

Reservation policies:

- Our rates are based on one or 2 people per room or suite.
- Some rooms & suites can accommodate 3 people:
 - A baby cot (for babies from 0 to 2 years old) is available free of charge.
 - Children from 3 to 12 years old stay in the room of the parents at an extra charge of 15 € per night
 - Extra bed for a 3rd person from 13 years old is 25 € per night
- Our prices are in Euros
- Our prices include breakfast and VAT (10%)
- City taxes: Guest houses are obliged to charge city taxes to their customers. The city tax is not included in the room rates. These taxes are paid to the Commune of Marrakech and the Moroccan National Tourist Office. The city tax is 2.50 € per person, per night.
- Children under 12 years old do not pay city taxes.
- Billing in the riad is done in Moroccan Dirhams.
- Regarding the method of payment of your stay at Riad Melhoun, we inform you that we accept cash and / or credit card payments (MasterCard, Visa and Maestro).
- Cash payments can be made in Moroccan Dirhams, Euros, USA Dollars and Pound Sterling.
- A pre-payment of 30% is required to confirm your booking.

Cancellation policies:

- The guest can cancel free of charge until 30 days before arrival. The deposit will be refunded.
- The guest will be charged the total price if they cancel in the 30 days before arrival. If the guest doesn't show up they will be charged the total price. In case of early departure the total amount of all the stay will be charged.

General information:

- Check-in is at **2.30** pm
- Early check-in is accepted in case of availability, if not, guests can leave the luggage at the riad and explore city or enjoy the welcome drink near the pool or in the rooftop.
- Check out is at **11** am. If you have a late check-out, you can leave your luggage at the riad and use the common areas.
- We have a 24 hrs opened riad reception
- To respect the tranquility of the other guests, access to the riad after 10.30 pm should be noiseless.
- Breakfast is served from 8 am to 11 am. Early breakfasts are possible. Please let us know in advance if you need an early breakfast.
- Access to the riad is prohibited day and night for all people who are not listed on the police book.

- Neither the use nor the access to the kitchen is allowed.
- We have a restaurant at riad Melhoun so it's not allowed to bring food or drinks from outside.
- Diner time: from 7 pm to 11 pm

RESPONSIBILITIES

The rooms are fully equipped with bedding, duvet, or blankets, pillow. The client will, in his interest, check on arrival the inventory and the proper operation of electrical appliances (hair dryer) and sanitary (toilet paper, towels)

This one is held to check and report to the reception any failure and within 48 hours. Failing that, he will be deemed to have received the housing fully equipped without that, later, he can establish the proof of the opposite. No request will be considered later.

External guests

The Riad Melhoun is a private domain and reserved for its customers. Any request for an invitation from an external person will have to be sent to the reception who will agree or not.

The Riad Melhoun has a swimming pool which is not supervised and therefore we do not accept our responsibility in case of incident. Any child swimming in the pool must be under the constant supervision of their parents or their legal guardian.

Damage

The facilities and equipment provided must be used for their intended purpose. They are under the responsibility and custody of the customer as soon as he takes possession of it. He thereby assumes full responsibility. Any material not returned or degradation will result in the payment of the costs of restoration, or even the refund of the current market value (publicly displayed price), in addition to the cost of the service.

A safe in each room is at your disposal. In case of violation or defection of the lock system of the safe that would result in theft of money, jewelry, credit card, camera or other valuables, the liability of Riad Melhoun can not be in any case engaged.

Similarly for all objects in the Riad, out of the safe, which would be lost, stolen or damaged.

COMPLAINTS

All claims during the stay must be reported immediately to the manager of Riad Melhoun. In which case, the stay will be considered as having gone well. Any possible complaint must be confirmed within a period of 10 days after the Client's departure, (after it has been formulated by him, during his stay with the Manager) or by email to riadmelhoun.spa@gmail.com

In case of disagreement, only the courts of Marrakech will be competent to settle the dispute.

Anyone who has booked is committed both for herself and for the persons accompanying her to the respect of these general conditions of sale and these rules of procedure.

The customer agrees to comply with this regulation. In the event of non-compliance by the client with one of the provisions of the Internal Regulations, Riad Melhoun will be obliged to invite the client to leave the establishment without any compensation and without any refund if a payment has already been made.

The prices take account of the VAT applicable on the day of the order and any change of the rate applicable to the VAT will be automatically reflected on the prices indicated on the billing date.

EVOLUTION / MODIFICATION OF TERMS AND CONDITIONS OF SALE BY INTERNET

The present general conditions of sale by Internet can be at any time modified and / or supplemented by the Riad Melhoun. In this case, the new version of the general conditions of sale by internet will be put online by Riad Melhoun. As soon as it is posted online, the new version of the general conditions for internet sales will apply automatically for all customers.

We wish you a very pleasant stay in our Riad and all the staff will be delighted to make your stay in Marrakech the most enjoyable and memorable.