tours. Magical Moroccan Tours is not responsible for damages, additional expenses, or any other losses due to cancellation, delay, or other changes in air or other services, sickness, weather, strikes, war, civil disturbances, acts or threats of terrorism, travel warning or bans, termination of other carriers, quarantines, or act of God. All such losses are borne by the traveler and tour rates apply only for the time stated. Magical Moroccan Tours is not responsible for delays, changes, or cancellation costs due to incorrect, incomplete, or expired travel documents.

11. Your Details

For us to confirm your travel arrangements, you must provide us with all requested details along with the balance of the trip price. Necessary details vary by individual tours. They include, but are not limited to: Full name as listed on passport, date of birth, nationality, passport number, passport issue and expiration date, and any pre-existing medical conditions you have that may affect your ability to complete your travel

arrangements. On some more physically demanding trips we may ask for completion of a Self-Assessment form.

12. Amendments

Transfers to a third party or an alternative trip are permitted when operationally possible. In the case of transferring to a third party, where the transferee meets all of the requirements in relation to the trip, certain fees may apply. No amendments are permitted within 60 days of departure.

13. Included

All transportation from arrival to departure of your tour
All accommodations
Breakfast daily and meals specifically listed on your itinerary
Professional guide and translator

14. Excluded

Any air travel
Meals, including beverages, other than those listed on your itinerary
Third party tour expenses not listed on your itinerary
Travel insurance
Optional add-on activities

15. Age and Health Requirements

Minimum age: For the majority of our tours the minimum recommended age is 15 at the time of travel. All travelers under the age of 18 must be accompanied by a legal guardian or an escort over the age of 18, appointed by their legal guardian. The legal guardian or designated escort will be responsible for the traveler under the age of 18's daily care.

Maximum Age: For the majority of our trips, we have no upper age limit though we remind you that some trips can be physically demanding and passengers must advise us of any limitations they may have.

It is your responsibility to obtain proper and detailed medical advice at least 2 months prior to travel.

16. Change of Itinerary

You appreciate and acknowledge that the nature of this type of travel requires considerable flexibility and you should allow for alternatives. The itinerary provided for each tour is representative of the types of activities contemplated, but it is understood that the route, schedule, itineraries, amenities, and mode of transport may be subject to alteration without prior notice due to local circumstances or events.

While we endeavor to operate all trips as described. We reserve the right to change the trip itinerary.

Before departure: If we make a major change we will inform you as soon as reasonably possible if there is time before departure. The definition of major change is deemed to be at least one day in five of the itinerary. When a major change is made you may choose between accepting the change, obtaining a refund of the money paid on the land portion of the tour only or accepting the alternative offered.

After departure: We reserve the right to change the itinerary after departure due to local circumstances or a Force of Nature Event. In emergency circumstances, the additional cost of any itinerary alterations will be covered by you.

Please note we are not responsible for any incidental expenses that may be incurred as a result of any change in itineraries including but not limited to passports, vaccinations or non-refundable or non-changeable flights.

17. Authority on tour

Our tours are led by a guide. The decisions of the guide are final on all matters that affect the safety or well being of any traveler or staff member participating in the tour. If you fail to comply with a decision made by the guide, or interfere with the well being or mobility of the group, the guide may direct you to leave the tour immediately, with no right of refund. We may also elect not to carry you on any future trips with our company. You must at all times comply with the laws, customs, foreign exchange and drug regulations of Morocco.

18. Acceptance of risk

You acknowledge that the nature of the trip may be adventurous and participation involves a degree of personal risk. You acknowledge that your decision to travel is made in light of the consideration of this information and you accept that you are aware of such personal risks. Magical Moroccan Tours accepts no liability in relation to these risks.

