

Terms and Conditions

SNOOPY STYLE

These Booking Conditions form the basis of your contract with Snoopy Style (“we”, “us”, “our”). Please read them carefully as they set out our respective rights and obligations. In these Booking Conditions references to “you” and “your” include the first-named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:

- a. he/she has read these Booking Conditions and has the authority to and does agree to be bound by them;
- b. he/she is over 18 years of age and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services;
- c. he/she accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

1. Booking & Paying For Your Arrangements

A booking is made with us when you pay us a full payment or a 30% non-refundable deposit (or full payment if you are booking within 3 weeks before departure) and we issue you with a booking confirmation. We reserve the right to return your deposit and decline to issue a booking confirmation at our absolute discretion. A binding contract will come into existence between you and us as soon as we have issued you with a booking confirmation that will confirm the details of your booking and will be sent to you.

All prices are in Euros unless otherwise stated. Upon making your booking the price of your holiday will not normally be subject to change. However we reserve the right to increase or decrease prices due to variations in service charges, insurance/security levels or exchange rates. Once a booking has been made discounts cannot be applied retrospectively.

A deposit is required at the time of booking. Once confirmation has been dispatched the deposit is non refundable. This deposit request is holding your reservation for a maximum of 72 hours. If you intend to pay your deposit outside of the allocated time frame please let us know, otherwise we cannot guarantee your reservation. The final balance is due 3 weeks before departure. If the final payment has not been received by this date we reserve the right to cancel your booking. Should the booking be made within 3 weeks of the departure date, the full amount is payable immediately. We do not accept cash payments for online bookings.

Surfing Experience Schedule: It is our priority to ensure that you surf the best waves for your ability every day you have a surfing experience with us. This means that the schedule is flexible with the tides and wave forecast, meaning some days will be long, others short, some will start early morning and/or in the evenings. This will always be discussed with you the day prior, and it is your understanding that you trust Yassine's (Snoopy) advice and plans for ensuring your best surf holiday is delivered.

Group Surf Policy: If you book a group Surf Coaching or Surf Guiding experience, you are in the full understanding that others are able to join the group at any time during your holiday. If a group of different abilities forms, whether during the holiday or beforehand, alternative arrangements will be discussed beforehand to ensure everyone has the safest and most enjoyable surf holiday possible. Yassine (Snoopy) will make every endeavor to coach/guide every person that books a surfing experience. However, it is the guest's understanding that by choosing to book a Group Surfing experience, they may not be coached/guided by Yassine (Snoopy) himself for the whole holiday if the situation occurs that surfers of multiple experience levels book for the same days. If this situation occurs, it will be discussed with all guests at the earliest time possible. Yassine (Snoopy) will always prioritise the person/group who has booked first or private guests.

Private Surf Policy: If you book onto a Private Surf Coaching or Surf Guiding experience, Yassine (Snoopy) will do his best to be the instructor/guide, but this cannot be guaranteed.

Family Policy: The family/friends of any guest undertaking a surf experience with Snoopy Style can travel to the surf spot for free if there are spaces in the car. However, they cannot partake in any surfing activity with Snoopy Style unless it is booked and paid for 24-hours in advance.

2. Accuracy

We endeavor to ensure that all the information and prices are accurate, however, occasionally changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before you make your booking.

3. Insurance

Adequate travel insurance is a condition of your contract with us. You must be satisfied that your insurance fully covers all your personal requirements including pre-existing medical conditions, cancellation charges, medical expenses, and repatriation in the event of accident or illness. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

4. Pricing

The price of your surf experience has been calculated using exchange rates quoted on xe.com in relation to the following currencies: Euro.

5. Accommodation

With our Surf & Stay and Retreat Packages, you will be staying at our Surf Villa. While staying with Snoopy Style, clients are expected to behave in an appropriate and acceptable manner and are expected to accept responsibility for the conduct of themselves and their party. Should their behaviour threaten the condition of the accommodation or vehicles or seriously impair the enjoyment of other guests, Snoopy Style reserves the right to refuse to further accommodate the guilty party and contractual obligations will be terminated. The guilty party will also be liable for the cost of any damage caused.

However if you choose to find your own accommodation you are responsible for booking your accommodation separately from this booking. We are not responsible for the quality of the accommodations or service provided from any places we recommend.

6. Cutting your holiday short

If you are forced to return home early, we cannot refund the cost of any travel arrangements you have not used. If you cut short your holiday and return home early in circumstances where you have no reasonable cause for complaint about the standard of the services provided, we will not offer you any refund for that part of your experience not completed, or be liable for any associated costs you may incur. Depending on the circumstances, your travel insurance may offer cover for curtailment and we suggest that any claim is made directly with them.

7. If You Change Your Booking & Transfers of Bookings

If you wish to change any part of your booking after our confirmation invoice has been issued, you must inform us in writing as soon as possible. This should be done by the first-named person on the booking. Whilst we will do our best to assist, we cannot guarantee that we will be able to meet your requested change. Where we cannot assist you and you do not wish to proceed with the original booking we will treat this as a cancellation by you. A cancellation fee may be payable in accordance with the cancellation policy below.

8. If You Cancel Your Booking Before Departure

If you or any other member of your party decides to cancel your confirmed booking you must notify us in writing. Your notice of cancellation will only take effect when it is received in writing by us and will be effective from the date on which we receive it. Your 30% deposit is non-refundable. If you have paid the full amount on booking, and cancel at least 7 days before departure, you will be refunded 50% of your total amount. If you decide to cancel within 7 days of arrival, you will not be refunded due to the costs incurred before your arrival. However, your booking can be transferred.

9. If We Change or Cancel

As we plan your holiday arrangements many months in advance we may occasionally have to make changes or cancel your booking and we reserve the right to do so at any time. If for any circumstance Yassine (Snoopy) is unable to personally coach or guide you as previously arranged, you will be made aware before departure and offered alternative options.

10. Excursions

Excursions and 'Adventures' booked with Snoopy Style must be booked at least 24 hours before the chosen experience takes place. You can book an experience as part of your booking, or book on site.

Excursions or other tours that you may choose to book or pay for whilst you are on holiday separate from Snoopy Style Surf Adventures are not part of your contracted arrangements with us. Your contract will be with the operator of the excursion or tour and not with us and not our responsibility.

11. Special Requests

Any special requests must be advised to us at the time of booking e.g. diet, equipment etc. You should then confirm your requests in writing. Whilst every effort will be made by us to try and arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed by us. We do not accept bookings that are conditional upon any special request being met.

12. Health & Fitness, Disabilities and Medical Problems

We will do our utmost to cater for any special requirements you may have. If you or any member of your party has any medical problem or disability which may affect your booking, please provide us with full details before you make your booking so that we can try to advise you as to the suitability of your chosen arrangements. It is your responsibility to ensure that you have a suitable level of fitness to undertake your surf trip. We may require you to produce a doctor's certificate certifying that you are fit to participate.

13. Covid-19 Waiver

Make sure you know the requirements for entering Morocco. You can find this information via www.visitmorocco.com If Morocco closes its borders or there are flight restrictions which make it impossible to continue your trip with us, we give a full refund of your deposit. If you test positive for your PCR test before boarding, we can reschedule your trip within 6 months. If you test positive on arrival at the airport we have to upgrade you to a single room. All costs made after testing positive are at your own risk. We can not give you a refund.

14. Surf Hire Equipment

Rental of any surf equipment will require the renter to sign and accept the following waiver.

The undersigned voluntarily makes and grants this waiver and assumption of risk in favour of Snoopy Style Surf Adventures. I do hereby waive and release any and all claims of negligence or strict liability arising out of my use or misuse of products provided while testing or renting including surfboards and surfboard fins or is a hazardous activity with inherent risks and dangers such as the possibility of injuring myself or others, damaging the rented board or the board of others, or even death and which I nonetheless accept.

As a condition for the use of this surfboard, wetsuit and fins I will assume all responsibility for any injury or damage of any nature and extent caused by or resulting from my use or misuse of the products. I agree to use my best judgment in undertaking this activity (surfing) and faithfully adhere to all safety instructions and recommendations whether written or oral. I will further assume all responsibility for returning the surfboards, wetsuits and fins in good condition. I agree to pay for any damage incurred to the surfboard during my use of it and agree that the minimum repair fee is 300 Dirhams. Lost or damaged wetsuits will be charged with a damage fee of 900 Dhs.

I also understand that any major structural damage, partial or complete snaps and creases which cause a permanent weakness will require the board to be replaced. This will be charged to the renter at the board's cost price. The damaged board will be replaced with a new one. The damaged board is then the property of the renter.

I hereby certify that I am a competent adult assuming the risks of my own free will, being under no compulsion or duress.

Updated: 10 June 2024