

Booking Terms & Conditions – Cliff Surf Morocco

These Booking Terms & Conditions, together with our Privacy Policy and Website Terms of Use, apply to all bookings made with Cliff Surf Morocco. By making a booking, you accept these terms on behalf of yourself and all guests included in your reservation.

1. Booking & Payment

Your booking is confirmed upon receipt of the required deposit (or full payment for last-minute bookings). If payment is not received, we reserve the right to cancel your booking.

2. Surf Levels

We reserve the right to adjust your booked package if the declared surf level does not match the participant's actual ability.

3. Children

Children under the age of 15 must be accompanied by an adult at all times. Surf activities are available for children aged 8 years and above only.

4. Accuracy of Information

We make every effort to ensure that the information published on our website is accurate. However, occasional errors may occur.

5. Travel Insurance

Adequate travel insurance covering the activities booked (such as surfing, yoga, etc.) is strongly recommended and remains the responsibility of the guest.

6. Prices

Prices may be amended before a booking is confirmed. Once your booking has been confirmed, the agreed price is guaranteed except in exceptional circumstances.

7. Booking Amendments

Any request to modify a booking must be made in writing. All amendments are subject to availability.

8. Cancellation Policy

Standard Bookings

- More than 6 weeks before arrival: Deposit is non-refundable.
- 4–6 weeks before arrival: 50% of the total booking cost.
- 2–4 weeks before arrival: 75% of the total booking cost.
- Less than 2 weeks before arrival: 100% of the total booking cost.

Retreats

- More than 12 weeks before arrival: Deposit is non-refundable.
- 8–12 weeks before arrival: 50% of the total booking cost.
- 6–8 weeks before arrival: 75% of the total booking cost.

- Less than 6 weeks before arrival: 100% of the total booking cost.

9. Changes or Cancellation by Cliff Surf Morocco

If necessary, we reserve the right to modify or cancel your booking. Should a major change occur, we will offer a suitable alternative or a full refund.

10. Force Majeure

We cannot be held responsible for cancellations or changes resulting from circumstances beyond our control, including natural disasters, pandemics, war, or similar events.

11. Special Requests

Any special requests (dietary requirements, room preferences, etc.) will be accommodated whenever possible but cannot be guaranteed unless confirmed in writing.

12. Health

Guests are responsible for ensuring they are medically fit to participate in the booked activities and must inform us of any significant medical conditions before arrival.

13. Complaints

Any complaint should be reported during your stay so that we have the opportunity to resolve the issue promptly.

14. Guest Conduct

We expect all guests to behave respectfully. Any dangerous, disruptive, or inappropriate behaviour may result in the termination of your stay without refund.

15. Liability

Our liability is limited to the services booked directly with Cliff Surf Morocco. We are not responsible for services provided by third-party suppliers.

16. Third-Party Activities

Excursions or activities booked with external providers are not covered by these Terms & Conditions, and we accept no liability for them.

17. Travel Documents

It is the responsibility of each guest to ensure they meet all passport, visa, and health requirements necessary for entry into Morocco.