



GENERAL TERMS & CONDITIONS (GTC)

ALLMOOV MARRAKECH

1. Purpose

These General Terms and Conditions of Sale (GTC) define the terms of booking, participation and execution of activities offered by Allmoov Marrakech.

All bookings imply full and complete acceptance of these Terms and Conditions.

2. Booking and payment

Submitting the application form does not constitute a booking confirmation.
After receiving the request, the organizer checks availability and confirms the feasibility of the activity. A deposit of 50% of the total amount is then required. The reservation is considered confirmed only upon receipt of this deposit.
The balance is to be paid on the day of the activity before departure.

Accepted payment methods:

- **National and international transfers**
- **Cash payment**

3. Circuit access, schedules and punctuality

Punctuality is mandatory to ensure the smooth running of the activity.

Retard :

- **Maximum tolerance: 10 minutes**
- **Beyond that: departure without the participant**
- **No refund of the deposit will be issued.**

4. Transfers and meeting point

Transportation is not included in the tours by default.
Private transport services may be offered as an option when booking.
In the absence of reserved transport, the meeting point is set at the Allmoov Marrakech reception base, located at kilometer 28, Amizmiz road, first track on the right after the Kasbah of If.
The exact GPS location and meeting times will be provided upon confirmation of the activity. (ALLMOOV MARRAKECH)

5. Cancellation and rescheduling

Any request for cancellation or modification must be made in writing.

Refund conditions :

- **More than 30 days: 50% refund of the deposit**
- **Between 7 and 30 days: 25% refund**
- **Less than 7 days: no refund, rescheduling possible**
- **Less than 48 hours: no refund or rescheduling**

Reprogramming is subject to availability.



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6. Conditions of participation and required level

Participation requires knowing how to ride a bike independently.

Minimum requirements:

- **Minimum height: 1.35 m**
- **Appropriate physical condition**

Restrictions :

- **Pregnant women**
- **Balance disorders**
- **Consumption of alcohol or substances**
- **Incompatible medical conditions**

The organizer reserves the right to refuse a participant for safety reasons.

7. Mandatory validation test

Before departure, each participant may be subject to a test of their familiarity with the equipment.

The organizer reserves the right to refuse entry to any person who does not demonstrate sufficient skill, without refund if safety is at stake.

8. Options and support vehicle

Some activities may include additional options.

The support vehicle's role is to ensure logistics and security, without necessarily being a permanent follow-up vehicle.

Any confirmed but unused option will not be eligible for a refund.

The organizer reserves the right to adapt or remove an option for safety or logistical reasons.

9. Liability and insurance

Each participant declares that they are in good physical condition and fit to participate.

The participant is responsible for having liability insurance covering damage caused to third parties.

It is strongly recommended to have individual accident insurance.

The organizer has their own professional liability insurance.

Obligations :

- **Helmet required**
- **Strict adherence to the guide's instructions**

The organizer accepts no responsibility in case of failure to comply with the instructions.

10. Equipment and personal belongings

The equipment is provided in good condition. Any damage resulting from misuse may be charged.

The organizer accepts no responsibility for loss, theft or damage to personal belongings.



11. Weather conditions

The activities take place in a natural environment and are subject to weather conditions.
The organizer reserves the right to modify, postpone or cancel the activity in case of conditions that do not guarantee safety.

Safety thresholds:

- **Vent > 40 km/h**
- **Heavy rain**
- **Thunderstorm**
- **Reduced visibility**
- **Extreme temperatures**

Proposed solutions:

- **Route adaptation**
- **Change of schedule**
- **Reprogramming**
- **To have**
- **Partial or full refund**

No additional compensation can be claimed.

12. Behavior

Participants must behave respectfully.
Any dangerous behavior may result in exclusion without refund.
The guide is the sole decision-maker for safety reasons.

13. Right to one's image

Photos and videos may be taken during the activity.
The use of the image for commercial purposes is subject to explicit consent obtained during the booking process.
Without explicit consent, no image allowing direct identification will be used.
Unidentifiable background images may be used.

14. Force majeure

Force majeure is defined as any external, unforeseeable and irresistible event preventing the execution of the activity.
In this case, the organizer cannot be held responsible.
The following solutions may be proposed:

- **Reprogramming**
- **Partial refund**
- **Full refund of the deposit**

No additional compensation can be claimed.

Contact details

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