

Booking Terms and Conditions

Please read the following terms and conditions carefully. You must not confirm your booking unless you agree with the following terms and conditions. Once payment is made for the booking, it is deemed that you have read, understood, and agreed to the terms and conditions for the booking.

1. Payment and Booking Conditions

The price per person is based on twin share accommodation in 4 and 5 star hotels, resorts, and country style accommodation. All prices quoted are in Australian Dollars and are guaranteed at the time of departure for each tour. Any quoted prices are subject to change without notice subject to availability at the time of booking and may vary due to currency fluctuations.

A non-refundable deposit of \$1,500.00 per person is required at the time of booking to ensure a place on the Tour. To confirm your place on the Tour, participants/clients are required to fill out the tour booking form which is to be signed, scanned, or posted to our office together with the deposit as stated above.

Fifty percent (50%) of the Tour price is due 6 months prior to the Tour commencement date. Full payment is due 3 months prior to the Tour commencement date. Failure to pay the full amount by the due date will not guarantee a place on the Tour.

Payment can be made by:

- Calling our office on (07) 32671667 and paying by credit card
- Booking and paying via our website www.dominiquerizzo.com (payment options such as PayPal, Square and WooCommerce will incur additional service fees and charges)
- Posting a cheque or money order
- Direct deposit by request – (preferred)

Note: International payments and exchange rates will be measured at the time of booking, with additional fees likely to be incurred for international payments and transfers.

2. Single Supplement

If a single room is requested by a participant, the single supplement is to be paid by the requested participant. If a participant wishes to share a room, we will endeavour to match the client/participant with another share room request, although we hold no responsibility with the suitability of the rooming partner. If at any time during the Tour, for any reason, a change of room is required, we will arrange single accommodation (if available). This extra cost will be paid by the requesting client. If you are requesting to share a room and there is not another suitable applicant to share, you will be required to pay the single supplement to confirm your place and undertake the Tour. All single supplement rooms are with a double bed and ensuite.

3. Travel /Health Insurance

Pure Food Wine and Cooking Tours strongly recommends all participants take out full comprehensive travel and medical insurance. We also recommend you purchase trip cancellation insurance in the event of an accident or illness or other unforeseen circumstances involving you, a family member or travelling companion causing participants to cancel prior to departure or to leave the tour early.

Pure Food Wine and Cooking Tours accepts no responsibility for the loss of arrangements / bookings / tickets made outside of Pure Food Wine and Cooking Tours. Loss of transfers outside of tour dates not made by Pure Food Wine and Cooking Tours, pre-tour personal transport not made by Pure Food Wine and Cooking Tours, loss of flights/tickets, excess baggage costs, loss of luggage, injury, damage, accident, loss, or delay in respect of any person or property or security and government-incurred costs during and outside of the Tour. Pure Food Wine and Cooking Tours are not responsible for any personal medical costs incurred pre / during or post Tour. No refund will be given for any pre-booked accommodation, coach tours or other pre-booked services or other travel which is not utilised. In the event of loss of luggage, we will do our best to assist you in the retrieval of that luggage.

3(a). Non-refundable Tickets

Pure Food Wine and Cooking Tours recommends the purchase of refundable airline tickets as Pure Food Wine and Cooking Tours due to booking numbers, takes no responsibility for airline travel expenses. If participants wish to purchase non-refundable tickets or pre/post Tour hotel accommodation or add-ons, please check with our office to see if the minimum number of participants has been reached for the Tour.

4. Cancellation of a Booking by Participant

Any Tour Cancellations must be requested in writing to Pure Food Wine and Cooking Tours and will be subject to the following cancellation charges which covers hotel deposits, pre-paid services, transport, and other activity bookings already paid, administration and office fees, booking administration and collateral:

- 4(a).** Cancellations advised **up to 6 months prior to departure** will incur the \$1,500.00 non-refundable deposit, all other monies paid will be refunded.
- 4(b).** Cancellations advised **up to 3 months prior to departure** will incur the \$1,500.00 non-refundable deposit **and 30% of amounts actually received by Pure Food Wine and Cooking and Dominique Rizzo** which covers all deposits already paid to secure hotels, activities, transport, and all other pre-payments for the client while on tour.
- 4 (c).** Cancellations advised **up to 1 month prior to departure** will incur the \$1,500.00 non-refundable deposit **and 80% of amounts actually received by Pure Food Wine and Cooking and Dominique Rizzo** which covers all deposits already paid to secure hotels, activities, transport, and all other pre-payments for the client while on tour.

5. Cancellation of the Tour from Pure Food Wine and Cooking Tours

Due to unforeseen circumstances or inadequate numbers to follow through with a Tour, Pure Food Wine and Cooking Tours reserves the right to cancel a Tour and will refund monies paid to date, less 50% of the booking fee.

Payments incurred outside of Pure Food Wine and Cooking Tours by participants will not be refunded by Pure Food Wine and Cooking Tours. If Tour cancellation occurs days before the Tour start date and is caused by circumstances outside of Pure Food Wine and Cooking Tours control, refunds from program vendors/providers will be sought. If payments cannot be refunded to Pure Food Wine and Cooking Tours, then the refund to participants will be affected accordingly. Pure Food Wine and Cooking Tours and the tour escorts/guides are not liable for any direct or indirect costs, losses or expenses incurred by the participant due to the cancellation of the Tour.

6. Group Numbers

Dominique Rizzo's ***Personally Escorted Tours** are subject to a maximum 10 - 14 participants.

7. Accommodation

We select accommodation of a high quality and standard taking into consideration location, comfort, room size, layout, and bathroom facilities. Room sizes and amenities may vary from hotel to hotel and are particular to each establishment in terms of their style and the type of accommodation, giving each accommodation establishment its uniqueness. Any participant requesting an upgraded room will be responsible for extra fees relating to this upgrade. All twin share, double and single requested rooms have en-suites. All rooms are non-smoking unless requested by a client at the time of submitting a booking form, where all efforts will be made to accommodate this request.

Participants are responsible for any costs incurred as a result of room service, mini bar, requested extras, room damage and extra related cleaning fees. **All participants are responsible for nominated personal Tourist/City Taxes where applicable.**

8. Itinerary Changes

We make every effort to ensure accuracy within the tour itineraries, tour inclusions and travel details. **Itineraries may change without notice for reasons beyond our control prior to and or during our travel tour.** For this reason, we reserve the right to alter or vary itineraries and travel details to maintain the quality and standard, if not, better the experience. We will ensure that you are notified promptly if such a change is required.

9. Passports and Visas

It is the responsibility of clients that their passports are valid and up to date with at least 6 months validity remaining. Visas, where required, are the responsibility of each client.

10. Arrivals and Departures

The Tour begins and ends on the dates stated on the booking form and will be confirmed with you upon booking. Pure Food Wine and Cooking Tours covers transfers from nearest airports or stations on the start and finishing date as listed in the current Date and Prices listing itinerary. We will send you a confirmation of a pick-up time and pick-up point.

If a participant arrives a day (or more) early, Pure Food Wine and Cooking Tours takes no responsibility for transfers or accommodation costs, although we are happy to recommend an agent for pre-tour accommodation and transfers, or we can make arrangements for pre-tour accommodation and transfers for participants at your own cost. Extra pre-tour accommodation and transfers will be quoted prior to the tour and upon confirmation will be added to the tour cost.

11. Baggage Allowance

Pure Food Wine and Cooking Tours recommends participants carry handbags/small backpacks or your desired personal bag for keeping valuables to take on guided visits. We recommend a small cabin bag and one small suitcase per person, preferably with wheels as portage fees (where applicable) are included in the Tour price. It is recommended participants bring luggage they can comfortably carry/wheel themselves. For those of you who find it difficult to carry/lift your own luggage, we do offer assistance with loading luggage onto and off busses, boats, into hotels and booked accommodation at no extra cost.

12. Tour Participation

All meals and beverages as stated in the inclusions are included in the price of the Tour. Participants who do not attend Tour-included lunches and dinners and who wish to dine/drink outside of the included Tour listed restaurants and hotels will incur their own charges, payable by them to the service provider. These extra charges are not the responsibility of Pure Food Wine Tours.

Pure Food and Wine Tours has designed a fun filled, interesting and diverse Tour itinerary, although it is very flexible, and participants are welcome to take time off from the program whenever they like. The program events that participants opt out of, are non-refundable and cannot be taken at another time. If you wish to participate in any activities not listed in the Tour included activities, we are happy to arrange these at your own cost.

During the Tour, transport and accommodation services and other planned activities may necessitate variations to the itinerary without notice.

13. Fitness Levels for the Tours

To enjoy the Pure Food Wine and Cooking Tours, you will require a low to medium level of fitness, as well as a reasonable level of mobility. During the Tour, participants are expected to have the ability:

- To walk at a leisurely pace for periods of up to 2 hours (with short breaks provided), including using stairs, walking on cobblestones, gravel/sand paths and other uneven surfaces,
- Stand up for periods of time ranging from 1 to 2 hours in museums, cathedrals, and other sites,
- Embark/disembark from coaches and other methods of transportation, with some assistance, if required,
- Use combined shower/bath facilities, as walk-in showers cannot always be guaranteed.

Where possible, Pure Food Wine and Cooking Tours will endeavour to accommodate participants who may not be able to walk long distances or for only short periods of time.

Bear in mind, if you suffer from travel sickness, we will also be travelling on winding roads. **Any important health issues, whether physical or mental, or any specific dietary requirements must be made known to us verbally and in writing on the booking form so that we can make any necessary arrangements to accommodate these requests.**

Pure Food Wine and Cooking Tours reserves the right to remove any participant whose conduct is deemed dangerous or incompatible, depending on the severity of the conduct – any fees incurred by the participant to leave the tour will be at the participants own costs. Our responsibility is always and will be in the interest of safety of the other passengers and guides.

14. Responsibilities

Pure Food Wine and Cooking Tours acts as the supplier of the tour operation services in conjunction with “Experience Morocco” Casablanca, Casablanca-Settat, 20060, Morocco, www.experiencemorocco.com as the agent. Pure Food Wine and Cooking Tours is a guiding service for all persons taking these tours and assists in the booking and coordination of transportation, sightseeing, and hotel accommodation. These services are not provided by Pure Food Wine and

Cooking Tours but by hoteliers, service providers and transportation companies which act independently and not within our control. Although we take reasonable care to select such service providers, Pure Food Wine and Cooking Tours, tour escorts, guides and associated agents accept no responsibility whether in negligence or contract for any sickness, injury, death, accident, damage, loss, cancellation, delay, failure to deliver or partial or inadequate delivery of services, disappointed expectation, additional expenses or other unforeseen events caused in connection with those service providers, their employees, agents, servants or representatives.

We do not accept any liability caused directly or indirectly by events beyond our control, including but without limitation to acts of government, civil disturbances, acts of terrorism, war or threat of war, quarantines, fire, strikes, floods, weather conditions, disease epidemics, natural disasters, accidents or failure of machinery or equipment, theft, or other disturbances of any kind which cancel, interfere with, or add cost to the services requested. In this clause the expression 'eligible parties' shall include any carrier, tour operator, tour escort(s) or other provider of any service in respect of a Tour. These conditions of booking shall form part of the contract between the client/participant and Pure Food Wine and Cooking Tours.

Pure Food Wine and Cooking Tours make a considered effort to ensure that all information posted on our website is up-to-date and accurate. However, we are unable to guarantee the complete accuracy of all hotels, accommodation, and itinerary information at all times. Pure Food Wine and Cooking Tours does not guarantee that the website and information is free from errors, and we reserve the right to change and amend information when it comes to hand as it relates to the services of the company.