

TERMS AND CONDITIONS HASH POINT SURF CAMP

PRICES AND PAYMENT

All prices for packages are in euros and per person per week/7 nights, unless otherwise is stated. Prices for Bed and Breakfast are shown per night. Upon making your booking the price of your holiday will not normally be subject to change, however we reserve the right to increase or decrease prices due to variations in service charges, offers, insurance/security levels or exchange rates. Once a booking has been made discounts cannot be applied retrospectively.

A deposit of 50% required at the time of booking. Once we receive your deposit we will secure your booking and send you a confirmation. The deposit is due 6 weeks before the ARRIVAL date. If the deposit has not been received by this date we reserve the right to treat the booking as a cancellation. Should the booking be made within 4 weeks of the arrival date 50% of the total amount is required immediately. The remaining part is paid on arrival in Cash.

CORONA POLICY AND CANCELLATION

Make sure you know the requirements for entering Morocco. You can find this information via www.visitmorocco.com

If Morocco closes its borders or there are flight restrictions which make it impossible to continue your trip with us, we give a full refund of your deposit.

If you test positive for your PCR test before boarding, we can reschedule your trip within 6 months.

If you test positive on arrival at the airport we have to upgrade you to a single room. All costs made after testing positive are at your own risk. We can not give you a refund.

CANCELLATION

If you are obliged to cancel your booking please let us know immediately by email. The following sliding scale determines if your holiday is refundable:

6 weeks and more - 100% refund

6 - 4 weeks before arrival date - loss of 25% (half deposit)

4 - 0 weeks before arrival date- loss of 50% of holiday cost (full deposit)

If you wish to shorten your stay or cancel pre-booked add-ons while you are here, there is no refund to your remaining days or pre-booked add-ons.

SURF GUIDING

Surf guiding does not include teaching or expert advice. You need to be able to manage yourself in the water. The surf guides will take you to surf spots and suggest where to surf but are not in any way responsible for clients safety or for injury or death whilst surfing.

TRANSPORT PICK UP/DROP OFF

It may sometimes be necessary to combine, on certain transfers, customers arriving or departing on more than one flight. It may require additional waiting time at your airport or bus station. Sometimes our airport transfers are contracted to a specialist local agency. Maximum

waiting time at the airport is 60 mins. Please note departure times are 3hrs prior to your flight departure from your accommodation.

OWN RISK

- To enter Africa/Morocco you need a valid International Passport. If you are rejected at Check-in at the airport and you are not allowed on the airplane, your deposit is non refundable.
- Valid PCR test with QR code, if you are rejected at Check-in at the airport and you are not allowed on the airplane, your deposit is non refundable
- When booking a holiday with Hashpoint Surfcamp everyone must have full travel insurance. Hashpoint Surfcamp accepts no responsibility for loss, theft or damage to persons or property during their stay. Guests must obtain their insurance independently.
- It is your responsibility to ensure you have a suitable level of fitness and swimming to undertake our surf lessons. Any medical expenses or related costs incurred during your trip are not the liability of Hashpoint Surfcamp.
- When booking Surf guidance, you must be aware of your own surf level.
- Hashpoint Surfcamp's equipment will be used for surf lessons or guiding, unless previously agreed. If you damage or lose any Hashpoint Surfcamp equipment, always inform a member of Hashpoint Surfcamp staff and understand that you will have to pay for any repairs or replacements.
- If you can't join the programme because of Health issues for longer than 2 days we can give a discount on the remaining absent days.
If you can't travel because of incomplete travel documents, we handle the normal cancellation policy.

SURF AND WEATHER CONDITIONS

In the event of poor weather or poor surf conditions, the passenger shall have no claim against Hash Point Surf Camp. With poor surf conditions there are other options like Paradise Valley or Hammam, in this case the excursion fee is added to your booking. There is no discount on no-swell days.

EXCURSIONS

If you decide to join an excursion instead of the daily surf lessons/guiding there will be no discount on your package. Excursions are only subject for refund when Hashpoint Surf Camp is not able to organize it due to unexpected circumstances or when the required minimum number of participants is not reached. Hashpoint Surf Camp decides if an excursion can take place or not.

HOLIDAY TERMINATION AND INDEMNITY

While staying with Hashpoint Surfcamp, clients are expected to behave in an orderly and acceptable manner and are expected to accept responsibility for the conduct of themselves and their party. Should their behavior threaten the condition of the accommodation or vehicles or seriously impair the enjoyment of other guests, Hashpoint Surfcamp reserves the right to refuse

to further accommodate the guilty party and contractual obligations will be terminated. The guilty party will be liable for the cost of any damage caused.