



## MOROCCAN CARAVAN, LLC. POLICIES

### **Booking requirements to secure a space on your trip:**

- Completed registration form.
- Deposit \$1000.00 per person OR if you prefer a full payment can be submitted at once.

### **Where to send your payments:**

Make check payable to Moroccan Caravan, LLC and mail to the address below: Moroccan Caravan, LLC, 53 Perkins Avenue, Malden, MA 02148 USA

### **Payment Deadlines**

Deposit: Due anytime upon signing up on a tour with completed registration form submitted online up to 90 days prior to tour departure. You are welcome to make a full payment at this time too.

Balance deadline: Due no later than 90 days prior to a tour departure.

Within 90 days prior to a tour departure: If space is available, participants may be able to join a tour. Please send an email to check with us for availability and, if you are allowed to join, full payment must be made along with a registration form submitted online.

*Note: Your reservation is subject to cancellation by Moroccan Caravan, LLC if payment is not received on time, unless stated otherwise. Notification of participant cancellation must be made to Moroccan Caravan, LLC in writing. Please see our cancellation policy on FAQ page for more information.*

### **Cancellations and Refunds:**

At the time we receive your written notification of cancellation, the following per person charges apply:

If the participant cancelled:

- More than 90 days before the tour's departure day: 100% of the total tour cost paid will be refunded.
- 60 to 90 days before the tour's departure day: 100% of the total tour cost paid minus deposit will be refunded.

- 16 days up to 59 days before the tour's departure day: 50% of the total tour cost paid will be refunded only and it will be done after the trip is over. If by this time, only deposit was paid, Moroccan Caravan LLC retains the full deposit amount.
- Within 15 days before the tour's departure day or no show: Full payment is not refundable.

*Note: Refunds for services that are voluntarily not used by you cannot be made.*

### **Visa Requirements:**

All participants must check if they need a visa to travel to Morocco or not.

USA Citizens do not need a visa to enter Morocco.

To find out if you need a visa, check this link: <http://www.moroccanconsulate.com/visa.cfm>

### **Fitness and Health:**

This journey to Morocco is not physically strenuous but participants should be in reasonably good health to participate. Please be aware that in some remote areas emergency medical care, physicians, and medication may not be readily available. Please bring all necessary medications with you. Each participant must be covered by medical insurance that is valid overseas. We urge you to take out trip cancellation and interruption insurance.

### **Conditions and Responsibilities:**

Moroccan Caravan, LLC organizes and sells cultural travel programs it purchases from other suppliers. The suppliers are independent contractors, and are not agents or employees of Moroccan Caravan, LLC. They supply services that include, but are not limited to, transportation, accommodations, meals, and excursions using local guides. While we endeavor to make travel arrangements with reputable suppliers, Moroccan Caravan, LLC is not responsible for the willful or negligent acts and /or omissions of such suppliers, their employees, agents, servants, or representatives, including, without limitation, their failure or inadequate delivery of services.

All travel and arrangements are subject to the terms and conditions specified by the suppliers, air carriers and/or applicable governing laws. Moroccan Caravan, LLC and the suppliers providing transportation and any service can accept NO responsibility for losses or additional expenses due to but not limited to delay, inconvenience, changes to or cancellation of itinerary, sickness, weather, strike, war, quarantine, terrorism, defects in vehicles, breakdown in equipment, any act, omission, negligence or other causes beyond their control. All such losses or expenses will be born by the passenger, as tour rates provide for arrangements only for the time slated.

Moroccan Caravan, LLC is not responsible for expenses incurred by trip members in preparing for the trip (visa/passport fees, equipment, medical, individual transfers, and or any other personal expenses before or during the tour.

### **Assumption of Risk and respecting other travel mates:**

I am voluntarily participating in the trip with knowledge that it involves some inherent risks and danger including, but not limited to, forces of nature, strikes, wild animals, theft, civil unrest cancellation or changes in itinerary, negligent action of others or their agencies, or means of conveyance or accommodation which may not be operated nor maintained to standards common in the United States. This includes health-related issues, and I am/you aware that medical services or facilities may not be readily available or accessible during all or part of my trip. This includes emergency medical care, presence of physicians, and adequate medication. On expeditions of this type it is not possible to accommodate persons with severe health problems or physical disabilities. It is the passenger's responsibility to judge the appropriateness of the travel activities to their own physical capabilities. By forwarding the deposit, the passenger certifies they agree with these terms and conditions and that they do not have any mental, physical or other condition or disability that would create hazard for them or other passengers. Moroccan Caravan, LLC and its suppliers would do their very best to help their participants on a tour, but take no responsibility for special arrangements or problems incurred by passengers unable to participate in the planned activities.

We reserve the right to decline any participants as members of the tour prior to departure, or to require any participants to leave a tour after departure at any time, in this case the participants will not be entitled to any refunds and will be on their own at their own expenses.

### **Insurance:**

You must be fully covered by medical insurance that is valid overseas. You, the participant, are responsible for obtaining travel insurance, including coverage for trip interruptions or cancellation, loss or theft of baggage, and emergency evacuation. Moroccan Caravan, LLC cannot be responsible for any of these expenses. Moroccan Caravan, LLC is not responsible for any travel interruptions.

### **Changes in Services:**

Individual transfers for those traveling independently are not included in the land or air cost unless otherwise stated. If the group falls below the minimum paying passenger requirement, the tour is subject to re-pricing or cancellation.

### **Itinerary:**

Moroccan Caravan, LLC reserves the right to cancel or make changes in the published itinerary whenever, in its judgment, conditions warrant, without consulting the participants. Participants have no right to any refund or other considerations in the event of these itinerary changes. Moroccan Caravan, LLC reserves the right to cancel any tour before departure, in which case a full refund of all amounts paid to Moroccan Caravan, LLC will be refunded to the participant.

**Arbitration:**

Any controversy or claim arising out of or relating to this Agreement or the performance thereunder, including without limitation any claim related to this tour, shall be settled by binding arbitration in Boston, Massachusetts, in accordance with the rules of the American Arbitration Association and Massachusetts law. This agreement to arbitrate does not waive or modify the liability related contained in the foregoing paragraph.

**Release of Liability:**

As a condition of acceptance each participant understands and has agreed to all information above and the following release of liability:

I have carefully read the schedule of activities, requirements, the “Conditions and Responsibilities” provided by this written material, and I/we are aware that the tour involves the risk of personal injury, death or loss (damage) to property. In consideration of the benefits derived by the trip, I/we voluntarily recognize and accept all risks thereof. I understand and agree on behalf of myself, my dependents, heirs, executors, and assigns, to release and hold harmless Moroccan Caravan, LLC and any of its officers, employees, agents, consultants, or representatives, from any and all claims, including but not limited to liability for delays, monetary damages, illness, injuries, death, or for the loss of or damage to property resulting directly or indirectly from any occurrences or conditions. I agree to abide by the conditions set forth under the “Conditions and Responsibilities” and other sections as stated herein or elsewhere published. I affirm that I am covered by medical insurance, which is valid overseas. I affirm that I have not relied on any additional oral or written representation of Moroccan Caravan, LLC or their suppliers for executing this release. I further acknowledge receipt of this release and I we understand and accept its terms and conditions. Any questions I have concerning this release have been answered to my full satisfaction.

Please contact us with any questions or concerns.

Thanks and we look forward to welcoming you on this journey to Morocco! Thank you!