

## **Terms and conditions :**

### **Cancellation by the Passenger**

Cancellations must be made by the passenger in writing to Easygo Tours prior to the tour departure to be confirmed as cancelled. Cancellations within the balance payment period (60-0 days prior to departure) are as follows:

- 60 days or more prior to departure, deposit to be retained by Easygo Tours.
- 59-30 days 70% of tour fee is forfeited
- 29-15 days 85% of tour fee is forfeited
- 14-0 days 100% of tour fee is forfeited

### **Cancellation by Easygo Tours.**

Easygo Tours reserves the right to cancel a tour in any circumstances but will not cancel a tour less than 30 days before departure, except for Force Majeure, Low Bookings ( minimum 2 pax for Morocco tours ) or the Client's failure to pay the final balance. Unless the Client fails to pay the final balance, Easygo Tours will, upon cancellation, return all monies paid excluding payment for travel insurance or offer an alternative tour of comparable standard (does not cover the flight ticket or any other item which is not related with the company Easygo Tours). No compensation will be paid to the Client if cancellation is because of Force Majeure or Low Bookings.

### **Travel Insurance**

The passenger accepts that the cost of the tour does not include insurance & it is mandatory that all passengers obtain travel insurance while travelling with Easygo Tours covering personal injury, medical, repatriation, and evacuation expenses. Passengers must be able to provide proof of adequate insurance cover purchased if requested by the group leader or Easygo Tours representative. It is strongly recommended the coverage be extended to include cancellation, curtailment, and all other expenses that might arise as a result of loss, damage, injury, delay or inconvenience occurring to the passenger. Easygo Tours will not accept liability for loss, theft of, or damage to baggage or personal effects. Personal belongings lost or stolen while unattended by the passenger in public lounges or other public areas, whether on board a vessel, train, bus, or other mode of transportation, publicly owned or operated by Easygo Tours or elsewhere, are not reimbursable. Losses due to ordinary wear and tear or acts of God are not reimbursable. Easygo Tours will not accept responsibility for, and in no event shall be liable for loss or damage of valuables or other articles left in or on facilities used by the Easygo Tours such as hotels, vessels, expedition vehicles, or any other mode of transportation. When obtaining travel insurance the passenger must ensure the insurer is aware of the type of travel to be undertaken.

### **Itinerary Changes**

It may be necessary, sometimes at short notice, to make changes to an itinerary due to weather, traffic or road conditions. Regrettably, coaches, trains, boats do occasionally break down, or suffer mechanical or technical problems, or certain facilities on board a coach, train, boat may become faulty. Every effort will be made to rectify such issues as quickly as possible. In some instances it may be necessary to replace the vehicle or boat which cannot be repaired. We cannot accept any responsibility for delays caused by any form of breakdown.

### **Changes by Easygo Tours**

Easygo Tours's aim is to operate all tours as advertised accepts that it may prove necessary or advisable to vary or modify a tour itinerary or its contents due to prevailing local conditions or any other reason. Easygo Tours reserves the right at any time to cancel or change any of the facilities, accommodations, services or prices described in our website and to substitute alternative arrangements of comparable monetary value or charge a supplement locally if alternative arrangements can not be made, without compensation to the Client and accepts no liability to the Client whatsoever for costs or loss of enjoyment as a result of these changes. Where a major change is made prior to departure, the Client will have the choice of either: accepting another tour of equivalent or superior standard; or a choice of specified travel arrangements of a lower standard to those previously booked together with a refund of the difference in price; or cancelling the tour and obtaining a full refund. The definition of the "major change" is a change that is reasonably required but will depend on the individual tour and circumstances.

### **Illness or Disability**

Anyone suffering from illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of any medication or other treatment required during the tour. Failure to make such disclosure will constitute a breach of these Booking Conditions and may result in such persons being excluded from the tour in which case all monies paid will be forfeited and the Company will not be liable to pay any compensation whatsoever. If the chosen tour includes a cruise including Felucca sailing or excursion or transfer by boat of any sort the Client must make it known at the time of booking if he/she is unable to swim. This will not prevent the Client from participating in the tour but will enable the Company to take additional precautions for the Client's safety at such times as may be appropriate. Where the tour includes an overnight stay onboard a felucca, clients who are unable to swim are still able to undertake this tour though will need to book the Nile cruise upgrade for this particular leg of the journey.

For persons with pre-existing conditions including but not limited to: illness, diabetes, pregnancy, asthma, gastric reflux, cancer, heart problems, epilepsy, respiratory or mobility problems you should visit a doctor for a personal medical examination obtaining a medical clearance that certifies you as fully able to participate in the tour as described within the company literature specific to your tour or tailored arrangements prior to booking. You are responsible for assessing whether a Tour is suitable for you. The Tour Operator does not provide medical advice. It is your responsibility to assess the risks and requirements of each aspect of the Tour based on your own unique circumstances, limitations, fitness level and medical requirements.

Where a clearance is not obtained and either are not allowed to commence the tour locally, or suffer personal injury or death as a result, we have no liability to you for any cost, loss or damage which you suffer nor will we refund you the cost of any unused portion of your travel arrangements.

### **Complaints**

In the event of any dissatisfaction with any service provided by Easygo Tours, You must report it immediately to the Trip Leader so that action can be taken to remedy the problem. Failure to notify the Trip Leader of any problem immediately may prejudice Easygo Tours and may result in your ability to claim compensation from us being extinguished or reduced. Any complaint made to Easygo Tours following the conclusion of the trip should be made in writing within 28 days of completion of the trip. In the event that You do not notify us in writing within 28 days, Easygo Tours's ability to investigate the complaint may be prejudiced and may extinguish your claim. We are a Member of Travel association in morocco, We are obliged to maintain a high standard of service to you.

### **Visas & Travel Documentation.**

It is passenger's responsibility to obtain any visas, passports, health certificates or other travel documentation required. It remains the passenger's responsibility to ensure that these documents are in order and meet any additional costs incurred as a result of failure to comply with such requirements.

### **Agent Responsibility**

It is the responsibility of the Agent to advise Easygo Tours of any special requirements of the passenger and to communicate to any changes or alterations advised by Easygo Tours.

### **Inclusions**

The tour price and the local payment include:

- All accommodation as listed in the Tour Inclusions Section
- All transport listed in the Tour Inclusions Section
- Sight-seeing and meals as listed in the Tour Inclusions Section
- The services of a group leader as described in the Tour Inclusions Section
- The number of bags and luggage allowance may vary depending on your flight, destination, date, please check details with our customer service.

### **Exclusions**

The tour price and the local payment do not include:

Flights, excess baggage, visas, insurance, extra meals and drinks, items of personal nature, entrance fees, tips, port taxes & fuel supplements, departure taxes, optional activities and all the other services not stated in the 'Inclusions' [sections of this brochure or online](#).

### **Special Offers & Discounts**

Most of our tours include airport transfers. If stated that an arrival transfer is included, you will be picked up from the airport on the first day of your tour, at any time. You must inform us by Email your flight details (date of flight, flight number, arrival time and name of travellers) 10 days prior to your arrival for the confirmed arrangement of your transfer. You will be picked up by a Easygo Tours representative holding a Easygo Tours sign ( **Tourradar sign for Tourradar groups**) at the airport. Please also check "Airport Transfer" information in the "Inclusions" section of every tour's page. Airport transfer/s are only available if stated under the "Inclusions" section of your selected tour.

### **Solo Passengers**

You have few options to book a tour;

All prices are based on double, twin or triple share occupancy. Solo passengers not wishing to pay a single supplement will be accommodated in a double, twin or triple room according to availability with a passenger(s) of the same gender. The single supplement need only be paid if a room to oneself is requested and the single supplement must be paid in addition to the tour fee; all rooms are on a shared double, twin, triple and quadruple.

### **Pre & Post Tour Accommodation**

All extra accommodation costs must be paid in advance no less than one week prior to the tour departure by the passenger. Unpaid accommodation less than 7 days prior to departure will be considered cancelled.

The airport transfers offered with pre-tour accommodations can be only arranged after the payment has been received.

The airport transfer won't be valid without confirmation from Easygo Tours.

### **Age & Health**

Passengers under 18 years old are not permitted on Easygo TOURS tours except for travelling with parents on specific Family Tours or tours organised for schools. All passengers are expected to be certain that prior to travel that they are fit and able to complete the itinerary of their chosen tour as described in our website.

### **Privacy Policy**

In order to process your booking, Easygo Tours need to collect certain personal details from you. These details will usually include the names and addresses of party members, special requirements such as those relating to any disability or medical condition that may affect the holiday arrangements. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass some information on to the relevant suppliers of your travel arrangements (hotels, transport etc.). The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law.