

General Terms and Conditions

General Terms and Conditions of Sale for Dar al Hossoun
Sarl Garden Lodge and Spa BP1157 – Taroudant, Morocco

1 – Reservations:

Accommodation descriptions and rates are available on the website <http://www.alhossoun.com>

Photos are not contractually binding.

Requests for availability and reservations should be sent to Dar al Hossoun by email at info@alhossoun.com

2 – Deposits upon reservation:

A deposit of 50% of the total amount, including tax, must be paid upon reservation.

Reservations are confirmed upon receipt of the deposit. Payments should be made by your dedicated secure payment link received by email, Visa, Mastercard, Amex, etc., allowing for fast and free payments.

Payments can also be made by bank transfer to SARL Garden Lodge & Spa, with a flat-rate surcharge of 300 dirhams for bank charges that are charged to us locally.

Bank charges applied by the client's bank are the client's responsibility.

The balance must be paid no later than 15 days before the start date of the stay.

Failure to pay the balance will result in the reservation being considered canceled by the client without further formality.

On-site payment of extras and tourist tax is available.

Cash payments are available on-site.

For events, a 30% deposit will be paid at the time of booking and an additional 30% 60 days before the event. If the additional 30% is not paid by 60 days before the event, Dar al Hossoun may consider that the guest no longer wishes to maintain their reservation and that failure to pay the second deposit constitutes cancellation on the part of the guest without further formality. The balance must be paid at the end of the stay.

3 – Currencies and Prices:

Prices in the quote are in dirhams and are per room, for the number of people indicated, and for the dates indicated.

The quote is valid for 72 hours. If payment is made at the hotel in a currency other than that indicated on the quote, the exchange fees are the responsibility of the guest. The tourist tax is payable directly on site. Prices include VAT applicable on the day of booking and any change in the applicable VAT rate will be automatically reflected in the prices shown on the invoice date. Any changes or introduction of new legal or regulatory taxes imposed by the relevant authorities will be automatically reflected in the prices shown on the invoice date.

4 – Conditions for Modification and Cancellation by the Guest
4-1. Modification and/or Cancellation of the Reservation Requests to modify or cancel a reservation must be made in writing and sent by email to Dar al Hossoun at info@alhossoun.com and will be acknowledged by our establishment.

Changes are subject to availability and must be confirmed by the establishment by email to the guest.

Cancellation is free of charge and 100% of the deposit paid will be refunded up to 45 days before the start date of the stay (bank fees for the refund transfer are the guest's responsibility).

If the cancellation or modification is made between 15 and 45 days before the start date of the stay, the deposit is non-refundable.

If the cancellation or modification is made less than 15 days before arrival or in the event of a no-show, the entire reservation, including tax, will be charged. Based on these provisions, Dar al Hossoun is authorised to withhold the amount due from the deposit and balance payment made or to debit the customer's account via credit card for the amount due, if applicable.

4-2. Cancellation of an event reservation by the client:

Cancellation of an event reservation by the client must be made in writing and sent by email to Dar al Hossoun, and this request must be acknowledged by our establishment. An event is understood to be a festive event such as a wedding reception, bachelor or bachelorette party, birthday party, or any other celebration or gathering of a group of clients, resulting in the privatisation of Dar al Hossoun and/or the organisation of specific services for the group, such as receptions, dinners, lunches, aperitifs, special set-up and decorations, background music, DJ, light shows, etc.

In the event of cancellation of an event at the client's initiative, regardless of the reason or the time between the date of receipt of the cancellation notification and the scheduled date of the event, the deposits paid at the time of booking will not be refunded to the client but will automatically revert in full to Dar al Hossoun. This applies to specific services involving preparation and organisation well in advance of the event, fees, and the booking of service providers by Dar al Hossoun, etc. The deposit returned to Dar al Hossoun in the event of cancellation by the client will compensate Dar al Hossoun for all the work and expenses already completed.

The same conditions will apply to reservations made directly for these events by family, guests, or participants, regardless of the length of the stay booked for this event. These cancellations will not result in a refund of the deposits paid, which will revert in full to Dar al Hossoun.

Only cancellations of accommodation made directly by occupants who have booked and paid a deposit personally and directly to Dar al Hossoun and are not participating in any festive event as described above may result in a refund of deposits after deduction of the variable compensation as mentioned above in application of Article 4-1.

4-3. Modification or cancellation of a reservation or event by Dar al Hossoun Any cancellation or modification initiated by Dar al Hossoun of an accommodation reservation or event for which the deposit has been paid by the guest will be notified to the guest by email and will result in either a refund of the amounts paid, without any compensation being due or payable, or, where possible and upon proposal by Dar al Hossoun, an alternative solution in another establishment of the same category without price modification and/or postponement of the stay to a later date.

5 – Conditions for Accommodation Availability and Departure Accommodation will be made available upon arrival whenever possible. However, due to occupancy, guests may be asked to wait until the accommodation has been properly restored following the previous guests' stay, and no later than 5:00 PM.

Guests are requested to vacate their rooms by 11:00 AM at the latest on the day of their departure.

When possible, we may accommodate late checkout. For departures between 11:00 AM and 2:00 PM, the property will charge a late checkout fee of 1,200 Dhs (excluding VAT). For late checkouts after 2:00 PM, the amount charged will be equal to the rental price of the accommodation for an additional night, including VAT.

6 – Liabilities

Dar al Hossoun is insured for professional liability for accidents that may occur to property and/or persons within the establishment and for which the establishment is liable. Personal liability may not be claimed under any circumstances, and Dar al Hossoun cannot replace the insurer in any way.

The establishment cannot be held liable for failure to comply with safety instructions or for dangerous or inappropriate behaviour towards other guests, staff, or animals.

Failure to comply with local regulations or staff, excessive alcohol consumption, noise or disturbance of other guests, damage to the premises, garden, or its furniture, and improper attire are, for example, inappropriate.

Plant removal is prohibited at Dar al Hossoun. Local and customs regulations prohibit the export of plants. Children staying at Dar al Hossoun remain the sole responsibility of their parents or legal guardians and, for safety reasons, should under no circumstances be left alone or unsupervised.

Guests' pets (dogs, cats, etc.) must always be kept on a leash.

Guests remain personally responsible for their own behaviour and that of their children, with respect for other guests staying at the hotel and the staff.

Any dangerous behaviour, behaviour that violates safety guidelines, or inappropriate behaviour may result in immediate exclusion from the establishment. In this case, the full price of the stay, including tax, will be due. Dar al Hossoun cannot be held responsible for any interruption or failure of public services such as water, electricity, gas, telephone, or internet, etc., nor for any direct or indirect consequences thereof. Guests remain personally responsible for the safekeeping of valuables: jewelries, money, credit cards, photo or video equipment, etc. Safes are available in their accommodations.

Dar al Hossoun is not liable for any loss, theft, or damage.

Any incident must be reported in writing to Dar al Hossoun within 24 hours so that it can be forwarded to the insurer within the required timeframe.

7 – Number of occupants during the stay

Only the owners, staff and guests staying have permanent access to Dar al Hossoun. No person, in addition to the number of occupants provided for in the initial reservation, is authorised to stay even occasionally in the property, without prior written agreement from the Management of Dar al Hossoun, which will count and invoice this additional occupant and will ask them to complete a police form. Failure to comply with this clause will result in the immediate cancellation of the customer's reservation under the

cancellation conditions provided above. Consequently, customers are obliged to notify the Management of any person they would like to invite during their stay and before the arrival of said person and to obtain authorisation. The Management is authorised to refuse entry to any guest, without having to justify it.

8 – Police Formalities

Dar al Hossoun is required to complete police formalities in accordance with local regulations and authorities.

You must carry your passport or national identity card for Moroccan nationals and present it upon arrival.

A police form must be completed and signed upon arrival; it is filed with the police daily.

9 – Customer Contact Information

When booking, customers must provide Dar al Hossoun with personal information, including an email address and a WhatsApp phone number on which they can be contacted before and during their stay. This information is used solely to manage the customer's booking, in particular to send booking confirmations and other useful information upon arrival and during their stay. The customer is responsible for the validity of the email address and contact details provided. In the event of incorrect entry, Dar al Hossoun declines all liability. Dar al Hossoun undertakes not to transmit this personal information to a third party (individual or professional) for commercial purposes.

You also have the right to access, rectify, modify and delete data concerning you. You can exercise this right by sending an email to info@alhossoun.com or by writing to: Dar al Hossoun – BP 1157 – Taroudant - Morocco