



www.nomadikmorocco.com

Marrakech, Morocco

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GENERAL TERMS & CONDITIONS

Role of Nomadik Morocco

Nomadik Morocco specializes in the design and coordination of tailor-made travel experiences in Morocco. We carefully curate itineraries, coordinate logistics, and recommend licensed, independent local partners selected for their professionalism and reliability.

Transportation, accommodations, activities, and excursions are provided directly by these independent third-party operators, who are fully responsible for the delivery of their services, including safety, quality standards, and compliance with local regulations.

Nomadik Morocco's role is to plan, coordinate, and facilitate your journey, ensuring a smooth and well-organized experience, while working closely with trusted local professionals.

International Network & Local Expertise

Nomadik Morocco operates through a carefully selected network of trusted local partners to ensure the seamless delivery of travel experiences and full compliance with local regulations.

As part of this international structure, Nomadik Morocco collaborates closely with **AFC Morocco Travel**, a Morocco-based entity, for the organization and on-the-ground execution of selected services.

This integrated approach allows us to combine international standards with deep local expertise, ensuring a high level of quality, reliability, and cultural authenticity throughout each journey.

Depending on the nature of the booking, certain services may be coordinated and/or delivered through our local partners. Payments may also be processed either directly by Nomadik Morocco or in coordination with AFC Morocco Tours and other affiliated service providers.

Payment Policy

Nomadik Morocco may collect payments on behalf of third-party service providers for planning and coordination purposes only.



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- All prices indicated in your quotation are expressed in euros (€).
- A deposit is required to confirm and secure the services.
- The deposit is payable via PayPal, credit card or other online payment, and is subject to an additional 5% administrative fee (PayPal service fees).
- Any bank transfer fees or currency exchange charges are the responsibility of the client.
- Nomadik Morocco reserves the right to withhold services if payments are not made according to the agreed schedule.

Payment Terms for Day Trips & Tours up to 5 Days

- A deposit of **25 % of the total booking amount** is required at the time of booking.
- The reservation is confirmed only upon receipt of this deposit.
- The remaining **75 % balance** is payable **on the day of the tour**, prior to the start of services.

Payment Terms for Multi-day Tours > 5 Days

- A deposit of 25% is required at the time of booking.
- A second payment of 25% is due 90 days before the tour.
- The remaining 50% balance is payable before the tour.

For bookings made less than 7 days before the tour, Nomadik Morocco reserves the right to require the full payment at the time of booking.

Cancellations for Day Trips & Tours up to 5 Days

By confirming a booking with Nomadik Morocco, the Client agrees to a firm commitment. Upon confirmation, planning services and third-party suppliers are engaged. All cancellations must be submitted in writing, and deadlines are calculated based on the scheduled start date of the services.



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Due to the short preparation time and immediate commitment of local partners, the following conditions apply:

- **More than 30 days before the tour:** Full refund of the deposit (excluding transaction fees)
- **Between 30 and 7 days before the tour:** The deposit (25%) becomes non-refundable
- **7 days or less before the tour:** 50% of the total booking amount is non-refundable
(If only the deposit has been paid, the remaining amount may be requested to cover committed services)
- **48 hours or less before the tour / No-show:** 100% of the total amount is non-refundable

Cancellations for Multi-day Tours > 5 Days

- **More than 90 days before departure:** Full refund of the deposit (excluding transaction fees)
- **Between 90 and 30 days before departure:** The deposit (25%) becomes non-refundable
- **30 days or less before departure:** No refund

Specific Conditions for Large Groups

For bookings involving **8 participants or more**, or for premium luxury reservations, Nomadik Morocco reserves the right to apply specific payment and cancellation conditions.

These may include:

- **A higher deposit requirement, and/or**
- **Full payment required up to 90 days prior to departure**

These conditions will be clearly communicated and agreed upon at the time of booking confirmation.

In the event of cancellation on our part (for safety reasons, weather conditions, or force majeure), you may choose between:

- a full refund of the deposit, or
 - a credit valid for a future trip.
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Modification Requests

Date changes or service modifications are subject to availability and may incur additional costs. Significant changes may be treated as a cancellation. We will always do our best to accommodate changes, when possible, **provided they do not negatively impact our operations or local partners.**

Balance Payment Options

Online payment is recommended for the deposit ((PayPal, Remitly, Wise, Western Union, or other platforms), but other payment methods are accepted:

- In cash (EUR or MAD),
- By bank transfer (proof of payment required),

If Nomadik Morocco collects payment on behalf of third-party providers for coordination purposes, additional fees apply.

Currency & International Payments

All prices are based on euros (€), which is the reference currency for all services.

For payments made in other currencies, including **USD, GBP, and CAD**, a currency adjustment may be applied to account for exchange rate fluctuations and international transaction costs.

The applicable rate will be determined at the time of payment, based on market conditions and payment provider rates.

Any additional bank fees or currency conversion charges remain the responsibility of the client.

If payment is made in Moroccan dirhams (MAD), an exchange rate of **€1 = 11 MAD** will be applied to cover banking and currency conversion costs.

Invoice



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An official invoice will be issued and updated progressively as payments are made until the full balance is settled.

The final invoice will indicate the total amount received and any remaining balance, if applicable, at the end of the trip.

Travel Insurance

We strongly recommend that all travelers take out personal travel insurance covering trip cancellation, medical expenses, and loss of luggage, and more.

Weather Conditions, Road Conditions & Force Majeure

This itinerary may cross high-altitude areas where weather conditions may change rapidly, particularly in winter and without notice. Our absolute priority is the safety and comfort of travelers; therefore, arrival times cannot be guaranteed under adverse conditions.

Force Majeure Clause

Nomadik Morocco shall not be held liable for any delay, change, or cancellation, in whole or in part, of services resulting from circumstances beyond its reasonable control ("force majeure"), defined as any unforeseeable, unavoidable, and external event.

Force majeure events include, but are not limited to:

- extreme weather conditions (snow, heavy rain, flooding, sandstorms),
- natural disasters (earthquakes),
- road or infrastructure closures,
- decisions or restrictions imposed by local or governmental authorities,
- strikes, civil unrest, major technical failures, pandemics, or any event affecting traveler safety.

In such circumstances, the service provider reserves the right to:



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- adjust or modify itineraries, schedules, or services as necessary,
- offer an equivalent alternative, when possible,
- postpone all or part of the services.

No compensation or refund shall be granted in the event of force majeure.

Any additional costs resulting from delays or changes shall remain the responsibility of the client.