



BERBER TOURS' TERMS AND CONDITIONS

Rates and Fares:

Once the client(s) have booked, the prices of the 4x4 tours, mule or camel treks and coach tours are guaranteed. Occasionally, however, and through unforeseen circumstances beyond Berber Tours' control prices sometimes fluctuate. Usually Berber Tours will absorb this fluctuation, but should a large change occur, i.e. increased hotel rates, currency fluctuation, etc.; Berber Tours reserves the right to adjust the price accordingly.

Deposits and Final Payment for COACH TOURS by Bank Transfer only:

Bank Transfer:

Clients should contact Berber Tours by e-mail for the applicable information that they will need to make a "bank wire/transfer." (The clients are responsible for all costs incurred when using their bank to wire money.)

ALL FUNDS, whether they are from the USA or from outside the USA are to be in U.S. DOLLARS OR EUROS ONLY

You must pay a deposit of 30% of the total tour cost for all Coach Tours not later than sixty (60) days prior to arrival in Morocco, with the balance to be "paid-in-full" not later than thirty (30) days prior to your arrival in Morocco. If booking within sixty (60) days of your arrival, you must pay the full cost of your holiday when you book.

Should the clients wish to cancel before arriving in Morocco for any reason, then the clients understand and agree that the deposit which has been paid is NON-REFUNDABLE. The deposit is considered non-refundable due to the fact that it costs Berber Tours money to book hotels, arrange transportation, etc. and we must place deposits for each aspect that we arrange in conjunction with the tour and we must pay a "penalty" if these arrangements are canceled. The non-refundable deposit also pays for our time and expertise.

However, if the clients wish, they may reschedule the coach tour to a later time, and the previously paid non-refundable deposit may be transferred to the later booking date, but no "monetary" refund will be made by Berber Tours for the deposit.

No refund will apply to any unused services including but not limited to, accommodations, touring, meals and/or transportation once the coach tour has begun.

Your payment and the issuing to you of a "Deposit Confirmation Invoice" create a contract between us. Prior to doing so, we may send you an "acknowledgement e-mail" of your booking. Any such acknowledgement simply confirms that we are dealing with your booking request and is not a confirmation of it. These booking conditions form the basis of your contract with us. You should read and ensure you understand them (raising any queries you may have with us) before confirming your booking. By confirming your booking, you are liable to be regarded as having had the opportunity to have read and understood our Terms and Conditions, and to have actually done so before a contract between us came into existence.

If you are booking a late/special offer holiday, any extra or “optional” information and conditions that apply to the late/special offer holiday will also be part of your contract. If in doubt, you should check with us. If you have a special request, we will do our best to help, but we cannot guarantee it except as set out below. Please advise us of your request at the time of booking and make sure that we are given as much detail as possible. If your special request is vital to your holiday, it must be specifically agreed with us before or at the time you book your holiday. We promise to comply with any special request which we have specifically agreed. **General confirmation that a special request has been noted or passed on to the supplier or the inclusion of a special request on your “Deposit Confirmation Invoice” or any other documentation is not confirmation that the request will be met.** Unless and until specifically confirmed, all special requests are subject to availability. If any additional cost is applicable, it will either be invoiced to you prior to your departure or should be paid for locally once you have arrived in Morocco.

Cancellations/Refunds of “BALANCE PAID” concerning Coach Tours only:

All coach tours must be paid-in-full thirty (30) days prior to arrival. However, Berber Tours recognizes that sometimes unforeseen circumstances may occur that necessitates a tour being canceled. Below is outlined our policy in such an event:

15-24 days prior to arrival: FULL REFUND, except for nonrefundable deposit

5-14 days prior to arrival: 75% refund, except for nonrefundable deposit

0-4 days prior to arrival: 0% refund

Deposit and Payment Policy for 4x4 Tours, Camel or Mule Treks only:

USING OUR WEBSITE, Berber Tours will require from all clients that a non-refundable deposit of \$525.00 USD (\$675.00 USD for "Custom Tours or Treks") per 4x4 tour, mule or camel trek, be made within 5 working days of booking with Berber Tours by either PAYPAL, WESTERN UNION, or by "bank wire/transfer." Otherwise, the booking for the 4x4 tour, mule or camel trek made via our website, will automatically be CANCELED.

PayPal:

A PayPal payment can be made via our website upon booking and is the least expensive way to send a deposit.

Bank Transfer:

Clients should contact Berber Tours by e-mail for the applicable information that they will need to make a "bank wire/transfer."

Western Union:

Client(s) should send the funds by Western Union to:

Jeffrey Teachout
Sur, Oman

Once the funds have been sent by Western Union, the client(s) MUST email the TRANSACTION NUMBER (MTCN) to the Berber Tours email address in order for Berber Tours to receive the funds. Without the transaction number, Berber Tours cannot receive the funds and the booking will be CANCELED. The client(s) are responsible for any and all fees charged by Western Union.

Final Payment for 4x4 Tours, Camel or Mule Treks only:

Berber Tours allows its clients to make their Final Payment on the FIRST DAY once they have arrived in Morocco. This is due to the Moroccan banking laws which do not allow a business to send money out of the country unless it has a permit from the government to do so, or has a business bank account outside of Morocco. Since Berber Tours does not have a permit or a business bank account outside of Morocco, this is how we handle collecting final payments.

ALL FUNDS, whether they are from the USA or from outside the USA are to be in MOROCCAN DIRHAMS, U.S. DOLLARS OR EUROS.

Using VISA or MASTERCARD ONLY to make Final Payments:

Once the client(s) have arrived in Morocco they may use their VISA or MASTERCARD ONLY to make the final payment, if they prefer not to carry large amounts of cash. However, if Visa or Mastercard is used, it is understood by the client that Berber Tours will add 5% of the remaining balance to cover “credit card processing fees” that are charged by our bank.

Late Booking Fees for 4x4 Tours, Camel or Mule Treks only:

If booking within 30 days of travel, an additional fee of \$75.00 USD per person will be applied. Without 30 days prior notice within which to work, we cannot guarantee the standard of hotels that you may desire, **and particularly, any riad accommodations you may be interested in since riads generally have only a few rooms to rent** to begin with.

Changes after Confirmation for ALL tours including Coach Tours:

A "change fee" of \$50.00 USD per person will apply to any changes made by the traveler(s) after confirmation has been sent.

Cancellations and Refunds for 4x4 Tours, Camel or Mule Treks only:

Should the client wish to cancel before arriving in Morocco for any reason, then the client understands and agrees that the deposit of \$525.00 USD is NON-REFUNDABLE. However, if the clients wish, they may reschedule the 4x4 tour, mule or camel trek to a later time, and the previously paid deposit may be transferred to the later booking, but no "monetary" refund will be made by Berber Tours for the deposit.

No refund will apply to any unused services including but not limited to, accommodations, touring, meals and/or transportation once the 4x4 tour, mule or camel trek has begun.

Custom 4x4 Tours or Camel Trek Itineraries:

We charge a fee of \$150.00 USD for preparing a custom itinerary. In preparing a custom itinerary, we ask our clients to provide as much pertinent information as possible and include FIRM dates of arrival and departure, along with times of arrival and departure, as it will help us to ensure that we create the best possible itinerary for you.

In the case of a custom 4x4 tour, it is extremely helpful to us if you can give us an idea of your interests; what you want to see and where you are interested in going. For a custom 4x4 tour, we will require a minimum time period of 7 days total, arrival day and departure day inclusive.

For a custom camel trek, we require a minimum time period of 6 days total: arrival the day before the camel trek is to begin; your “travel day” to M’hamid; a 2-day and 2-night camel trek; the night after the camel trek ends; and then the 6th day for your journey back to Marrakech.

During the summer months of June through August, the maximum time period we offer is 2 days and 2 nights for a camel trek (6 days total) due to climate conditions. This is for YOUR safety as the climate in the Sahara during those months is EXTREMELY HOT.

Feel free to ask questions should you have any — we will be happy to assist you. When we have received all pertinent information from you, the itinerary consultation fee of \$150.00 USD will be added to your itinerary request total.

The itinerary consultation fee for all of our custom tours is NON-REFUNDABLE and will be added to your NON-REFUNDABLE DEPOSIT.

Following consultation with Berber Tours and once your total deposit has been received; you can expect to receive your itinerary by e-mail within 10 working days.

Land Arrangements:

As the tour operator, Berber Tours reserves the right to make any change necessary due to unforeseen circumstances. In all cases, Berber Tours will do its best to maintain the content of the 4x4 tour, mule or camel trek.

4x4 Transport for Groups of Six (6) or Fewer for Camel Treks:

Berber Tours reserves the right to determine the type of vehicle used in transport when meeting clients and transporting them between Marrakech and the final destination of Zagora OR M'hamid during a camel trek. While we make every effort to supply 4x4 transports, if due to any unforeseen circumstances, the mode of transport may change to a suitable, again, to be determined by Berber Tours, private car or any suitable taxi service if a 4x4 is not available at the time of transport. For groups of six (6) or fewer, a FLAT FEE or "transportation supplement" EACH WAY of \$180.00 USD for 1-6 people per 4x4 is included in the price of the camel trek should you wish for us to meet you at the Marrakech International Airport or your hotel in Marrakech and return you to Marrakech.

Sleeping Bags for Camel Treks:

As of September 1, 2006, groups of seven (7) or more are required to bring their own sleeping bags. For groups of six (6) or fewer, Berber Tours will supply the sleeping bag.

Transport for groups of six (6) or more for either city/country tours, mule or camel treks:

Berber Tours reserves the right to determine the type of transport used for groups of six (6) or more. The type of transport will range from multiple 4x4s, to a mini-bus, to a tour coach depending on the size of the group.

Itineraries:

Berber Tours reserves the right to cancel or make changes in the published itinerary whenever, in its judgment, conditions warrant, without consultation of participants. Participants have no right to any refund or other considerations in the event of any itinerary changes. Berber Tours reserves the right to cancel any tour before departure, in which case the client in no way is required to pay the balance still owed, but the deposit which has already been paid will not be refunded by Berber Tours.

Dinner with the Bouhaddou Family during Camel Treks:

While we advertise that six (6) or fewer clients may "have dinner with the Bouhaddou family" at the conclusion of a camel trek or during a 4x4 tour that INCLUDES Zagora, Morocco, the client does not actually pay for this as part of their camel trek or 4x4 tour. This is done as an "invitation" and as a way of showing our appreciation to the client and there is no obligation whatsoever that the client participate. The client is free to stay at the hotel to have dinner, which they are already paying for in the cost of the hotel room. However, if the client does have dinner with the family it is understood by the client that they do so in order to "see how one Moroccan family lives" and that they will be participating AS A FAMILY MEMBER and that they should not have any unreasonable expectations.

Special Meal Requirements:

For meals on a 4x4 tour, camel trek or mule trek, there is not a lot of red meat and when meat is available, a separate dish for vegetarians can be prepared. Please let us know whether you are a vegetarian. Keep in mind that "vegetarian" means "no meat" and not a "vegan" menu.

Prices for camel treks include:

All food and drinking water while on the camel trek; all camping equipment (EXCLUDING sleeping bag for groups of six (6) or more. As of September 1, 2006, groups of six (6) or more are required to bring their own sleeping bags. For groups of six (6) or fewer, Berber Tours will supply the sleeping bag.). Also included in our camel treks are: all camels for you and your baggage; your camel driver(s)/guide(s)/cook(s); the cost of your hotel room for 2 nights at \$75.00 USD per room, per night for 3-star hotel accommodations (double occupancy); and breakfast and dinner at hotel the night before and the night after the camel trek.

Prices for 4x4 tours include:

Vehicle rental; all fuel; all transfer fees; 3-star hotel rooms (4-star and above hotel accommodations are available at an ADDITIONAL COST and may be requested prior to your arrival or may be upgraded to after you arrive); breakfast and dinner; and your driver.

Not included in cost of 4x4 tours, mule or camel treks:

Airline costs or any transportation costs not provided by Berber Tours; your lunch unless provided by Berber Tours; any additional guide service or any entrance fees; incidentals such as soft drinks, beer or wine with meals unless provided by Berber Tours as part of a "package," personal purchases or tips.

Responsibility and Liability:

Berber Tours may act as agent for services provided by other operators and cannot be held liable for any services provided or listed by any other tour operator. Whereas Berber Tours and any subsequent tour providers operate the land tours offered and all parties are subject to all Moroccan laws, we are not liable for any act, omission, delay, injury, loss, damage or nonperformance occurring in connection with any tour offered by any tour operator other than Berber Tours.

Client Responsibility:

Client has read the above terms and conditions and agrees to each of them. Client hereby warrants that they fully understand each of them. Specifically client understands that should he/she cancel the trip for any reason, the client's only recourse is to reschedule their tour or camel trek as outlined in the *Cancellations and Refunds* section.

Passport and Documentation:

Your passport must be valid for at least six months following your entry date to your travel destination. For more specific visa requirements, please contact your nearest relevant consulate for current information.

Travel Insurance:

Travel insurance is not included in your tour price. It is the passenger's responsibility to verify whether his/her local health insurance carrier provides coverage while traveling outside of their home country. Please contact your insurance carrier for details. Berber Tours strongly advises that you purchase a comprehensive travel insurance policy to cover all aspects of your tour, including the loss of baggage and personal items, personal injury and death. A waiver must be signed if insurance is declined.

Entire Agreement Severability:

This is the entire agreement of the parties and it may be amended only by written agreement signed by both Berber Tours and the client and is subject to Moroccan law. If any part of this agreement is held unenforceable by a Moroccan court of law, the rest of this agreement will nevertheless remain in force and effect.

Acceptance and Acknowledgement by Client:

The client, by booking with Berber Tours and submitting their \$525.00 USD NON-REFUNDABLE DEPOSIT (\$675.00 for custom itineraries) via PayPal, Western Union or "bank wire/transfer," acknowledges and accepts the Terms and Conditions as described above by Berber Tours.

For Mule Treks Only:

Accommodation is in village inns or tents or, since Morocco is one of the few areas of the world where warm temperatures combine with an absence of insects, you can also sleep under the stars. Nothing can compare with a night under the brilliant starlight of North Africa. Tents, mattresses, a fully equipped kitchen, food and personal baggage are carried by mules. You carry only a day pack with whatever you need for the day.

All food is included on the trek. The food that you will eat is very healthy, including couscous, tajine, fresh eggs, fish, olives, nuts and fruit, fish (tuna and sardine), often served at lunch time with vegetable salad. For meals on a mule trek, there is not a lot of red meat and when meat is available, a separate dish for vegetarians can be prepared. Please let us know whether you are a vegetarian. Keep in mind that "vegetarian" means "no meat" and not a "vegan" menu.

Bottled water is not always available, so you will need to have your own method to purify water. Some treks allow for purchasing water along the way. Many people bring their own treats and food supplements if they have special dietary requirements. If you like to drink herbal teas, please bring your own. Moroccan tea tends to be a real energy booster, with Gunpowder green tea mixed with fresh mint and copious amounts of sugar. Sugarless tea can be requested, but not necessarily understood!

As we are trekking in geological variations, a wide range of climatic conditions means it can get cool in the evening. It is a good idea to bring a warm fleece jacket and long pants. During the day temperatures are relatively warm and normal attire with T-shirts and shorts will be fine. On average you can expect daytime temperatures of 22 to 30+ degrees Celsius. Rain is not likely.

Health Considerations:

There are no special fitness requirements for trekking; the main recommendation is a sense of adventure! There is no age limit providing that you are in reasonable physical shape and you are aware of the rigors of a trekking expedition in a foreign country and have proper traveler's insurance. Please make a point of telling us (quietly if you wish) if you have any medical condition/allergies or are on any medication that you think we should be aware of. We are out there for a great time and we want you to feel comfortable in your environment.