



TERMS & CONDITIONS

“ FORCE MAJEURE ”

- Last minute changes to your journeys may be necessary due to unforeseen and uncontrollable circumstances.
- These circumstances may result in a need to cancel your stay with us and by cancelling other tours booked that will affect Riad DarDialkoum They may include adverse weather conditions, natural disasters, fire, riots, civil unrest, industrial disputes , airline strikes/cancellations, terrorist activity , war or threat of war in 3rd countries
- Should any delays, changes, or cancellations occur as a result of “force majeure” RIAD DAR DIALKOUM cannot be held liable.
- In the case of bookings made via 3rd parties and direct, this policy is enforceable.
- It is the policy of hotels legally incorporated in Morocco to follow the law of the Kingdom of Morocco, not the law of the clients home country. This is enshrined in the company incorporation under Morocco law.
- Currently the advice of the Government is for all tourist hotels to offer vouchers or reschedules to guests affected by airline/COVID-19 cancellations.
- When booking a NON-refundable hotel stay we strongly recommend the guests book travel insurance at the same time. Please ensure you purchase full cover RIAD DAR DIALKOUM cannot be held responsible if you purchase insufficient cover.

- The hotel agree to make one free of charge reschedule valid for a period of 6 months. A second reschedule may be considered if submitted in writing during the period of the first agreed reschedule. This may be subject to £50 administration charge. Reschedules will be charged at the current price. If a reschedule is accepted then the booking is considered satisfied and no refund will be considered. Whilst Morocco is under a state of Emergency no refundable or guaranteed bookings can be accepted.
- It is the responsibility of the client to ensure that they understand that travel can be affected by government and airline regulations during a pandemic and take out suitable travel insurance. If travel is disrupted the hotel is not liable once a WHO pandemic / National emergency has been declared. Also whilst Morocco is under a state of emergency the guest must check travel arrangements are covered by their insurance company.
- Riad reserves the right to insist on a negative antigen test if a negative PCR was not produced at port of entry into Morocco. In the event of one or more members of the guests party testing positive the riad insists on all the party having a current (within 12-18 hours) antigen test. The riad will NOT accept positive tested guests and the other members of positive guests party must stay in isolation away from other guests and in particular members of staff. Guests will remain masked in N95 masks whilst inside the riad in proximity to staff.
- In the event of a number of the party testing positive the hotel will reserve its rights to cancel the entire booking, the guests must use their travel insurance to claim a refund. The hotel will assist the guests in processing the claim by producing invoices/receipts for the insurance company.
- The hotel is governed by Moroccan law and if a lockdown or curfew is enforced by the relevant Government ministries the hotel may cancel the booking, the remedy for reimbursement is through your travel insurance policy. The hotel is not legally obligated in Morocco to offer an immediate refund due to the covid (or any notifiable disease) infection of the party booked into its hotel.
- Please ensure you have the appropriate vaccinations and have correctly filled in the Government Health form at the point of entry.
- Covid appears to have returned in 2021/22. So we are enforcing we cannot accept guests with Positive antigen /PcR test results

- Refunds can only be considered if the request is submitted in writing within 14 days of original booking and proposed cancellation. Booking reservations are only valid for 6 months, the hotel is not liable for cancellations under Force Majure, Due to the differences in global exchange rates the hotel will refund the original amount only in MAD. any currency charges made by clients bank or credit card are not the hotels responsibly. Again please note our fixed time policy bookings are only valid for 6 months from original booking and payment date. Travel during a WHO declared pandemic or emergency must be covered by a guests personal travel insurance. It is obvious that travelling during this period is subject to disruptions outside the control of the hotel and arrangements must be made privately to ensure you have sufficient cover on your travel Insurance
- It is a condition of us accepting a booking that guest has taken out travel insurance and understand Concept of Force Majure conditions. If you continue to book your acceptance is assumed.

RIAD DAR DIALKOUM
ADMINISTRATION OFFICE