

Worry-free Booking! We highly appreciate your tour inquiry and promise to offer our best price with top quality services. By booking with us, you enjoy our free change service prior to the beginning of the tour, and 100% full refund except for any actual losses if the booking is cancelled due to the Covid-19 restriction.

Reservation and Payment

- After receiving your tour inquiry, our professional travel consultant will work on it efficiently and offer you one-on-one dedicated services. She will answer all of your questions and provide expert suggestions and travel plans until you are satisfied. As soon as we receive your confirmation and deposit we will make the reservations for your tour.
- Our tour price is calculated in Euros currency (EUR). For the convenience of our clients we will provide prices in other currencies upon request.
- Ten percent (10%) of the tour total price is required as a deposit to confirm your tour. A reservation for your tour will not be considered firm until the deposit is received. By sending the deposit, you agree to our Terms and Conditions.
- The final or full payment is required 30 days prior to the start of the tour.
- Payment methods: We accept payment by PayPal, Credit Card. An additional 4% transaction fee will be added.
- Wire/Bank Transfer: Recommend for payment with a large amount to save the bank charge.

Cancellation and Refund

It would be disappointing if you had to cancel the tour booking, but we understand it is sometimes necessary. AST Unlimited has a favorable refund policy to minimize your losses.

The cancellation fee will be a percentage of the tour total price as follows.

For a Small Group Tour:

- 25 % Non-Refundable Deposit at Time of Booking
- 30 days prior to arrival: 25 % of total bill will be charged
- 14 days prior to arrival: 50% of total bill will be charged.
- No show: 100% of total bill will be charged
- No refund will be made for any accommodation, transportation, sightseeing, meals or service not utilized by any person after the tour has begun.

For a Private Tailor-made Tour:

- 25 % Non-Refundable Deposit at Time of Booking
- 30 days prior to arrival: 25 % of total bill will be charged
- 14 days prior to arrival: 50% of total bill will be charged.
- No show: 100% of total bill will be charged

If you cancel the trip, you should inform us by email. We will calculate your refund based on the day when we receive the written cancellation. All refunds will be processed within 20 days of receipt of your cancellation.

Unforeseen Circumstances

- We might choose to cancel your tour or trek due to unforeseen circumstances. In that case we will refund any sum paid by you to us, including the deposit, but we are not liable to pay any other compensations to you. Unforeseen circumstances are for example: natural or nuclear disaster, war or thread of war, riot, terrorist, fire, adverse weather conditions and others.

Alteration of the Itinerary

- For any changes made prior to the beginning of the tour, there will be no charge for our services. However, if in case there are any costs due to the reservation changes, you will be responsible to pay for this part.
- After the tour begins, any extra charges caused by clients' changes will be added to the total. Any unused portion is neither refundable nor exchangeable.

Minimum Group Size

- **Small Group Tours:** A small group tour is a way for people to travel inexpensively and hassle-free while having a fantastic experience. Our groups provide travelers a perfect combination of intimacy, flexibility and low prices. We guarantee departures on group tours with 4 travelers - please see individual tour pages for details.
- We reserve the right to decline to accept or retain any person as a passenger should such person's health or mental condition or physical infirmity or general deportment impede the operation of the trip or the rights, welfare or enjoyment of other passengers.
- **Private Tours:** The private guided tour is tailored for you, your family or your friends exclusively. No other participants will be in your group and you will not take part into any tours with others during our land services except for the camel ride tours. For the whole of your tour, we will provide you with a private guide and driver. You will have flexibility within reason to agree with your guide on your daily departure time, sightseeing time and even mealtimes.

Passports and Visas

- Please make sure you have a valid passport and visa before leaving for Morocco.

Additional Information

- We suggest that you purchase travel insurance that covers a wide range of unforeseen losses and damages, including baggage damage, flight delays and cancellations.
- On a non-shopping tour, we arrange no stop at the commission-based tourist shops or factory stores, but some attractions may have a shop at their entry or exit so we cannot avoid passing through them. For travelers who want to shop for gifts or souvenirs, the marketplace is a good choice.

Responsibility

- We will take benefits and losses of any fluctuations, lower or higher in currency devaluation, park fee increases, taxes, or fuel surcharges after we have received the full payment. And we reserve the right to correct promotional or pricing errors or to increase the tour price in the event of cost increases due to changes currency devaluation, park fee increases, taxes, or fuel surcharges before we receive your reservation deposit.
- We are not responsible for acts of terrorism, political unrest, war, earthquake, landslide, delay or cancellation of your trains and flights. But we will try our best to assist you in these situations.
- We are not responsible for any unauthorized extra services that the client arranges with the local guide or the driver beyond the confirmed itinerary. In this case, we do not accept any responsibility for extra expenses on shopping, attractions, destinations etc., but we will help our clients deal with the problems if any damages or losses occur. Our mission is to provide an exceptional travel experience to every person who travels with us.

Privacy & Confidentiality

- We take full responsibility to make sure that proper security measures are in order to secure your private and confidential information that you have provided to us during the booking.
- The information collected from you will be used to make reservations with hotels and with any other third party as need to arrange your travel requirements. We will share your dietary, medical or any disability with relevant suppliers to ensure your safe and the most enjoyable holidays.
- In making a booking with us, you consent to this information being passed onto the relevant persons.

Complaints and Claims

- Whenever and wherever you are not satisfied with any service of our tours, please let your travel consultant know immediately by email, phone or through your local tour guide, so that we can solve the problem as soon as possible and prevent it from happening again. Alternatively, you can send emails to our customer service center directly via complaints@ast-unlimited.com Our support team will ensure you have an exciting and rewarding experience. Thank you.