

TERMS AND CONDITIONS FOR RENTAL OF LAGOON LODGE, OUALIDIA, MOROCCO

1. Contract of Hire

All bookings are subject to these conditions which are deemed to have been accepted in full by the hirer and by all persons in the party.

2. Deposit

A deposit of 20% of the total cost is required to secure your booking. If your booking is made 3 weeks or less before the hire commencement date, it must be accompanied by full payment. Payments can be made by bank transfer.

3. Final Payment

The balance must be paid 3 weeks prior to the hire commencement date. Please allow 10 days for international bank transfers to arrive in our account in Morocco.

4. Cancellation Policy

In the event of cancellations made between 12 weeks and 3 weeks prior to arrival date, 20% of the total (i.e. the deposit) is forfeited. Cancellations made less than 3 weeks prior to the arrival date - 100% of the total is forfeited.

5. Alterations and Cancellations by Us

In the unlikely event that Lagoon Lodge becomes unavailable due to circumstances beyond our control, we will offer you alternative accommodation (if available), or a full refund of monies paid at that time. Any refund is restricted to the Lagoon Lodge hire costs and we are not liable for any cancellation or administration charges for travel arrangements etc.

6. Price Includes:

Breakfast (including juice, tea & coffee), dinner (including filtered water, tea & coffee), linen, towels (including beach towels), heating, air conditioning, daily maid cleaning.

7. Price Excludes:

Other soft drinks, other meals, taxi transfers, personal, travel and cancellation insurance.

8. Occupancy

You must let us know the number of people who will occupy Lagoon Lodge at the time of booking. The maximum number of guests we can accommodate at Lagoon Lodge is 10 in 6 double bedrooms. Please note that we can accommodate 2 extra guests by prior arrangement with us only at an extra cost. Two fold-out single beds are available on request. We also have one cot for a baby.

9. Arrival/Departure

Rental periods run from Saturday to Saturday (unless otherwise agreed). Lagoon Lodge will be available for occupation from 4.00 pm on the day of arrival and must be vacated by 11.00 am on the day of departure.

10. Damage

Except in the case of normal wear and tear, you will be responsible for making good any damage to Lagoon Lodge or its contents, or to the swimming pool or grounds, which has occurred due to negligence or irresponsible behaviour on the part of those occupying the property or their guests. Such damage must be immediately reported to our manager, Loubna. Please supervise your children at all times, especially on the roof

terrace, around the pool and in the grounds.

11. Swimming Pool

Use of the swimming pool is at your own risk. Please use 'swimmer' nappies for infants under three and supervise your children at all times around the swimming pool.

12. Boat and Water Activities

Boat trips and other activities can be arranged through our manager, Loubna. If boat trips are undertaken, children under 10 and non swimmers must wear the lifejackets provided. If you wish to engage in surfing or other watersports, please check that you are covered by your own insurance policy.

13. Our Liability

Lagoon Lodge is covered by Axa general insurance. However, we are not responsible for any personal injury, illness, death, loss or damage of whatever nature suffered by you or by any member of your party during the hire period, taxi transfers or thereafter. This includes injury or harm while using the swimming pool, injury or harm from plants or animals in the garden, drinking water from the taps and use of the open fire and other heaters. We are not responsible for any mechanical breakdown and cannot guarantee the correct functioning of TV, DVD player, stereo system or any other equipment. We advise drinking bottled water throughout your stay.

14. Keys, Directions and Management

We will send directions to Lagoon Lodge on confirmation of your booking (unless you have booked a taxi transfer). When you arrive, Loubna will show you around the accommodation and explain how everything works. Our staff will be on hand throughout your stay to help you and answer any queries you may have. Please return room keys on departure.

15. Building Work

In the event of building works taking place by local authorities, private developers or neighbours, we are unable to stop such work taking place and are unable to control the level of noise.

16. Force Majeur

We regret that we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by 'force majeure'. In these Terms and Conditions, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with due care, foresee or avoid. Such events may include, but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes or other industrial disputes, natural disasters, fire, acts of God, terrorist activities, quarantine, epidemics, weather conditions, closure of airports, water shortages, power failure, government action or other events outside our control.

17. Insurance

The Lagoon Lodge Rental cost does not include insurance cover. We strongly recommend that you take out cancellation insurance, personal accident and medical insurance at the time of booking.