

BOOKING TERMS AND CONDITIONS

- **Prior booking is required.**
- **50% down payment of the total package rate upon confirmation of booking / reservation or on the option date indicated to guarantee the booking.**
- **50% full payment is required 30 days before arrival of the inbound guest or departure for outbound guest.**
- **Cruise package, rail pass, air ticket and theme park ticket requires full payment upon booking.**
- **Surcharge on Hotel booking may apply during peak season**
- Our Company reserves the right to recover any outstanding arrears via other avenues, not excluding Collection Agencies or legal avenues, in the event that full payment is not received. You may contact our representatives during office hours for concerns regarding outstanding arrears.
- Minors or below 21 years old traveling without an accompanying adult must inform the Company upon booking. An adult undertaking may be required
 - Rates are accurate at time of quote and are subject to change without prior notice. Our Company reserves the right to change, amend Reservations & Deposit .
 - Failure to comply with this may result in automatic cancellation of reservation and forfeiture of deposit.
 - Cruise package, rail pass, air ticket and theme park ticket requires full payment upon booking.

Payment

- Payment may be made in cash or by bank transfer.
- Payments may be made out in Moroccan Dirham (MAD), Euro (€) or USD (\$).

Cancellation Policies and Cancellation Fees

- Failure to comply with the above mentioned payment policies: if full payment is not received 30 days before arrival or departure , the Company reserves the right to cancel the reservation and forfeit the deposit.

- Cancellation 21 days prior to the arrival of inbound guest or departure of outbound guest, down payment is non -refundable.
- Cancellation 15 days prior to the arrival of inbound guest or departure of outbound guest , or " NO SHOW" , total tour package cost is non- refundable.
- Promotional air tickets are subject to airlines terms and conditions (usually, non-re bookable and non-transferable). Non promotional air tickets are subject to airlines terms and conditions and subject to seats availability, taxes and airfare differences (if any).
- Cancelled flights are non-refundable due to pandemic but instead re-bookable or will be put on the customer's travel fund for future use.
- Third party land packages and cruise packages will be subject to the respective contracting parties and operators' terms and conditions. The above exclude Mrani Travel & Tours amendment / cancellation charges.
- For tours or components supplied by third party / parties, e.g. airlines, hotels, luxury cruise, trains, overseas land operators, car rental companies, etc, the terms and conditions on cancellation of the third party / parties shall apply and a certain handling fee will be charge by the Company for each tour or component cancelled per person.
- Cancellation of confirmed bookings must be made in writing, at any time prior to the departure date so as to avoid misunderstanding.

Cancellation of tour by the Company

- Please note that the Company is acting as an agent for services rendered. Even after deposit or full payment has been made, all arrangements are still subject to final confirmation. If due to some unforeseeable circumstances the arrangement cannot be finalized and the reservation has to be cancelled, the Company will notify the customer as soon as possible before the arrival for inbound guest or departure for outbound customers.

Amendment By Customer

- A minimum amendment fee per customer per amendment will apply for any changes made to existing booking.
- For changes or re-issuance of air ticket or to flight component of the tour, a minimum administrative fee per ticket on top of any airline charges or suppliers will be levied for any amendment, except for all special fares and promotional air tickets including tax reserved are non-negotiable, non-endorseable, non-refundable and non-reroutable. No refund will be made for any unused air ticket.
- All requests must be made in writing, at any time prior to departure or arrival date and if possible prior issuance of air tickets.

Amendment to Tour Itinerary by Company

- Our Company makes effort to avoid changes in the itinerary. However, the Company reserves the right to alter the tour itineraries, travel arrangements and / or make necessary changes to the hotel reservations due to unforeseen changes in transportations, conditions in the countries of travel or transit according to the tour itinerary or upon the occurrence of a force majeure event. Such alteration may be made as deemed appropriate by the Company with or without prior notice to the customers and without further compensation due to the unforeseen circumstances.

Refund Policies

- No refund will be made with respect to accommodation, meals, sightseeing tour or any other services included in the tour rates which was not utilized by the customer, either in part or full, or if the customer amends, or cancels the arrangement after commencement of the tour.

Child fare is applicable to children below the age of twelve (12) on the scheduled date of departure. It is calculated based on the child sharing a room with two or three adults or in the same room with no extra bed. A surcharge will apply in the event where an extra bed is required or when the child is sharing one room with only one adult. Please arrange with the Company who will advise on the surcharges if any.

In some countries, due to fire regulation, it is compulsory for each person to have their own bed. Booking with four persons in a room will not be allowed unless the hotel has quad sharing rooms available.

Special Request

Any special requests such as meal and room preference should be made in advance or upon booking. However, such requests are subject to availability and confirmation by the respective suppliers

Travel Documents

It is the customer's sole responsibility to ensure that his/her international passport has a validity of at least six (6) months, relevant visas and vaccinations, health certificates and all necessary travel documents required by the various government authorities of the designated countries to be visited and air ticket to their next destination.

For foreign passport holders, it is the passenger's responsibility to hold valid re-entry Visas.

Visa

Our Company renders assistance in visa application, however, we cannot guarantee the approval of such visa application. This service is subject to certain fees.

Visa fees, service and administration will be charge to the customer.

Mrani Travel & Tours will not be responsible for any expenses or refund of the tour cost if the passenger is deported or not allowed to enter by immigration authorities in the country of their destination for whatever reasons, including lack of travel documents, quarantine, custom regulations, and possession of unlawful items or any inappropriate behaviour that may cause harm/damage to person or property.

Travel Insurance

We strongly encourage our customers to purchase for travel insurance upon booking of any travel arrangement to cover unforeseen circumstances such as trip cancellation, loss of baggage, loss of personal belongings, personal accident, injury and medical attention. The Company shall not be liable for any loss or damage in relation to the above mentioned.

Baggage

Baggage allowance varies from 20-30kg and is limited to one piece of check-in bag per person. Also one hand-held baggage and or subject to individual carrier's baggage allowance and policies. Excess baggage charge must be paid by the passenger upon check in.

Responsibility & Disclaimers Relating to Tours

The Company and its associates act only as agent for the airlines, hotels, transportation companies and other principals of the tour packages and is not liable for changes made by suppliers but we will assist the customer where possible.

The company accepts no responsibility on the event of force majeure such as injuries, damages, accidents, losses, delays, theft, quarantine, custom regulations, strikes, weather hazards, political unrest, changes in itineraries, deportation or refusal of entry by the immigration authorities or any irregularities that may be caused to the person or property where such occur as a result of circumstances beyond its control (including but not limited to the below circumstances).

- Mechanical breakdown, government actions, acts of God, strikes, compulsory quarantine, or other circumstances beyond its control.
- Failure of the customer to obtain required documentation e.g. health certificates, visas, passports etc.
- Failure of the customer to follow instructions including but not limited to meeting time, venue, check-in and check-out places and times
- Any loses, damage and / or expenses by the customer shall be shouldered by them.
- Customers are responsible with their own belongings at all times and should not leave any valuables on tour coaches and hotels.

- No tour guides, tour leaders, drivers, other employees or agents of the Company or its supplier are authorized to commit the Company to any liability whatsoever and the Company shall not be bound by any statement or representation unless it is in writing and signed by the manager or owner of the Company.

No Variation Of Conditions

These terms and conditions shall not be amended or waived except by written agreement between the customer and the Company.

Feedback

The Company welcomes feedback from our customer anytime. Should the customer have any concern, they may contact the Company immediately.

Complaints

For any complaints with regard to the tour , notify the company directly right after the tour .Failure to do so, Company shall accept no responsibility with regards to the tours.

We are committed to render excellent services and will provide necessary information concerning changes in any itineraries, if tour components differs from the tour package that the company offers.

Confidentiality

Customers' information shall be protected and will be kept strictly confidential and such information shall only be used for booking purposes .

Miscellaneous

The Company reserves the right to amend any of the Terms and Conditions without prior notice.