



# Our Terms & Conditions

## About us:

Love World Tours Limited, registered in England & Wales. Our company's vision is to provide custom tours to Morocco. Further information about our services can be found on our company website ([Love Morocco Tours](#))

## Our Booking Policy:

An expression of interest is made from our travellers for a tour package. A tour package is designed according to our guest's personal requirements. The detailed tour package includes the following information:

- An itinerary of the tour according to the number of days. Furthermore, all details of accommodation are communicating with the guest upon request
- A price of the tour denoted in € (non -UK Bookings) or £ (UK bookings) per person.
- What is included and excluded in the tour package.

In the first instance, we accept the tour booking in writing or verbal confirmation. Following this, personal details are requested from our guest to book flights and tour. Once these details are received, an invoice is prepared which includes:

- The payment for the flight booking (if requested)
- 30% deposit for the tour – **Non -Refundable**

The above payment is made to the company business account through bank transfer. Once the payment is received, the guest received a receipt of payment including transaction details. Also, as a company policy, we donate to our charity 'Blossom'. We're community-focused tour company and the guest receives a copy of their donation.

## Our Cancellation Policy:

- The initial 30% deposit is non-refundable.
- A month (30 days) prior to the tour – **50% of the remaining balance**
- If no cancellation – the guest pays the remaining of the balance on the first day of the tour. This is our company policy and the guest received a paper copy of the receipt of payment signed by the company director, the tour operator and signed by the traveller. An electronic copy of the receipt is provided after the tour upon request.

## Our Privacy Policy:

- All personal details of our guests are not shared with any third party. As a company we hold details for 90 days after the completion of the tour. After this, all records are deleted
- We do not post pictures or any personal information of our guests on our website or social media without prior permission from our guests.

Dr Safina Khan (Director of Love World Tours Limited)

Date: January 2018