



Morocco: Sport Travel Maroc- Booking conditions

As a booking facilitator, saddletravel.com does not create or organise the travel packages on offer. Instead, we connect customers with third-party operators who independently organise all aspects of the travel packages, including accommodations, horse riding activities, and transport. Our role is limited to facilitating the booking only.

Payment & Cancellation Terms

Holidays are confirmed with a 20% non-refundable deposit. The full balance is due 56 days before the start date. If you cancel your booking less than 56 days before the start date of your trail we are entitled to receive full payment, less refunds as follows: 42 days or more before booking date - 50%, 30 days or more - 30%
less than 30 days - nil

Insurance

All customers are required to take out appropriate travel insurance that covers horse riding and holiday cancellation. Proof of insurance details will be required during the booking process.

This riding package is organised by:

Sport Travel Maroc
154 bd Mohamed V,
Marrakech 40000, Morocco

Sport Travel Maroc Terms and Conditions

Horseback riding is a risky sport and activity, and can be dangerous. We train our horses to be friendly, confident, and have a good understanding of their surroundings. However, they are released with the understanding that the rider does so at their own risk.

Riding Level

Our tours are primarily aimed at intermediate and advanced riders, but we can accommodate beginners with advance notice on specific tours such as our short breaks. To ensure everyone's safety, please be honest about your riding level when booking so that we can organise the group accordingly. Please note that we reserve the right to refuse or exclude anyone from any outing or activity at our discretion if we believe it is necessary for the safety of our horses and other participants.

Responsibility

Under no circumstances can Sport Travel be held responsible for force majeure, for actions by third parties unrelated to the provision of the services outlined in the Contract, or for poor performance of the Contract. Furthermore, it is

specified that activities (sports activities, excursions, etc.), as well as any other activity provided by an external service provider, undertaken solely at the initiative of the client, or purchased on-site as an additional cost beyond the package, are in all cases the exclusive responsibility of the external providers managing these activities. Consequently, Sport Travel's responsibility cannot be engaged in these cases.

In the event of misconduct by a client, and without prejudice to any legal remedies Sport Travel may exercise to seek compensation for damages suffered, Sport Travel reserves the right to take any appropriate measures against the offending client, including exclusion. Such exclusion may result in the loss of any benefits and, if applicable, the cancellation of all already reserved packages for future departures. Cancellation in this context will be considered a client-initiated cancellation.

Insurance

It is highly recommended that the client take out additional insurance with an appropriate organisation.

Border control, customs, and other formalities for the entire stay.

To travel smoothly, valid administrative documents are essential, and additional formalities must be completed by clients under their own responsibility and at their own expense. Under no circumstances does Sport Travel substitute for the individual responsibility of clients, who must ensure the verification and obtaining of all necessary formalities before departure and throughout the trip. Non-compliance with formalities, the inability of a client to present valid administrative documents, or the prohibition from entering the territory, remain the responsibility and financial burden of the client, and Sport Travel will not reimburse or replace the service. All information related to these documents and formalities is available from the relevant diplomatic missions.

Your Accommodation

The standard accommodation is in hotels, Riads, or campgrounds.

For registered participants, accommodation is mandatory in double rooms, unless the individual is alone, in which case a single room will be provided (with an additional charge). A child must be accommodated in a shared room with their parents and/or guardian(s), or in a single room (only for children over 12 years old), which may incur a single supplement if applicable. It is specified that the beds offered to children sleeping in the same room as their parents may be sofa beds or fold-away beds. Children under 2 years old are accommodated in the parents' and/or guardians' room in a baby bed (generally a travel cot). It is specified that children under 2 years old do not count as an occupant.

Valuables

During your stay, do not leave any valuables, identification documents, or jewelry unattended in your accommodation.

Sport Travel cannot be held responsible for the theft of valuables or jewelry that are not deposited in the room's safe or the main safe. It is the client's responsibility to file a report with local authorities if necessary.

Protection of consumer privacy

Privacy and consumer protection are important to us. Sensitive information is stored electronically in our secure database and is only accessible by authorized personnel who strictly adhere to confidentiality procedures. If documents containing personal data are printed for internal purposes, they are kept in a filing system in our offices, accessible only to our staff who handle the files. In accordance with Moroccan legislation, we archive the data in files for a period of 5 years. Personal data is only collected if it is relevant and necessary for providing the offered services,

including to communicate certain information to the country's immigration authorities. We commit to protecting the privacy of all our clients and users.