

Terms and Conditions of Morocco Riad Holidays Ltd.

1. Morocco Riad Holidays Ltd. ("Morocco Riad Holidays") provides through this website an online advertising and booking platform where hotels advertise their rooms and other accommodation, and where users reserve such rooms in those hotels.

A reservation through Morocco Riad Holidays' website establishes a direct contractual legal relationship between you and the hotel subject to the hotels terms and conditions. Morocco Riad Holidays' position is limited to that of an intermediary. Any confirmation is sent to you in the name and on behalf of the hotel.

2. At the moment of the reservation an amount equal to 20 % of the total cost of accommodation (deposit) will be debited by **Morocco Riad Holidays Ltd., London** (our payment processing office) to your credit card or other form of payment.

You will pay the remaining amount (and the price for any additional services and consumptions) directly on site to the hotel.

3. The hotels advertising on this website apply the following general cancellation policy: Any cancellation of the booking by the client must be in writing per mail to contact@morocco-riad-holidays.com from the person who made the booking. Cancellation will be effective from the date of receipt of the cancellation at the company's office and will involve the following cancellation charges

Cancellation of a room:

- At least 7 days before arrival date: 20% of the cost of accommodation (deposit)
- Less than 7 days before the arrival date, no-shows and early departures: 100% of the cost of accommodation

Cancellation of the whole Riad:

- At least 14 days before arrival date: 20% of the cost of accommodation (deposit)
- Less than 14 days before the arrival date, no-shows and early departures: 100% of the cost of accommodation

4. Subject to the limitations set out in these terms and conditions, we shall only be liable for direct damages actually suffered, paid or incurred by you due to an attributable shortcoming of our obligations in respect of our services, up to an aggregate amount of the aggregate cost of your reservation as set out in the confirmation email (whether for one event or series of connected events).

However, neither we nor any of our affiliated companies shall be liable for (a) any punitive, special, indirect or consequential loss or damages, any loss of production, loss of profit, loss of revenue, loss of contract, loss of or damage to goodwill or reputation, loss of claim, (b) any inaccuracy relating to the information

concerning the hotels as made available on our website, (c) the services rendered or the products offered by the hotel, (d) any (direct, indirect, consequential or punitive) damages, losses or costs suffered, incurred or paid by you, pursuant to, arising out of or in connection with the use, inability to use or delay of our website, or (e) for any (personal) injury, death, property damage, or other (direct, indirect, special, consequential or punitive) damages, losses or costs suffered, incurred or paid by you, whether due to (legal) acts, errors, breaches, (gross) negligence, willful misconduct, omissions, non-performance, misrepresentations, tort or strict liability by or (wholly or partly) attributable to the hotel (its employees, directors, officers, agents, representatives or affiliated companies), including any (partial) cancellation, overbooking, strike, force majeure or any other event beyond our control.

5. Morocco Riad Holidays uses high ethical standards and respects your privacy. You expressly authorize Morocco Riad Holidays to transmit your reservation including your personal data and credit card or other payment details to the hotel. Besides this, your personal information will be treated as confidential and will not be disclosed to third parties, unless required by law or court orders.