

Terms and Conditions of Stay

By confirming a reservation, guests agree to comply with the following Terms and Conditions and to ensure that all members of their party do the same. Failure to comply may result in immediate termination of the stay without refund. Any damage, missing items, or violations will be settled on site or deducted from the security deposit.

1. Check-In and Check-Out

- Check-in is from 3:00 PM unless otherwise agreed in advance. A valid photo ID is required from all guests upon arrival. In accordance with Moroccan law, Moroccan or Muslim couples may be required to present a valid marriage certificate.
- For rentals of the entire property, a security deposit of €500 is required. This deposit will be refunded at the end of the stay provided the property is returned in good condition.
- All check-in and payments must be completed before keys are handed over.
- Check-out is at 11:00 AM. Any unauthorized late departure may result in an additional night's charge.

2. Access, Visitors, and Supervision

- Access to the property is strictly limited to registered guests. Visitors are only permitted with prior approval from the owner or authorized staff.
- Authorized staff may enter guest areas when necessary for cleaning, maintenance, safety, or emergencies, with full respect for guest privacy.
- Surveillance cameras are installed in common areas and at entrances for security purposes only.

3. Safety and Fire Prevention

- Smoking (including e-cigarettes), open flames, candles, and unauthorized electrical appliances (heaters, hotplates, kettles, etc.) are strictly prohibited in rooms. Devices such as phones, laptops, and cameras must be charged with certified chargers only.
- Campfires and fireworks are strictly prohibited.

4. Respect, Quiet, and Alcohol/Drug Use

- The property is a place of calm and relaxation. Loud noise (>50 decibels), parties, shouting, amplified music, or any disruptive behavior is strictly prohibited.
- Quiet hours: 10:00 PM – 8:00 AM. During this time, all noise must be kept to an absolute minimum to avoid disturbing other guests, neighbors, or the community.
- Guests must respect local laws, customs, and community standards. Alcohol consumption must comply with local regulations. The possession, use, or distribution of illegal substances is strictly prohibited.

Note: Any behavior endangering the safety, comfort, or well-being of others may result in immediate eviction without refund. In serious cases, the competent authorities may be contacted.

5. Inventory, Facilities, and Maintenance

- All shared and private areas must be kept clean and orderly at all times. Food waste and rubbish must be disposed of properly.
- The property must be left in a clean and tidy condition upon departure (e.g., dishes washed and all garbage removed). Additional cleaning charges may apply if this requirement is not met.

- Use of the kitchen by guests is only permitted when the entire property is rented as a group accommodation (not applicable to individual room rentals) and only with prior permission. The kitchen rules displayed in the kitchen must be followed at all times. In case of non-compliance, permission to use the kitchen may be withdrawn.
- Furniture, mattresses, bedding, and equipment should be used carefully and remain in their designated places. Sitting or lying on furniture with wet clothing is not allowed. Any wet or soiled bed will result in the cost of a replacement mattress being charged for hygiene reasons.
- Any missing or damaged items should be reported upon arrival to avoid charges on departure.
- Washing clothes in sinks or bathrooms is not permitted; a washing machine is available for guest use. Cleaning or laundry services can be arranged on request (additional fee).
- Windows should remain closed during strong winds. Any damage resulting from negligence will be charged to the guest.

6. Pool and Outdoor Areas

- The pool is open from 8:00 AM to 9:00 PM.
- Swimming in the pool is entirely at the guest's own risk. Guests must always follow all instructions and guidance provided by staff.
- Children under 8 years are not allowed in the pool or surrounding areas without adult supervision.
- Proper swimwear is required.
- Activities that may disturb others or endanger safety are not allowed. This includes running near the pool, jumping or diving into the water, ball games in or around the pool, splashing, simulating drowning, and the use of inflatables or floating objects.
- To maintain clean and safe water, guests must not spit, blow their nose, urinate in the pool, eat or drink in the pool area, or apply tanning or oily products immediately before swimming.
- Failure to comply with these rules may result in exclusion from pool use.

7. Environmental responsibility

- Guests are expected to use water and electricity responsibly due to regional shortages.
- To protect the local sewage system, toilet paper and waste must be disposed of in designated bins.

8. Liability and Force Majeure

- The owner and staff are not liable for any loss, theft, damage, injury, or accident suffered by guests or their belongings, except in cases of proven gross negligence or willful misconduct.
- Guests acknowledge that they stay entirely at their own risk and remain responsible for their safety, conduct, and belongings.
- The owner and staff are not liable for loss, damage, or inconvenience due to events beyond their control (e.g., weather, fire, flooding, natural disasters, power/water outages, transport disruptions, civil unrest). No refunds or alternative accommodation will be provided in such cases.