

RÊVES DE SABLES

CAR RENTAL WITH DRIVER — TERMS & CONDITIONS

1. Booking & Confirmation

We're happy to help you plan your journey in Morocco. All bookings are subject to availability and are confirmed once we receive the required deposit. Your confirmation will be sent by email or WhatsApp.

2. Payments

- To secure your reservation, a non-refundable deposit of 100 EUR or 100 USD is required via PayPal at the time of booking.
- Once we receive your deposit, your booking will be confirmed and reserved for you.
- The remaining balance can simply be paid in cash to your driver on the first day of your trip.
- There are no hidden fees — the price confirmed in your quotation is the price you pay.

3. What's Included

Unless otherwise stated in your quotation, our prices include:

- Private vehicle with driver
- Fuel
- Highway tolls
- Parking fees
- Driver expenses

Services such as accommodation, meals, entrance fees, local guides, and personal expenses are not included unless specifically mentioned in your quotation.

4. Service Hours

For the comfort and safety of everyone:

- Driver services are limited to a maximum of 8 hours or 300 km per day.
- Service normally ends by 7:30 PM.
- Additional hours or distances may be available for an extra charge and must be agreed in advance.
- Longer journeys may require additional breaks.

5. Airport Transfers

For airport transfers, we schedule your pickup according to the flight information you provide. We monitor flight delays whenever possible and adjust pickup times accordingly.

6. Your Responsibilities

To help everything run smoothly, we ask our guests to:

- Provide accurate travel information.
- Arrive on time at the agreed meeting point.
- Respect local laws and regulations.
- Keep an eye on personal belongings during the trip.

7. Vehicle Changes

In rare cases, we may need to replace your reserved vehicle due to operational or technical reasons. If this happens, we will provide a similar or upgraded vehicle at no extra cost.

8. Cancellations

We know that plans can change, and we always try to be as flexible as possible.

- Cancel 14 days or more before your trip and you'll receive a full refund.
- For cancellations made less than 14 days before the service date, the 100 EUR or 100 USD deposit is non-refundable.
- No refunds are available for no-shows, unused services, or early departures.

If your travel dates change, just let us know. We'll do our best to accommodate your new plans whenever possible.

9. Delays & Unforeseen Circumstances

While we always do our best to operate as planned, we cannot be held responsible for delays caused by circumstances beyond our control, including:

- Weather conditions
- Traffic or road closures
- Government restrictions
- Natural disasters
- Strikes or other unforeseen circumstances

10. Liability

- RÊVES DE SABLES is not responsible for lost, stolen, or damaged personal belongings.
- Customers travel at their own risk.
- Our liability is limited to the total value of the booked service.

11. Smoking & Vehicle Care

- Smoking and vaping are not permitted inside the vehicle.
- Any damage caused by passengers may be charged to the responsible customer.
- Additional cleaning charges may apply if necessary.

12. Complaints

If you have any concerns during your trip, please let us know as soon as possible so we can help. Any formal complaint should be submitted within 7 days after the service has ended.

13. Acceptance

By confirming your booking, you acknowledge that you have read, understood, and accepted these Terms & Conditions.