

RENTAL OF VILLA LA DIOUANA, OUALIDIA, MOROCCO - TERMS AND CONDITIONS 2027

1. Contract of Hire

All bookings are subject to these conditions which are deemed to have been accepted in full by the hirer and by all persons in the party.

2. Deposit

A deposit of 50% of the total cost is required to secure your booking. 100% payment is required if your booking is made within 4 weeks of the rental commencement date. Payments must be made by bank transfer in GBP sterling or € euro to our UK bank account (33 Degrees Latitude Ltd) or in € euro or Moroccan dirhams to our Moroccan bank account (Lagoon Escapes SARL).

3. Final Payment

The balance of 50% must be paid 4 weeks prior to the rental commencement date (arrival date).

4. Cancellation Policy

In the event of cancellations made over 12 weeks prior to arrival date 20% of the deposit will be forfeited. For cancellations made between 12 weeks and 4 weeks prior to arrival date 50% of the deposit will be forfeited. Under 4 weeks prior to arrival date all moneys paid are forfeited. We strongly recommend that you take out travel insurance that includes cover for cancellation due to illness or bereavement.

5. Alterations and Cancellations by Us

In the unlikely event that the villa becomes unavailable due to circumstances beyond our control we will offer you alternative accommodation (if available) or a full refund of monies paid at that time. Any refund is restricted to the villa hire costs and we are not liable for any cancellation or administration charges for travel arrangements etc. We reserve the right to refuse a booking or cancel an existing booking if we consider the presence of the guests on the property is likely to lead to damage to the villa and garden and/or cause aggravation to our staff. Any deposit paid will be refunded.

6. Price includes:

Linen, towels (inc. beach towels), heating/AC and daily maid cleaning.

7. Price excludes:

Breakfast, meals, taxi transfers, personal, travel and cancellation insurance.

8. Occupancy

You must let us know the number of persons who will occupy the villa or rooms at the time of booking. If you wish to add further individuals (up to a maximum of 14) you may only do so by prior arrangement with us. You may not use the Penthouse Suite, Garden Suite or Palm Suite if you have only paid the rental cost for the villa.

9. Exclusivity

You will have sole use of the property at all times.

10. Arrival/Departure

Rental periods run from Saturday to Saturday (unless otherwise agreed). The villa will be available for occupation from 16.30pm on the day of arrival and must be vacated by 11.00am on the day of departure to allow our staff time to clean and prepare the property for yourself or the next guests.

11. Damage

Except in the case of normal wear and tear, you will be responsible for making good any damage to the villa, penthouse, annex or their contents, or to the swimming pool, which has occurred due to negligence or irresponsible behaviour on the part of those occupying the property or their guests. Please note, the wearing of stiletto heels is strictly forbidden because they damage the tadelakt floors. We reserve the right to demand a refundable deposit (surety) of 20,000 dhs / €1800 / GBP £1,600) for birthday parties and other celebrations. Any damage must be immediately reported to our manager, Abdillah, and may be deducted from the deposit. We don't allow tents or outside visitors (i.e. non-resident visitors) except by prior arrangement. Outside music must be switched off before 23.00 and we ask that you respect the peace and privacy of our neighbours.

12. Children

Please supervise your children at all times, especially on the roof terrace, in the penthouse, around the swimming pool and in the garden. Please tell children to be mindful of the sharp spikes on cacti when playing in the garden. Use of the zip wire is restricted to children weighing less than 40kg and is the responsibility of parent(s) or guardian(s).

13. Swimming Pool

Use of the swimming pool and paddling pool is at your own risk. The swimming pool is only 150 cms deep at the deep end and diving is strongly discouraged. Please use 'swimmer' nappies for infants under three.

14. Our Liability

Villa la Diouana is covered by a standard Axa 'Multirisk' insurance policy. However, we are not responsible for any personal injury, illness, death, loss or damage of whatever nature suffered by you or by any member of your party during the booking period, taxi transfers or thereafter. This includes injury or harm while using the swimming pool, injury or harm from plants or animals in the garden, drinking water from the taps and use of the wood burning stove and gas heaters. We are not responsible for any mechanical breakdown and cannot guarantee the correct functioning of internet connection, TV, stereo system or any other equipment. Please only drink bottled water or filter water: a bottle is provided free in each bathroom at the beginning of your stay and can be refilled from the filter tap in the kitchen.

15. Keys, Directions and Management

We will send directions to the villa on confirmation of your booking. When you arrive our manager Abdillah will give you a set of keys and show you around the accommodation. He will be on hand during your stay to help you and answer any queries you may have. Please return the keys on departure.

16. Building Work

In the event of building works taking place by local authorities, private developers or neighbours, we are unable to stop such work taking place and are unable to control the level of noise.

17. Force Majeur

We regret that we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by 'force majeure'. In these Terms and Conditions, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with due care, foresee or avoid. Such events may include, but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes or other industrial disputes, natural disasters, fire, acts of God, terrorist activities, quarantine, epidemics, weather conditions, closure of airports, water shortages, power failure, government action or other events outside our control.

18. Insurance

The rental cost does not include personal insurance cover. As stated under (4) we require that you take out travel insurance at the time of booking.