



Morocco Exotic

9 Days 9 Nights Tour



★ ★ ★
SPECIAL EXPERIENCE
Sahara Desert 360°

Free accommodation
after the tour
Includes: Meals,
★ Entrance tickets,
Camel riding



Tour number: 102052-Morocco9-TATW

Special Experience: Sahara Desert 360°

The stunning sunset & sunrise!

Complimentary hotel accommodation on the night of the last day!

Includes: Luxury camp in the desert, Camel riding, Indigenous campfire evening, Blue city, Four imperial cities: Rabat, Meknes, Fez, Marrakech

Guaranteed Departure dates: (Friday)

2024: January 12th, February 9th, March 1st, April 12th, May 10th, June 7th, July 12th
August 9th, September 13th, October 11th, November 8th, December 20th

Meeting point:

Casablanca Group Hotel

Adult tour fee:

€ 1398 per person (double occupancy), € 1938 for single room occupancy

Child tour fee:

€ 1188 per person (2-11 years old) sharing room with two adults without bed

€ 1088 per person (0-2 years old) sharing room with two adults without bed

Tour fee includes:

1 x Camel riding, 1x indigenous campfire Evening, 2 bottled water per day, three meals per day (except on airport transfer days), ★ Entrance tickets to attractions, tour bus transportation, 9-night hotel accommodation (8 night 4-star+1 night 3-4star), tour guide

Tour fee does not include:

Flight tickets, visa fees, airport transfers, meals (airport transfer days), optional activities, Tips for tour guide (€10 each person per day), other additional expenses



Morocco

Tour Highlights:

- Comprehensive exploration of the four imperial cities: Rabat, Meknes, Fez, Marrakech
- Special accommodations: luxurious desert campsites/hotels (winter/summer), 1-night complimentary stay after tour
- Popular social media photo spots: the blue city, 360° views of the Sahara Desert, stunning sunsets and sunrises, and starry skies
- Exciting activities: camel rides, a traditional campfire party with locals, and exploring the Four imperial cities



DAY 1
Friday

Casablanca CMN airport → Casablanca Hotel (40KM)

Your exciting journey begins the moment you land at CMN airport. Airport pick-up service is available: a foreign driver will be waiting for you according to the actual flight arrival time and will take you to your hotel for rest.

Reference hotel: Diwan hotel 4* or similar

Note: Today is a free day, and all meals are self-catered. You may choose to make your own way to the hotel or use the airport pick-up service at an additional cost of 55 euros per person (minimum of two people).



DAY 2
Saturday

Casablanca → Rabat → Chefchaouen (340KM) about 6 hours drive

After the gathering, we head to the capital of Morocco, Rabat (UNESCO 2014), a city that stays green throughout all four seasons. Upon arrival, we visit the iconic landmarks within the city, including the Royal Palace of Morocco, the Mausoleum of Mohammed V, the Hassan Tower, and Kasbah of the Udayas, admiring the beauty of the architecture. In the afternoon, we proceed to Chefchaouen, known as the Blue City. Built against the mountains, the locals have painted everything - doors, steps, stairs, window sills, flower stands, mailboxes, and every visible surface - in different shades of blue, creating a dreamlike atmosphere. Chefchaouen, the Blue City is situated on the hillside. Some hotels may not be accessible by large buses and may require a 10-minute walk. Accommodation is in the vicinity of this mountain town.

Reference hotel: Parador / Preuta / Jibal 3-4 star or similar

Breakfast: Hotel's restaurant

Lunch & Dinner: Local cuisine



DAY 3
Sunday

Chefchaouen → Fes (197KM) about 4 hour drive

Like stepping into the scenes from One Thousand and One Nights, in the afternoon, we explore the old city of Fez - a UNESCO World Heritage site since 1981, a crucial location on the ancient Silk Road and the historic route connecting Africa and Europe. We will visit a ceramic mosaic factory, the main gate of the palace, ★ the Al Quaraouiyine University, the world's first university, the Mausoleum of Idris II, and Nejjarine Square. At the millennium-old leather tanneries, hundreds of colorful dyeing vats are lined up, and craftsmen work barehanded, continuing the traditional craftsmanship of Morocco.

Reference hotel: L'escale Hotel 4* or similar

Breakfast: Hotel's restaurant **Lunch & Dinner:** Local cuisine

Note: The old city is often referred to as the most easily lost city in the world, hence a local guide will accompany the group for sightseeing and exit. It is generally not recommended for guests to wander alone.



DAY 4
Monday

Fes → Volubilis → Meknes → Fes (190KM) about 3 hour drive

The most significant archaeological site in Morocco, Volubilis (UNESCO 1997), nestled in a tranquil valley, carries a rich and diverse history. It houses remnants of ancient structures and beautifully preserved mosaic paintings. Later, we proceed to Meknes, the youngest and most understated among the four imperial cities (UNESCO 1996). It is renowned as the 'City of Many Gates,' with majestic ancient city walls and the world-famous 'Mansour Gate,' symbolizing victory and triumph. We will also visit the tomb of ★ Moulay Ismail, the second ruler of the Alawite dynasty, and explore the ancient city district.

Reference hotel: L'escale hotel 4* or similar

Breakfast: Hotel's restaurant **Lunch & Dinner:** Local cuisine



DAY 5

Tuesday

Fes → Merzouga (465KM) about 8 hours drive

A very special and legendary adventure is about to begin today! The unique beauty of the desert is enchanting; this is the Sahara of Sanmao(a famous Chinese writer), and it is also the Sahara of The Little Prince. Come here and write your own story of the Sahara. After arriving at the luxurious tents in the desert, ride camels and embrace the rose-colored sand dunes. In the evening, you can freely participate in the campfire welcome party organized by the tent owner, where you can sing, dance, and stargaze with fellow travelers.

Reference hotel:

Royal Oasis / Azword Luxury camp in the desert or similar (expect winter & summer)

Breakfast: Hotel's restaurant **Lunch & Dinner:** Local cuisine

Note I: The accommodations in the desert camp are equipped with standard hotel facilities.

Note II: *During the scorching summer (July to August) and winter months (November to January) when the weather is extreme, we will not stay in desert tents. The group will stay in a desert hotel instead: Yasmina kasbah 4* or same grade.



DAY 6

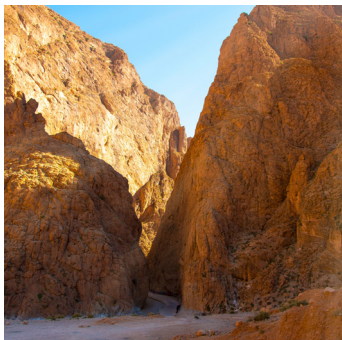
Wednesday

Merzouga → Todra Gorges → Ouarzazate (403KM) about 5.5 hours drive

Did you experience the sunrise in the desert this morning? After breakfast, you'll pass through the Rose Valley and head to the Todra River Gorges. It's like a natural barrier, surrounded by lush palm trees and rugged high mountains, making it feel mysterious, like in the story of "Ali Baba and the Forty Thieves". Then you'll go to Ouarzazate, a place you may not have heard of, but you've definitely seen it in Hollywood movies. Known as the "African Hollywood", it mixes wonderful European feelings with North African style and has become the favorite location for Western films.

Reference hotel: Hotel Club Hanane 4*or similar

Breakfast: Hotel's restaurant **Lunch & Dinner:** Local cuisine



DAY 7
Thursday

Ouarzazate → Ait Benhaddou → Marrakech (211KM) about 4 hours drive

Visit the Judgment Hall of "The Passion of the Christ" at ★ Atlas Film Studios, and not far away is the ancient Egyptian temple from "The Mummy Returns". In the distance, the castle that looks like a mirage is the holy city from "Kingdom of Heaven". Then, visit ★ Ait Benhaddou, known as the "most beautiful village in Morocco" and a representative of the ancient Berber village, as well as a world cultural heritage site. After the visit, continue to stay in the "Red City" of Marrakech. In the evening, arrive at the UNESCO World Intangible Cultural Heritage site, the ★ Jemaa el-Fnaa Square. When the lights come on, the square is filled with various small stalls, giving buzz to the city in the liveliest way possible.

Reference hotel: Nassim hotel 4*or similar

Breakfast: Hotel's restaurant

Lunch & Dinner: Local cuisine



DAY 8
Friday

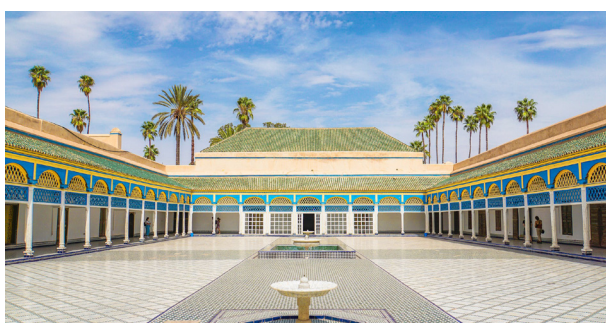
Marrakech

Marrakech, also known as the "Red City" (UNESCO 1985), is one of the four imperial cities of Morocco. Located at the foot of the great Atlas Mountains, the city is characterized by its red sandstone walls and ancient architecture. Today, we will explore the city's landmarks, including ★ the Bahia Palace and ★ the Ben Youssef Madrasa, which are examples of traditional Moroccan architecture and masterpieces of the Moorish era. These buildings were constructed by the best craftsmen from Andalusia and Fez and are adorned with exquisite decorations that have stood the test of time. We will also visit one of the most mysterious gardens of the 20th century, ★ the Majorelle Garden, which is filled with cacti and tropical plants and is designed with a large amount of blue and Arabesque patterns. This private garden belonged to the late fashion designer Yves Saint Laurent.

Reference hotel: Nassim hotel 4*or similar

Breakfast: Hotel's restaurant

Lunch & Dinner: Local cuisine



DAY 9
Saturday

Marrakech → El Jadida → Casablanca → Casablanca Hotel (320KM) about 4 hour drive

Take you to explore the pearl of the sea, El Jadida (UNESCO 2004), the smallest of Morocco's 9 world cultural heritage sites. The Mazagan pirate city, which spanned a 400m x 400m area, was the site where the final Portuguese pirates held their ground for 100 years, marking the pinnacle of their legacy. Visit ★ the Mazagan pirate's warehouse! Then head to "Paris of North-Africa," Casablanca. Walk along the beach promenade, facing the sea breeze and looking out over the blue Atlantic, and visit the only mosque in the world directly built on the sea, ★ the Hassan II Mosque. Then continue the sightseeing in the city. After dinner, the tour will end at around 19:00 when you will be sent back to the hotel. *1-night complimentary stay after the tour.

Reference hotel: Diwan hotel 4* or similar

Breakfast: Hotel's restaurant **Lunch & Dinner:** Local cuisine

Note: Day 10 Sunday: Self-checkout time: before 12:00pm. Airport transfer service is available for an additional fee of 55 euros per person (minimum of two people).



Consumer Guide

In order to make the journey more fulfilling and exciting, some of the attractions and programs along the way are listed as below. To facilitate tour members in managing their budgets more easily, please see the following prices of some major attractions, dining fees, and suggested self-paid programs for reference.

Tour members can decide whether to participate in meals, attractions, or self-paid programs according to their personal preferences. It is not compulsory to attend the optional activities, however, each person must pay a total of 10 euros as tips for the guide and driver per day. The ticket prices for attractions are for reference only and the actual ticket prices at the official site of the attraction will prevail. Please pay in cash to the guide according to the price list.

► Optional Activities

Fez dinner show

€ 40.00 pp

Classic Moroccan Food: b'stilla pie or Tajine + Talent show

Buggy riding tour in the sand dunes with guidance and instructions from live tour guide

€ 130.00 per car per hour

Quad riding tour in the sand dunes with guidance and instructions from live tour guide, (Reservation needed)

€ 50.00 pp per hour
€ 75.00 2 person per hour

Marrakech dinner show

€ 80.00 pp

The main course features a roasted whole lamb, with the serving size determined by the number of attendees (typically ranging from 1/4 to 1 whole lamb), Moroccan traditional dancing and equestrian performances + transportation services.

Marrakech horse-drawn carriage rides

€ 40.00 per ride

Marrakech hot air balloon ride

€ 200.00 pp

Including round-trip hotel pick-up, welcome tea, hot air balloon ride for 40-60 minutes, Berber breakfast under a traditional tent, visit to the flying shop, issuing flight certificates

► Tipping

Tipping Standard: After joining the tour, tipping should be paid in cash to the tour guide.

€ 10.00 pp per day

The above prices are for reference only. In the event of any changes, no further notice will be given, and all adjustments will be based on the on-site price tag or the published price at the time. (The above price list was updated in August 2023.)





Smart Tips

1. G Tour: No sharing room service! Morocco tour will not be able to provide pre-and post-hotel services.
2. G Tour: Each tour has different itinerary! Please refer to "Booking Details".
3. Temperatures between day and night vary tremendously. It is recommended to bring a thick coat in summer. Please also bring headscarf and veil to protect you from wind and sand, and also swimsuit, sunscreen products.
4. Morocco group meals: local cuisine will be primarily served, beverages are at your own expense! Group meals are complimentary and consist of standard dishes. There are no special arrangements or refunds for vegetarians or those with dietary sensitivities.
5. Recommendation: pre-purchase mobile data to ensure you can contact the tour guide in case of any emergencies (such as getting lost).
6. 1-time complimentary camel riding. Desert activities involve risks. Participants can choose to join or opt out based on their physical condition, which will be considered as a personal behavior. Please aware that especially during the mating season from September to November, camels can be more aggressive, making camel riding riskier. Please make decision after deliberation. GOEUGO should not hold responsibilities in case of any accidents that may occur.
7. Chefchaouen 「Blue City」 is built on hillside, most of hotel cannot be reached directly by coaches, and participants will be required to travel on foot around 10 mins to hotel.
8. Chefchaouen is a small city in the Rif mountains, there are not many hotels in Chefchaouen. Overnight stay may be arranged in cities nearby: same grading 3-4 star hotel or B&B.
9. During summer (July-Aug) & winter (November – January), the tour will stay in hotel instead of camp.
10. **Shopping Reminder: There is a possibility that local guides may promote products in Morocco. The authenticity of these products cannot be guaranteed, and purchasing is entirely voluntary for tourists. In Fes city, there are numerous of shops, eg. Mosaics, copperware, carpets, leather...etc. Their handicrafts are very famous. If there are recommended products or shopping stores by the local guide, guests are free to decide whether to make a purchase based on their own preferences. Our company does not compel visitors to shop in these stores.
11. The local attractions are often crowded, please ensure the safety of your belongings. Shopping is a personal activity; please be discerning about the authenticity of the products. Note that charges may apply for activities such as painting or taking photos of the local people.
12. Morocco VISA: please make application by yourself. Passengers holding passports from certain countries are required to apply VISA to travel in Morocco. You can apply online in advance. E-Visa - if visa information is required, we will provide the visa information to you after making full payment for your tour. Note: We do not guarantee your visa approval.
13. Important Note: Tour leader and hotel information will send to you 1 week before departure via email. An invitation of joining the WeChat group chat will be sent as well.
14. Aerial filming is prohibited to be used in Morocco. If aerial filming equipment are found by customs or the police officers, the equipment will be confiscated, fines and detention may be incurred.
15. Morocco tour ONLY: complimentary accommodation at the last night (including breakfast)! Self-check-out time is 12:00 pm.

Registration Instructions and Liability Terms

► Registration Instructions

1. When registering, please provide all required information accurately and clearly on the registration form. Please also pay a deposit of no less than 30% of the tour cost. If the departure date is less than 30 days from the time of registration, the full tour cost must be paid.
2. When registering, you must have a valid travel document (passport) with at least 6 months or more of validity.
3. When registering, the agent travel agency cannot promote prices lower or higher than those listed in the price list (including tour fees and single room surcharges). Otherwise, complaints arising from this will not be the responsibility of our company!
4. When registering, please read the following information carefully on what is included and what is not included in the fees:

Included in the fees:

- (1) Hotel: Guaranteed a locally rated (8 nights 4-star+1 night 3/4-star) hotel, based on shared twin room with private facilities.
- (2) Transportation: A luxury air-conditioned tour bus will be used for land transportation according to the itinerary.
- (3) English and Chinese speaking tour manager and licensed coach driver.
- (4) Inclusions: three meals per day (except on airport transfer days), ★ Entrance tickets to attractions, 1x Camel riding, 1x indigenous campfire Evening, 2 bottled water per person per day, 9 nights hotel accommodations.

Not included in the fees:

- (1) Various insurances, travel documents, and visa fees, Airport transfers.
 - (2) Optional programs and activities not included in the itinerary. (For more details, please refer to the "Consumer Guide".)
 - (3) Tips: A total of € 10 per person per day for local tour guides and drivers. (Same amount for adults and children)
 - (4) International airfare between the customer's departure and return destinations, and any fees charged by the airline for baggage exceeding the weight or size limit.
 - (5) Personal expenses of customers, such as lunch and dinner during the trip, hotel room drinks, telephone, laundry services, or compensation for losses.
 - (6) Additional expenses incurred due to circumstances beyond the control of the company, such as strikes and transportation delays.
5. When registering, please read carefully and understand the cancellation and refund policy before making registration: If you need to cancel your reservation for any reason or under any circumstances after registration, the following rules will apply to compensate for expenses:

Registration Instructions and Liability Terms

- (1) 31 days prior to departure date – Full Refund
- (2) 30-16 days prior to departure date – 50% of tour prices
- (3) 15 days or less prior to departure date – NO REFUND
6. Please note that there's no shared room for this tour. Sole travelers will have a single room and single room supplement fee will be charged.
7. There's NO pre- and post-tour hotel accommodation services provided in Morocco tour.
8. If there are two adults and one child (2-11 years old) joining the tour, the child can be charged at the child rate and treated as not occupying a separate bed, sharing a room with two adults. If there are two adults and two children joining the tour, the price will be charged as four adults. One adult and one child will share a twin room separately, and the children will have their own beds. The price charged will be the same as that for adults.
9. For individuals under the age of 18, pregnant women, or seniors aged 70 or above, they must be accompanied by at least one adult relative who is under the age of 65 in order to participate in the tour. Additionally, pregnant women or seniors aged 70 or above must sign a "Participation Agreement and Waiver of Liability" at the time of registration for the protection of both parties. We also recommend that pregnant women or seniors purchase appropriate insurance products before joining the tour.
10. Once a reservation has been made, full payment must be done no later than 30 days before the departure date. Failure to pay on time and in full may result in cancellation of the reservation by the company.
11. After successful registration through the system, please send the relevant group tickets to the customers via the system. However, the tickets must be based on the ones provided by our company. If the travel agency creates its own ticket, any additional information or terms added or deleted will not be related to our company. Our company reserves the right to pursue all responsibilities.
12. Our company reserves the right to accept or reject any registration, without the need to provide any reasons or explanations.
13. Please provide accurate email address and mobile phone number when registering, so that we can reply and send confirmation messages in the future.
14. For customers who need to purchase flight tickets to join the tour, please only purchase the air tickets only after receiving the "booking confirmation".
15. The "tour voucher" contains information related to joining the tour, including an "emergency phone number". Please be sure to print and bring it with you. It must be presented for verification when boarding.

Registration Instructions and Liability Terms

► Liability Terms

1. Our company only acts as an agent for airlines, hotels, transportation or other travel agencies to provide services. In case of loss of personal property, accidental death, or additional expenses incurred due to natural disasters, accidents, mechanical malfunctions, transportation delays, fire, strikes, wars, political instability, uncontrollable events, and government regulation changes, our company and its agents are not responsible and bear no liability to the tour members or customers listed in the itinerary or individual bookings.
2. The transportation and hotels used by our company, such as planes, ships, trains, or buses, have different regulations to ensure passenger safety and prevent luggage loss, and each agency is responsible for their own rules. In case of luggage loss, accidental injury, or property damage, our company is not responsible and bears no liability, and the resolution will be based on the regulations of each agency involved.
3. In case of unforeseeable circumstances such as adverse weather conditions, strikes, typhoons, lost documents, unexpected hotel occupancy, flight cancellations or delays, political instability, epidemic or any other force majeure event that requires changes or cancellations of any travel program, accommodation or transportation, the company shall have the full authority to handle the situation accordingly. In such cases, participants shall not use the forementioned circumstances as an excuse to oppose or demand compensation. Participants shall be responsible for any losses or additional costs incurred as a result of the event.
4. Participants must abide by the laws and regulations of each country and are strictly prohibited from carrying private goods for profit or illegal items. Entry and exit regulations are based on individual countries, and if a person is refused to enter any countries by customs officers for personal reasons, the company shall not be responsible for any resulting losses or expenses incurred during the rest of the journey. The participant shall bear all costs related to transportation and accommodation and shall not hold the company responsible.
5. In any situation and any location, if theft occurs and results in the loss of money and personal belongings, our company, drivers, tour leaders, and guides will not hold responsibilities. It is the responsibility of each participant to safeguard their own personal belongings and identification documents.
6. If a participant is late and unable to catch the scheduled flight or bus, our company will not hold responsibilities and will not provide any refunds.
7. If a COVID-19 test is required for travel purposes, the cost of the test will be the responsibility of the participant.
8. Due to different bus models, we may not be able to accommodate participants using wheelchairs. Therefore, it is regret to inform that we cannot accept wheelchair users to join our tour. (Note: For "private group tours", please inform us before receiving a quote.)
9. Our company reserves the right to publicly display participant's portraits taken during the tour. We will capture activities and moments during the trip for promotional purposes.

Tour rules and regulation notices

1. As the space for luggage on the tour bus is limited, each passenger can only carry one piece of luggage with them (luggage not exceeding 30 KG, with the sum of three sides not exceeding 158 cm). If a passenger carries more than one piece of luggage (if there is enough space in the luggage compartment), an additional € 5 per piece of luggage per day will be charged as porter service fee for the driver. Thank you for your understanding and sorry for any inconvenience that may occurred.
2. European tours are different from other countries in the world. Most tourist attractions cannot be reached directly by tour buses and tourists will be required to walk to the attractions. If a passenger has limited mobility, they may have to wait on the bus and cannot visit some attractions together with the group. Loss of attractions cannot be used as a reason to request compensation or refunds. Please pay attention and think about it thoroughly before joining the tour. Once you have registered and confirmed your participation, it also means that you accept our company's terms and conditions.
3. The driver and tour leader serve the participants wholeheartedly, providing explanations of attractions, taking care of all aspects of the tour, and working hard. Please show your appreciation by giving them a tip before the end of the trip. According to European customs, each participant should give a basic tip of € 10 per day to the driver and tour leader.
4. Please present your tour ticket when boarding at the designated assembly point on time. The latecomers will not be waited, and the tour fee will not be refunded if he/she could not catch the bus. Our company is not responsible for any consequences. In case of emergencies, please call the emergency phone number provided.
5. Participants are responsible for bringing and carrying valid travel documents (passport), electronic health codes, and visas with a validity period of at least six months from the departure date. In any case or for any reason, if the participant is refused to enter any countries by the immigration authorities (customs), our company is not responsible, and any losses incurred are the responsibility of the participant. The tour fee will not be refunded.
6. Please avoid bringing valuable items and precious jewelry. Valuables and documents should be carried with you at all times and kept under your own supervision. Our company, drivers, and tour leaders are not responsible for any loss that may occur.
7. Tour members must abide by the laws and regulations of each country, and it is strictly prohibited to carry private goods for profit and illegal items. Smoking is prohibited in all public places and indoor buildings (including hotel rooms) in Europe, with fines of up to thousands of euros, so please abide by the law. In recent years, some famous buildings (attractions) in Europe have promulgated legislations banning visitors from sitting on the ground to rest or eat, which is not only considered rude but may also be prosecuted.
8. Meals and admission tickets during the trip are at your own expense. Please refer to the consumption guide to calculate and bring a suitable amount of local currency for use on the way. Please bring your own private medicines if necessary.

Tour rules and regulation notices

9. In any case or for personal reasons, if a tour member requests to leave on their own, return individually or leave the tour midway, our company will assist in making arrangements. However, our company will not be responsible for any indirect or direct cost losses incurred due to delays in transportation or other circumstances that result in missing the pre-arranged itinerary or accommodation.
10. Any tour participants who intentionally obstruct the tour leader's work, endanger the safety of others, or affect the normal activities and interests of the group, the tour leader has the right to cancel their tour qualification, request the participant to leave the group depending on the specific situation or with the consent of the majority of the tour participants. The remaining balance of the unfinished part of the journey will not be refunded, and any actions taken by the participant after leaving the group will not be related to the company.
11. If the flight or bus is delayed due to a malfunction or traffic congestion, resulting in itinerary changes or canceled programs, tour participants may not use the forementioned circumstances as an excuse to oppose or withdraw from the tour. In case of bad weather, strikes, or unexpected accidents that cause delays in the itinerary, tour participants may not demand compensation or refund of tour fees.
12. The itinerary is for reference purposes only. The company will make appropriate arrangements and adjustments based on the actual situation regarding the tour program, accommodation location, and other issues. The possibility of cancelling programs due to the closure of attractions or local holidays cannot be ruled out. Tour participants are expected to accept and may not object.
13. If any participant deliberately obstructs the work of the tour leader, jeopardizes the personal safety of others, affects the normal activities and interests of the group, the tour leader has the right to cancel his/her qualification to join the group, order the participant to leave the group, and the remaining journey fees will not be refunded. Any actions taken after leaving the group will not be related to our company.
14. The tourist transportation and hotels used by our company, such as airplanes, ships, trains, or buses, have various regulations for the safety of participants and issues such as lost luggage, accidents, and property damage. These situations will be handled based on the regulations established by each institution and will not be related to our company. We recommend that participants purchase travel insurance and luggage insurance on their own. For details on how to purchase insurance, please contact the travel agency you registered with or our company directly.
15. Due to the fact that the bus model may not be able to accommodate wheelchairs, it is regretted to inform that we cannot accept applications from those who use wheelchairs to join the tour. (Note: "Private tour groups" need to be notified before the quotation is made)
16. Our company has the right to publish the portrait of participants for promotion purposes. We will take photos of the activities during the trip
17. If the number of participants is small, goEUgo has the right to combine guests of different languages on the same tour bus.

Shuttle Service Notices

1. Airport shuttle service is a team-oriented transportation service. The driver is only responsible for the transportation from the airport to the hotel. The driver is not responsible for any other matters related to the group.
2. Guests who have booked the shuttle service should confirm their name and mobile phone number provided at the time of booking as soon as they receive the ticket, and ensure that the phone can be answered while roaming in Europe.
3. Guests need at least 30-45 minutes to retrieve their luggage and clear customs upon arrival at the airport. The driver will arrive at the airport 30 minutes after the guest's flight arrives.
4. The waiting time of the driver for the airport pick-up service shall not exceed 90 minutes after the scheduled arrival time of the flight. If the waiting time exceeds 90 minutes, the driver will not be responsible for leaving! If the driver needs to return to the airport to pick up guests, a new charge will be required. In the event of a sudden delay by the airline that the driver was not notified of, the fee will not be refunded, and the guest will need to claim compensation from the airline.
5. Regardless of whether luggage needs to be retrieved, please follow the instructions for the baggage claim belt number to proceed to the immigration hall and do not search for exits randomly. The driver will be waiting at the designated flight arrival exit with a name sign of the registered guest. If the guest cannot find the driver holding their name sign at the arrival exit, please do not panic and stay at the same location, and call the emergency phone +31-681-938-039 for inquiries immediately.
6. If guests become aware of flight delays, changes, or cancellations, please send an SMS and call the emergency phone +31-681-938-039 for changes as soon as possible. We will try our best to change the pick-up time for the guest. However, we cannot guarantee that changes can always be made, and once changes cannot be made, the fee cannot be refunded. Guests must claim compensation from the airline by themselves. If assistance is needed after guest's arrival, please call the emergency contact number.
7. The airport transfer service will be arranged 4 hours before the flight departure time to prevent guests from missing the flight. If unexpected situations such as traffic jams occur during the airport transfer process or situations that cannot be controlled, we will do our best to assist guests in resolving emergency situations. However, if guests cannot board the flight on time due to such circumstances, it is entirely unrelated to our company and we do not assume any responsibility.
8. Each guest is allowed to take up to two pieces of luggage (one carry-on bag and one checked-in bag). If the number of luggage exceeds the baggage allowance, an additional service fee of 20 EUR per luggage will be charged.

Accommodations notes

1. Day 1: Guests should check in at the hotel front desk under the name "goEUgo Limited" and provide their tour voucher and passport to complete the check-in process.
2. Please note that international hotels, especially European hotels, usually only allow check-in after 3:00 pm. If guests arrive early, the hotel room may not be available yet due to cleaning. Guests can rest in the hotel lobby or leave their luggage at the front desk and go out to explore the city. They can return to hotel and check-in after 3:00pm. Thank you for your understanding. Besides, check-out time is before 12:00pm.
3. Day 1: In the evening of pre-accommodation, at around 08:00pm-09:00pm, tour guide will contact the guests about the exact departure location and time, and other details for the tour next day. If guests are not in their rooms, the guide will also leave a note for them. The breakfast time is usually at 07:00am, which is also a great opportunity to meet with the tour guide and other guests.
4. If guests have booked airport transfer service on the day after the tour, the guide will inform them of the waiting time and situation in the lobby the day of tour ends. Please note!
5. If guests encounter problems during the check-in process at the group hotel, please call the emergency phone number (+31-681-938-039).

Airport pickup & drop off

This service is only provided for the convenience of the guest.

€ 55 per person per way (minimum 2 pax)

Remarks:

1. Our shuttle service is only available from Casablanca Airport (CMN) to group hotel on the first day or from group hotel to Casablanca Airport (CMN) the day after the tour ends (Day 10).
2. Shuttle service is available at Casablanca Airport (CMN) only.
3. Service hours from 7am till 10pm, out of the service hours, extra fee of €20pp will be charged.
4. This service is limited to at least 15 days before the date of departure.
5. The transfer service from group hotel to airport is arranged four hours prior to the scheduled flight departure time.
6. Out of the pick-up point or service hours, please make arrangement by yourselves or send requests via email to info@gegeu.com

Other Info

1. Without goEUgo confirmation, bookings are invalid. Please purchase flight tickets only after receiving booking confirmation.
2. Tour vouchers must be issued by goEUgo, if agents use their own voucher with additional information or terms, goEUgo reserves all rights to decline responsibility.
3. We do not provide any transportation arrangements (such as flights) for participants to travel to the tour country. The company is not responsible for any transportation delays or incidents before joining the tour.

