



TERMS AND CONDITIONS

DEPOSITS AND PAYMENTS

On confirmation of a trip, we require a non-refundable deposit amounting to 30% of the total Selling Price, the remaining balance being due 30 days before the start date of the trip.

Payments should normally be made by wire transfer or SWIFT to our bank account and we will send you details in due course.

In the event of a last minute booking where a trip is due to start within 30 days, we require the total amount to be made in full and the payment should be by credit card, using our Credit Card Form which we will send you. Due to Moroccan Currency Regulations we can only accept payment using Visa and MasterCard.

Our cancellation fees of a confirmed booking are as follows:

From confirmation to 30 days prior to arrival		30%
From 29 to 15 days prior to arrival		50%
From 14 to 6 days prior to arrival		75%
5 days or less - No Show		100%

REFUNDS

Within 30 days of receiving written notification (by email) of a cancellation, any authorized refunds will be processed. The refund will be in Euros (EUR) or British Pounds (GBP) and made by wire transfer only.

UNFORSEEN CIRCUMSTANCES

Trip costs do not include items not specified in the itinerary. Although we will make every effort to adhere to this itinerary, on rare occasions it may be necessary to make an adjustment to these arrangements. Should such adjustment be necessary, a substitute will be offered when and where possible.

In the event of war or terrorist activities threatened or actual, civil unrest, closures of airports or seaports, industrial action threatened or any other event outside the control of Mountain Voyage Morocco which causes either delays or extends the holiday or compels a change in the holiday arrangements, Mountain Voyage Morocco cannot accept liability for any resulting loss, damage or expense and any refund will be subject to deduction of reasonable expenses.

COMMISSION

You are expected to take your commission, in advance, in the form of a deposit from the client as our selling price to you will normally be quoted NETT, i.e. excluding your commission.