



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 help 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 books travel insurance at the same time. Please ensure you purchase full cover RIAD DAR DIALKOUM cannot be help 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 responsibly 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.
- 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 by 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