

Travel Conditions

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The Travel Conditions is a part of the travel agreement and it is important that the traveler read the conditions. The Travel Conditions is the basis for your rights as a traveler, and for us as tour operator. Before you start your trip also read relevant information at our website and also in the received program.

Booking and Payment

All our trips start and end in Morocco. You can book trip via our website or contact Zbartravel by email. A travel agreement is considered to be signed when both parts - the traveler and the tour operator – has finalized the travel program and when the deposit is paid. The traveler will receive an invoice with

- 1) Deposit maturing within 14 days
- 2) Finally amount paid no later than 20 days before departure. See the due date on the invoice.

Cancellation

Cancellation must be made as soon as there is a reason not to conduct the trip. Cancellation will give an extra fee, and the fee is depending of the of cancellation date, which is calculated from the date the tour operator receives the message

The conditions for cancellation:

- a) Cancellation less than 30 days before departure with Zbartravel: Zbartravel will retain the deposit paid.
- b) Cancellation 20 - 15 days before departure with Zbartravel: The customer pays 50 percent of the total price.
- c) Cancellation less than 14 days before departure with Zbartravel or the customer does not show up as agreed, there is no refund.
- d) When booking close to the departure the payment and payment conditions Zbartravel make agreed payment in each case.

Cancellation and Cancellation Insurance

If the event of a sudden or serious illness, accident or death by the traveler himself or his immediate family (spouse, partner, children, parents, in-laws or siblings), which prevents or makes it unsafe to travel, the traveler has the right to cancel the trip. When circumstances that are mentioned occur, the traveler must immediately inform Zbartravel. The traveler must also inform your Travel Insurance Company, and follow their rules.

Travel Insurance

Travel Insurance is necessary when you travel abroad. The travel insurance is a comprehensive insurance and gives rights by theft, accidents, sudden illness, etc.

Transfer of travel

The customer has the right to transfer the agreed trip to another person that fulfills all the conditions necessary to undertake the trip assuming that the tour operator is notified of this in a reasonable time before the journey starts. Transferor and the tags are jointly liable for payment.

**Subject to change**

Subject to price change by unforeseen major changes in exchange rates applied in price calculation.

Cancellation of the journey

The journey can be canceled if it at destination or in the immediate vicinity of this ascertained war actions, natural disaster, dangerous infectious diseases or other events that can be equated with the aforementioned. This also applies when these events occur on the itinerary.

Deficiencies and Complaints

If the traveler believes there are significant deficiencies in the journey, the traveler shall immediately and at the destination inform representatives of Zbartravel. Complaints after the trip with Zbartravel is ended means customers lose their rights. Appeal deadline is set to 4 weeks after the end of the trip with Zbartravel in Morocco and shall be in written.

General information

The traveler is responsible to verify that travel documents are consistent with agreed booking. The traveler must comply payment deadline, and must upon departure in Morocco have necessary travel documents.

The travel suggestions on our website are examples of tours. These must therefore be regarded as general and not final. Final program will be agreed with the customer and sent along with the order with the agreed price and conditions.

We welcome you and look forward to having you as our customer!