

Sales policy

What our prices include for our classic services

- Reception at the airport (if you arrive the day before departure for trekking) and transfer back (if your flight is scheduled the day after the return of the trek)
- 2 nights in 3 * hotel, B & B and double or triple room in Marrakech
Note: we also offer the possibility of staying in our riad, Riad Azenzer (<https://www.riad-azenzer-marrakech.com>), please contact us for prices
- Marrakech transfers / start of trek and end of trek / Marrakech.
For an arrival or departure from another city (for example: Ouarzazat or Essaouira), please contact us for prices
- Coaching by a professional mountain guide certified by the state of Morocco and recognized by the Ministry of Tourism
- Accompanied by a local team, a cook (from 5 people) and muleteers or camel drivers according to the chosen program
- For motorized tours, an experienced driver and vehicles with a license issued by the Ministry of Transport
- Big camping equipment: double igloo tents, mess tents, kitchen equipment, floor mattresses for your comfort
- All meals during trekking days

What our prices do not include for our classic services

- Plane tickets
- Cancellation and repatriation insurance
- Small camping equipment: for the details of what you should not forget, go to our section "Preparing your stay" (<https://www.trekmaroc-aventure.com/informations-pratiques/preparer-votre-sejour/>)
- Meals in the cities of departure and arrival
- Tips for teams
Although traditional, the tip remains at the discretion of each participant according to his satisfaction. It takes 20 - 30 EUR per participant to spread over the entire team
- Supplement single room and individual tent, *please contact us for prices*

Accommodations

- In departure and arrival cities: nights in 3 * hotel, double or triple room,
On request, we can also accommodate you in an establishment of different category such as a riad. For more information contact us
- During the trek: double igloo tents, lodging or homestay depending on the chosen program

Transportation

- Transfers made by minibus or taxi depending on the chosen program and the number of people in the group, for some program, an all-terrain vehicle could be necessary,
All vehicles are approved by the Ministry of Transport
- During walking days, luggage is transported by mules or camels depending on the program chosen

Coaching

- Upon your arrival at the airport, you are welcomed by Said, your guide or a driver who will take you to your accommodation
- A qualified professional guide approved by the Ministry of Tourism and fluent in French and who can speak English will accompany you throughout your trek or motorized program
- Mule drivers, camel drivers and cooks are trusted people with whom we have been working for a long time and come from the region you will be

Booking and cancellation conditions

- The fixed costs for the organization of a trek do not make it possible to organize a stay for 1 person. If, however, a client does not mind paying for 2 when he will be alone, we can organize a trek for him on the basis of our rates.
- A "formal" quote will be sent to you as a result of our exchanges
- Firm reservation for the payment of a deposit of 30% of the total price of the stay
- Payment of the deposit implies acceptance of the quote and firm reservation of the service
- The payment of the deposit is made by bank transfer, in Morocco or in France at your choice
- The balance is in cash on the day of the start of the service, in Euros or Dirhams at your convenience, or by bank transfer at least 7 days before the start of the service
- Cancellation more than 20 days before your arrival: the deposit is refunded considering possible bank charges
- Cancellation 20 to 7 days before your arrival: the deposit is kept
- Less than 7 days before the date of arrival or no show: 100% of the stay is due
- Exceptional conditions in the context of the fight against the Covid 19 pandemic: if the trek is no longer possible due to decisions of the Moroccan government such as the closing of borders, we undertake to reimburse the sums collected.