

# KASBAH DU TOUBKAL (THE KASBAH) BOOKING TERMS AND CONDITIONS FOR BED AND BREAKFAST STAYS

## Bookings:

- We operate a minimum 2-night stay unless we have single nights to fill.
- Our prices are in euro per room per night, based on 1 or 2 sharing on a bed and breakfast basis.
- Bookings are subject to an additional 5% levy:

In keeping with our commitment to the local community, all our invoices will incur a 5% charge in favour of the local [village association](#), "Association des Bassins d'Imlil", and [Education For All](#).

The Association Bassins d'Imlil, which covers the whole of the surrounding valleys, supplied the ambulance in Imlil which services the local population and visitors. Other community projects that have been undertaken include the rubbish clearance system and the provision of the village hammam (steam bath).

Education For All helps provide college education for girls from the rural High Atlas.

The 5% levy is also added to all charges made at the Kasbah.

## STANDARD Cancellation Policy or No-Show Policy:

- Cancellation at any time up to 48 hours before arrival date: Cancellation charge of 50% of invoice value or 1 day's Bed & Breakfast whichever is the greater from the point of making a confirmed booking.
- No Shows and cancellations 48 hours or less before arrival date - 100% of invoice value from the point of making a confirmed booking.

## ADDITIONAL FLEXIBLE Cancellation Policy – COVID pandemic:

- (i) Up to 90 days before departure for reasons related to COVID pandemic, you may postpone your stay with no penalty, and receive a credit note valid for 12 months.
- (ii) If Morocco is closed or your Country Of Departure is closed on or up to 21 days before your departure date due to COVID you may have a credit note valid for 12 months or a full refund.

Discover Ltd is ABTA Bonded ABTA No.: V4335

## Transport:

- The Kasbah is approx 80 minutes from Marrakech and transfers can be arranged if required
- Transfers from Marrakech to the Kasbah (or the Kasbah to Marrakech) are 85 euro per transfer (not per person) based on a car of up to 4 people. Minibus prices are available on request.
- Transport arrangements are made directly with the Kasbah and we will send you a transfer request form—and instructions on how to use our transfer service—so you can book your transfer up to the Kasbah.
- The return transfer to Marrakech can be booked whilst you are staying at the Kasbah.

## Payment:

- Payment is required in full to confirm your reservation.
- Payment can be made by the following methods:

- Credit and debit cards: VISA or MasterCard (we do not accept American Express).
- We debit in sterling as we are a UK company.
- We use the current prevailing rate of exchange at time of invoice confirmation.
- We have a secure internet connection for payments and details will be provided upon confirmation.

**Alcohol:**

Out of respect for Muslim traditions the Kasbah is not licensed to sell alcohol, but we are happy that you bring your own. As there is no alcohol available between Marrakech and the Kasbah we can arrange for the driver to take you to the Marjane or Carrefour supermarkets in Marrakech to buy your own drinks should you be using our transfer service.

**Weather:**

If you follow this link, you can not only download historical weather data for the Kasbah area, but also check out the latest weather forecasts:

[www.kasbahdutoubkal.com/info/weather.html](http://www.kasbahdutoubkal.com/info/weather.html)