



You will remember this.

TRADING TERMS

MOROCCO EXPERIENCES



1.ABOUT US

Morocco Experiences is a website and a trademark property of Africa Journeys Limited a tour operator specialized in luxury tailor made holidays in Africa.

2.USER AGREEMENT

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3.PRIVACY POLICY

Any information requested from you is used to provide information for the purpose of those who enquire about our products and services, to ship orders, to bill orders, and to handle related business matters. This information is also used to get in touch with customers when necessary. From time to time, the information gathered through this site will be used to notify you about products and services that we think will be of interest to you.

Our site does not covertly capture information regarding the specific activities of any particular user. We do not have any arrangements with any other sites to track or monitor user activities on the Web. Our site does, however, produce reports that permit us to view your activity on our site in anonymous or aggregated form. We do not use cookies, web bugs, or any other active content mechanism to capture or maintain information about users without their prior consent. The only personal information that we capture has been specifically submitted to us by you. We do not store any persistent information on your computer. When you disclose personal information to us, that is where it stays. The only exception involves disclosure according to an order of a court, for example responding to a subpoena or search warrant. We do not sell, rent, trade, lend, or otherwise transfer such personal information to affiliates, subsidiaries, sister companies, holding companies, parent companies, strategic partners, or any other organisation.

4.BOOKING AND PAYMENT

For all reservations travelling outside of 91 days, Africa Journeys Limited will hold the reservation for 21 days. For all reservations travelling between 61 - 90 days, Africa Journeys Limited will hold the reservation for 14 days. For all reservations travelling within 60 days of arrival, Africa Journeys Limited will hold the reservation for 5 days.

Payment

1. At confirmation: 50% of total reservation value is due
2. 120 days: 30% of total reservation value is due
3. 90 days: 100% of total reservation value is due

Reservations held by Africa Journeys Limited with no means of guarantee such as a deposit, may be cancelled Africa Journeys Limited on notice to the guest in order to accommodate other bookings. In the event of Africa Journeys Limited reserving flight tickets for travel, Africa Journeys Limited

requires payment in full for the cost of the ticket, plus 20% on the balance of services indicated on the invoice, so that we may issue air tickets (cost of tickets are not confirmed until issued).

Payments can be paid directly into Africa Journeys Limited bank account (details can be found at the bottom of our invoice).

A service fee has been costed into the value of your reservation.

In the event that Africa Journeys Limited receives a new reservation request, Africa Journeys Limited reserves the right to request the release of your space being held, or alternatively the required 20% non-refundable deposit to be paid to Africa Journeys Limited within 7 days to confirm the reservation.

Africa Journeys Limited reserves the right to cancel all services booked by Africa Journeys Limited should full payment not be received 45 days prior to arrival.

For last-minute bookings, Africa Journeys Limited will allow 3 days from time of confirmation until payment reaches us before we will cancel any services booked.

All foreign transactions will now incur an extra handling fee over and above the bank's usual exchange rates, which will be charged to your account by your bank. Kindly confirm with your bank to determine if this will affect you or not.

Our Special Offers

Can be booked at any time

50% of Our Special Offers to be paid within 14 days of confirmation.

Regrettably, Our Special Offers are non-refundable

5.PAYMENT OPTIONS AND PRICING

Rates are published as per person per night unless otherwise specified. All pricing is indicative and subject to exchange rate fluctuations. All transactions will be processed in Euros (EUR).

6.CONTACT DETAILS

Africa Journeys Limited, 57/63 Line Wall Road, Gibraltar

Email: info@moroccoexperiences.co.uk

7.CANCELLATION AND REFUND POLICY

A cancellation up 60 days prior to commencement of services will result in your deposit only being retained by Africa Journeys Limited, in lieu of cancellation penalties.

A cancellation 59 - 31 days prior to commencement of services will result in a cancellation fee of 50%. I.e. 50% of full payment will be retained by Africa Journeys Limited in lieu of cancellation penalties.

A cancellation 30 days and less prior to commencement of services will result in a cancellation fee of 100%. I.e. Full payment will be retained by Africa Journeys Limited in lieu of cancellation penalties.



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