

Terms and Conditions

Harmony surf lodge

By accessing our site and using our services, you agree to these **Terms and Conditions**. They are intended to inform you about the booking, cancellation, and payment policies, as well as all the rules applicable to your stay. We encourage you to read this document carefully to ensure a smooth and enjoyable experience.

1. Reservations

Reservations can be made online through our website or directly by contacting our customer service team. To confirm your reservation, a deposit of 30% of the total stay amount is required. This deposit guarantees the availability of your accommodation and services for the selected dates.

Once the reservation is made and the deposit is received, a confirmation email will be sent to you with all the details of your stay. If you do not receive this email within 24 hours, please contact us to verify the status of your reservation.

2. Payments

Terms and Conditions : The remaining balance must be paid no later than **7 days before your arrival**. We accept payments by credit card (Visa, MasterCard), bank transfer, and other secure payment methods available on our site. Any bank fees for international payments are the responsibility of the customer.

Terms and Conditions : Prices listed on our website are in euros and include local taxes unless otherwise specified. We reserve the right to modify prices at any time. However, once your reservation is confirmed, the price of your stay will remain fixed and not subject to changes.

3. Cancellations and Modifications

Cancellations or modifications to your stay must be made in writing (email) and may incur fees depending on the time before your arrival date.

- Cancellation more than 30 days before arrival: full refund of the deposit.
- Cancellation between 30 and 14 days before arrival: the deposit will be retained, but a credit valid for 12 months will be offered.
- Cancellation less than 14 days before arrival: no refund of the deposit, and the full amount may be charged if we are unable to rebook the accommodation.

Terms and Conditions : In the event of **force majeure** (natural disasters, pandemics, official travel restrictions), we will do our best to offer a postponement or a refund, depending on the circumstances.

4. Check-In and Check-Out

Check-in at **Harmony Surf Lodge** is available from 2:00 PM. Please notify us if you plan to arrive after 6:00 PM so we can arrange your check-in.

Check-out must take place before 12:00 AM on your departure day. If you require a late check-out, please inform us in advance. We will do our best to accommodate your request depending on availability, and an additional fee may be charged depending on the requested check-out time.

5. Included Services

Terms and Conditions : The price of your stay includes accommodation, meals (based on the chosen option: half-board or full-board), as well as surf or yoga lessons, and other services mentioned in your package.

Non-included extras (drinks, additional excursions, premium surf equipment) must be paid for directly on-site. All additional services must be booked in advance to ensure availability.

6. Travel Insurance

We strongly recommend that all our guests purchase [travel insurance](#) that covers surfing activities, cancellations, and any accidents or health issues that may arise during the stay. Harmony Surf Lodge is not responsible for the loss, theft, or damage of personal belongings, nor for any accidents during surfing or other activities.

7. Liability

By participating in activities offered by **Harmony Surf Lodge**, you acknowledge that surfing is an activity with inherent risks and agree to take all necessary precautions. Our surf instructors are qualified and certified to ensure your safety, but each participant is responsible for their actions and must follow safety instructions.

Harmony Surf Lodge disclaims all liability in the event of injury, accident, or damage sustained during your stay, except in cases of proven negligence on the part of our team.

8. Behavior

We are committed to providing a pleasant stay for all our guests in a friendly and respectful environment. We ask that you respect other guests and our staff. Any inappropriate or disruptive behavior may result in the immediate cancellation of your stay without a refund.

9. Intellectual Property

All content on the Harmony Surf Lodge website, including but not limited to texts, images, videos, and logos, is protected by copyright. It is prohibited to reproduce or use this content without our prior written permission.

10. Changes to the Terms and Conditions

Harmony Surf Lodge reserves the right to modify or update these **Terms and Conditions** at any time without notice. Any changes will be published on our website, and it is the customer's responsibility to regularly review this page.

11. Contact Us

For any questions regarding these **Terms and Conditions**, please do not hesitate to contact us via our online form, by email at harmonysurflodge@gmail.com, or by phone at [+212 667 600 700](tel:+212667600700).

These terms are designed to ensure a transparent and enjoyable experience for all our guests. We thank you for your trust and look forward to welcoming you soon to **Harmony Surf Lodge** for a memorable stay in the heart of Imi Ouaddar.