



211 GRANDVIEW AVENUE · VALPARAISO, FL 32580 · PHONE: 315.828.6249 · FAX: 315.679.5602

TERMS AND CONDITIONS

FRIENDSHIP FORCE – Nov 2018

2018 Pricing

	15-19 Pax	20 – 24 Pax	Single Room Supplement
Options			
15 Day / 10 Nights Morocco Tour – 4 star hotels	\$1948	\$1785	\$547
15 Day / 10 Nights Morocco Tour – 3 star hotels	\$1643	\$1474	\$394

Note:

One free place for tour leader if there is 20 paying customers

Our Tours Includes:

10 Nights Hotel Accommodations – as per itinerary
Meals – 10 breakfasts, 2 lunches, 9 dinners
Air-conditioned Transportation - (includes driver, gas, insurance)
English speaking Guide - (licensed for tourism)
Excursions (Volubilis, Meknes, Day in the Life)
Entrance fees to historical sites (including Hassan II Mosque)
Portage Tips for bags

Does Not Include:

Tips for guides, drivers, meals, drinks, & personal spending

ADDITIONAL CHARGES

Desert Sunset Option 1: \$35 extra per person
Desert Berber Tent Options 2: \$60 extra per person
Airport Transfers to / from airport - \$45 (Group 1 – 5), \$65 (Group 6 – 9)

PRICING:

Since we are a US based company, all our prices are in US dollars. We accept payment in US dollars at the exchange rate in effect at the time of payment. Refer to our Payment Options document for further details on various methods of payment.

A single supplement applies to individual travelers who wish a private room throughout the trip.

TYPES OF GROUPS, DEPOSITS AND RESERVATIONS

Regular Groups are those represented by a group organizer, licensed Travel Agent, or licensed Tour Operator

where the approximate number of group members is known up front. For Regular Groups, a non-refundable deposit of \$300 per traveler will be due to initiate the booking process. Payment of the **Final Balance** will be due for the entire group **60 days prior** to departure.

Prospective Groups are those who are represented by an agent who engages EIT for services prior to having commitments for their tour participants – in these cases a \$500 Non Refundable Good Faith deposit will be paid prior to a 90 Day “Go-No-Go” date at which time a payment in the amount of 50% of the total invoices will be due and reservation services commenced. Payment of the **Final Balance** will be due for the entire group **45 days prior** to departure. Agents wishing to bring a Prospective Group must be approved by EIT in advance.

At our discretion the deposit may not be accepted if we feel we are unable to provide the services as requested, for example, a month may be over-booked or the inquiry made at too late a date to process the request. When you make the **non-refundable** deposit you confirm your acceptance of these [Terms and Conditions](#) and authorize us to begin the reservation process and undertake expenses on your behalf.

If the FINAL BALANCE of the trip cost is not received by the date due in our office we reserve the right to cancel your trip. Our cancellation policy automatically applies.

CANCELLATION POLICY

If you must cancel your reservation after making a deposit or payment the following cancellation fees apply.

Services Rendered/Days before Tour	Cancellation fee/Refund per person
Cancel 0 – 30 days before Tour	No refund is available
Cancel 30 - 60 days before Tour	50% of total Invoice is refundable
Cancel 60 – 90 days before Tour	75% of total Invoice is refundable
Cancel 90+ days before Tour	\$300 deposit is forfeited

Reduction in Group size: If some member or members of a private tour party cancel, the increased per person cost to run the tour for the reduced number of members will be calculated by your Experience It Tours, LLC sales agent. The increase in cost per person will need to be covered by the remaining travelers or the cancelling member(s).

Security & Emergency Cancellations: Experience It Tours, LLC reserves the right to cancel any tour at any time if we feel that the safety of the travelers may be compromised. Very rarely, we may be forced by threatened war, riot, civil strife, terrorist activity, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control, to change or cancel your tour. This is extremely unlikely but if this situation does occur, we will offer a total refund less non-refundable payments made to the local suppliers.

Further, Experience It Tours, LLC reserves the right to cancel the tour if the client is found to be participating in any illegal activities such as political activism, drugs, or prostitution.

To protect your travel investment, we highly recommend that you obtain CANCELLATION Insurance.

AFTER BOOKING TOUR MODIFICATION POLICY

Once tour reservations are confirmed, customization or change requests may not be accepted if we feel we are unable to provide the services as requested. A month may be overbooked, for example, or the request made at too late a date to be accommodated. If a change is granted, a client will be expected to pay the administration fee of USD \$50 (per hotel) as well as any fees or cost differences required to re-arrange transport, accommodations, etc.

INSURANCE NOT PROVIDED BY EXPERIENCE IT TOURS, LLC

In addition to Cancellation Insurance, we also recommend that you buy TRAVEL Insurance and MEDICAL EMERGENCY Insurance to supplement your existing health insurance. Though there is Moroccan insurance in place, held by those serving you, it is in your own interest that you are covered in case of an accident and/or for any medical emergency or medical assistance you may require while abroad. Experience It Tours, LLC cannot be held liable or responsible for any losses incurred because of flight changes, cancellations, personal/family medical emergencies or illnesses and any other situations over which we have no control.

TRAVEL DOCUMENTS & PERSONAL EFFECTS

Your Travel Documents are your responsibility: The traveler assumes complete and full responsibility for, and hereby releases Experience It Tours, LLC from, any duty of checking and verifying any and all passport, visa, vaccination or other entry requirements for each destination, and the care of such documents during the tour.

Luggage Liability: Though we will exercise all reasonable care to assist you, Experience It Tours, LLC shall assume no liability for loss or damages to luggage during any part of the trip/tour. Clients may choose to insure their luggage.

Experience It Tours, LLC shall not be liable for theft or damages incurred by the client's own neglect or owing to any of the following or similar reasons:

- Alteration or cancellation of the tour itinerary due to such causes as natural disaster, war, disturbances, uprisings or similar conditions.
- Accidents or fire related to transportation, accommodation facilities, etc., or alteration or cancellation of the tour itinerary due to such causes.
- Accidents occurring during your free time or leisure time activities.
- Delays, stoppages, alterations of schedule or route in relation to transportation services, and alterations of the tour itinerary or reduced time at destinations due to such causes.
- Any causes which are beyond the control of Experience It Tours, LLC, the Travel Source and/or the agents in charge of making the tour arrangements.

PERSONAL INJURY OR ILLNESS WHILE ON TOUR

Consistent with the example of the "Good Samaritan" emergency assistance will be given by EIT in the spirit of expressing love and concern for our clients while our overseas guests. Such assistance is not to be interpreted in any way as an admission of liability. It is to be seen as an emergency loan, which we trust the client will be able to reimburse to EIT from their travelers or medical insurance. We will supply full documentation of the expenses to the client. No service charge will be added.

It is understood and accepted that travel in the foreign countries where Experience It Tours, LLC facilitates making travel arrangements, using local service agents and service providers, carries with it certain risks. Though Experience It Tours, LLC exercises every care in the selection of the service agents used, it is not possible to accept liability for the outcome of personal decisions made by the clients. Please provide for yourself the insurance you feel is appropriate for the activities you anticipate doing.

COMPLAINTS OR CLAIMS

Clients are held personally responsible for their participation in any illegal activities as per the laws of the host country they are visiting. Experience It Tours, LLC assumes no liability or culpability for any illegal activity in which the client chooses to participate. Dissatisfaction about arrangements or services made/delivered overseas must be made as soon as the complaint or claim arises, and with those involved in the incident or situation. Please immediately inform us.

Changes in Hotel Reservations initiated by the client: Should a client wish to change a hotel reservation for any reason, Experience It Tours is to be informed and will assist in making the change if so requested.

- If Experience It Tours, LLC makes and pays for the new reservations, the client will then be liable for the total of the cancellation fee charged by the first hotel, plus the actual difference in the cost of the lodgings

as shown by invoices received in the Morocco office plus a \$50 booking fee.

- If the client makes and pays the new hotel directly, the client will be refunded the amount recovered from the first hotel, if any, less any cancellation fees. If the first hotel is not notified of the change in time, as determined by the hotel, there will be no refund.
- If the client fails to inform Experience It Tours, LLC and makes changes, then the original bookings will be non-refundable.

Missed Connections: A flight or ferry connection may be missed due to a late arrival at the point of departure. If the client has not provided, as requested by Experience It Tours, the “Required Client Information” document, including departure details, Experience It Tours will not be liable.

Unresolved Complaints or Claims: If the complaint or claim is not resolved to the client's satisfaction, the client must document the complaint or claim in writing by giving/sending a copy to the local representative of the agency serving us in country, with a copy to Experience It Tours, LLC, Florida Office **no later than 60 days** following the scheduled completion date of the tour. The client agrees and accepts this condition, and waives the right to register **any complaint or claim more than 60 days** following the scheduled completion date of the tour.

ACCEPTANCE:

Please sign and return this form through the mails indicating that you have read and accept the terms and conditions, or return an e-mail indicating the same and attach a copy of this document to your e-mail.

Customer or representative: I have read, understand, and accept the terms and conditions under which Experience It Tours, LLC is providing their services.

Customer name, printed _____ Scheduled Tour Start Date _____
Signature _____ Date _____