

VOYAGISTE MAROC

Travel Company – Terms & Conditions

Welcome to VOYAGISTE MAROC Travel Company. By booking any of our tours, you agree to the following Terms & Conditions. Please read carefully before confirming your reservation.

1. Introduction

These Terms & Conditions apply to all services provided by VOYAGISTE MAROC Travel Company.

2. Booking and Payment

2.1 All bookings are subject to availability and confirmation.

2.2 Payment Terms:

- If the client purchases a product more than 30 days before the check-in date, a 30% deposit is required at the time of booking. The remaining balance must be paid no later than 30 days before the check-in date.
- If the client purchases a product less than 30 days before the check-in date, the full amount is due at the time of booking.

3. Pricing

3.1 Prices are quoted in EUR, USD, and MAD and may change without notice.

3.2 Once confirmed, prices are guaranteed.

4. Cancellations by the Client

- More than 30 days before departure: Free cancellation (full refund, no fees).
- 15–30 days before departure: 50% charge.
- 7–14 days before departure: 75% charge.
- Less than 7 days before departure: 100% charge.

No refunds for unused services once the tour has started.

5. Cancellations by VOYAGISTE MAROC

We reserve the right to cancel tours due to force majeure or unforeseen circumstances. Alternative tours or full refunds will be offered.

6. Changes to Bookings

All changes must be requested in writing and are subject to availability and possible additional costs.

7. Travel Insurance

Comprehensive travel insurance is mandatory covering medical expenses, accidents, luggage loss, and cancellation.

8. Health and Safety

Clients must be in good health and disclose any medical conditions. Safety instructions must be followed at all times.

9. Complaints

9.1 If you have any complaints during your tour, please inform the tour guide or our representative immediately so we can address the issue.

Alternatively, you may contact us at: customer.care@voyagistemaroc.com

9.2 If unresolved, submit a written complaint within 14 days after the tour ends.

10. Acceptance of Terms

By booking with VOYAGISTE MAROC, you confirm acceptance of these Terms & Conditions.

VOYAGISTE MAROC	
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