

## TERMS OF SERVICE

### SAHARA ADVENTURES SARL AU

On behalf of all of us at Sahara Adventures SARL AU, *WELCOME!* Thank you for choosing to travel with us! We hope you have a wonderful trip, and that your travels in Morocco leave you with memories you will cherish for a lifetime.

Let's help each other to make sure that happens!

#### ***Our responsibilities...***

- We provide a driver who is trained, experienced, a local expert, and who speaks your language. He will be trustworthy, reliable, and attentive to your needs. As a principled, responsible operator, we pay your driver a living wage, and pay also for him to have basic accommodations while travelling with you to ensure he is well-rested and safe while driving.
- We monitor your trip: our administrator will know where you are at any time on your trip, and establishes contact with the driver at least once a day. You are welcome to leave our Canadian contact information with friends and family while you are travelling in case of emergencies.
- We are responsible for delivering the itinerary you booked, and for ensuring your accommodations are available to you as booked. However, "things happen". Road and weather conditions may from time to time affect our ability to follow the itinerary as scheduled, and we cannot be responsible for delays, interruptions, or the need to alter the program due to conditions beyond our control, whatever they may be. You can be assured that under any of these circumstances, we will do our best to offer options so that you have as much control over your overall experience as possible, and so that you are inconvenienced as little as possible.

#### ***Your responsibilities...***

- **Booking travel with us means that the risks of travelling in a foreign country are acceptable to you.** If you have made a booking on behalf of other people in your party, the risks of travelling in a foreign country are acceptable to them as well. Please heed your driver when he advises you of possible concerns for your safety.
- **Anticipate your personal needs for comfort and safety while travelling.** If you take any prescription medications or have preferred over-the-counter drugs for minor ailments, ensure you bring sufficient supplies with you. Don't expect that your preferred pharmaceuticals are available in Morocco, or not under familiar

brand names. Take into consideration the season in which you're travelling and the activities you plan to take part in, and pack accordingly.

- **Ensure everyone in your party is covered by travel medical insurance.** Your driver carries a first aid kit that contains materials to treat minor ailments such as sunburn, headaches, and minor scrapes. You may use these at your own risk. In the event of a medical emergency, we will help you connect with your emergency helpline as prescribed in your travel medical insurance policy and as may be necessary, and obtain help as the policy advisors direct. Unless it is safe for you and others in your party, including the driver, we will not transport you to a hospital or medical clinic without the express consent of your policy advisor, but will assist you in calling for an ambulance or police support. If you are travelling with a group, we will ensure you have responsible care, but will not unduly delay the others in your party from continuing with their trip.

- **Talk to us!** Let us know if there are things we can do to ensure you have a safe and comfortable trip. If you have food allergies, sensitivities, or preferences, let us know so that we can work with riads and restaurants to accommodate them. If you have preferences for hotel amenities or facilities (including preferred beds) let us know. It's *your* trip: let us know if you would like to alter the program in order to do more or less of any particular activity. The only things we can't alter without at least 24 hours' notice are your accommodation reservations. Let your driver know if there's anything he can do for you... *your wish is our command!*

- **Respect the culture and people in the country where you are a guest.** The Moroccan people are very tolerant of the cultural differences they see in the visitors to their country, but appreciate it when you show respect for theirs. Please dress comfortably, casually and modestly – probably much like you would do at home. Ask us if you need suggestions.

Although alcohol is forbidden to Muslims, you will find that some men do drink, and Morocco has a respectable wine industry. We will be happy to help you obtain alcohol, find a spot for a cocktail, or arrange for wine with dinner. ***Please, no drinking of alcohol in the car.***

Physical or verbal abuse directed toward your driver, service personnel, or other people will not be tolerated, and may result in the termination of your tour without recourse or compensation.

- **Plan to have the trip of a lifetime!** You can return to Morocco again and again, but imagine that this is your only visit: if there is anything at all that we can do to enrich or deepen your experience, we will do our very best to make it happen. We love Morocco, and we want you to love it, too!

***Please feel free to discuss these Terms of Service with us.***