



Terms & Conditions of Booking

The following conditions apply to individual and exclusive bookings of Riad Jahan.

1. Payment & Confirmation

Reservations can be made by telephone, fax, post or e-mail. By giving us your credit or debit card details you are authorising us to charge in full for your accommodation costs.

Bookings will be confirmed upon receipt of payment of a deposit of **30%** of the total cost of your stay. The booking is finalised upon receipt of the full final payment of the invoiced amount. Payment methods will depend on the date when a booking is made:

2. Methods of Payment

- You can pay by cheque/bank transfer if your booking is confirmed more than 6 weeks prior to your reservation date
- Credit/Debit card if your booking is less than 6 weeks prior to your reservation date.
- A transaction charge of 2.00% will be added on all credit card payments.

Full payment of the remaining 70% is due 6 weeks prior to arrival. The remaining amount corresponding to the total reservation will be charged to your credit or debit card.

Please be advised that we must receive full payment by the date given on your invoice. Failure to make payment by this date will result in Riad Jahan releasing your reservation. We will make you aware of such action in advance and remind you about payments that are due to avoid this happening.

3. Changes made by us or you

Any changes requested and received up to 6 weeks prior to arrival will be accommodated where possible and be dependent on availability. We do however reserve the right to charge an administration fee for this additional work. In the unlikely event that we may have to make changes to your reservation, we will advise you at the earliest possible date, we will make every effort to avoid this, but we do reserve the right to do so should we need to.

4. Cancellation Policy

Cancellation over the phone cannot be accepted. Guests must cancel or modify all reservations in writing either by e-mail, letter or fax to avoid any misunderstandings. As we will incur costs when a cancellation or amendment is made you will need to pay the cancellation charge indicated in the table.

Please note that the date we receive your cancellation will be the date your cancellation will be recorded. The cancellation will be confirmed to you in writing with a cancellation reference will be given to you.

RIAD JAHAN

MARRAKECH

Period before Notification of cancellation is received by us	Cancellation Charge as a percentage of cost
Up to 30 days before arrival	30% of total invoiced cost
30 days – 15 days before arrival	50% of total invoiced cost
14 days before arrival	100% of total invoiced cost

5. Insurance & Medical Cover

We strongly advise you to purchase travel insurance with full cancellation cover before your departure date. It is also the responsibility of guests to seek medical advice prior to their arrival date.

As at July 2007 there are no mandatory vaccinations required for travel to Morocco and anti-malarial treatment is not necessary. However, we do advise you to check with your doctor or local clinic for the latest requirements and recommendations. Medical charges will apply accordingly to any treatment you may need in Marrakech, so please ensure your travel insurance will cover this.

6. Force Majeure

Advice given by our government and of your government is taken into account in the event of your flights being grounded because of terrorism, war or you may be advised by your government that that it is unsafe to travel, we will endeavour to help you re-arrange your holiday dates. Please contact the reservation office for help and advice.

7. Special Arrangements

We will make every effort to fulfil your requests, but regrettably we cannot guarantee that these will be fulfilled. So therefore failure to meet these requests does not constitute a breach of contract.

8. Meals & Drinks in the Riad

Meals, drinks and spa treatments taken whilst staying in Riad Jahan will need to be settled locally in Moroccan dirham with the House Manager as credit/debit card facilities are not available.

9. Check Out & Check In

Check in is available from 14.00 pm and check out is no later than 11 am. If you need an earlier check in or later check out time please let us know and we will try to accommodate your needs. If the room is not vacated by the check out time, you may be charged another night rate. We can however hold your luggage in the Riad until your departure time on the same day.



10. Children

We extend a warm welcome to everyone at Riad Jahan, but we must stress that due to the traditional design and architecture of the house it may possibly be hazardous for young children. Therefore Parents are fully responsible for the safety of their children. We regret we cannot accept pets.

11. Complaint

Please inform the House Manager immediately and every effort will be made to resolve your complaint. Any written complaint must be received within 21 days.

12. Smoking Policy

Smoking is only permitted on the Roof Terrace. It is prohibited in any other area of Riad Jahan. We appreciate your understanding in this matter.

13. Privacy Statement

Riad Jahan comply with the Data Protection Act 1998. In order to process your booking we collect personal data from you. The information we obtain from you will include your name, contact details and may include any special needs, disabilities, or dietary requirements. You are responsible for ensuring that other members of your party are aware of the booking conditions and this privacy statement and that they agree to you acting on their behalf on your dealings with us. We may disclose this information to our service providers in order to provide you with your holiday arrangements. Only information that is relevant for booking purposes is passed to them.