ENGLISH TRANSLATION – FOR INFORMATION PURPOSES ONLY

This document is an English translation of the original Dutch-language general and special travel conditions of Jowi Reizen for RocDuMaroc 2027. Jowi Reizen is established and operates in Belgium, and the original Dutch version is the only legally binding text. In the event of any discrepancy, ambiguity or dispute concerning the interpretation of these conditions, the Dutch version shall prevail.

Dit document is een vertaling van de oorspronkelijke Nederlandstalige reisvoorwaarden. Bij verschillen of interpretatieproblemen primeert de Nederlandse versie.

General travel conditions of the Travel Disputes Committee (Geschillencommissie Reizen) for package travel contracts.

Article 1: Scope

These General Conditions apply to Package Travel Contracts booked from 1 July 2018 onwards and governed by the Belgian Act of 21 November 2017 on the sale of package travel, linked travel arrangements and travel services.

Article 2: Information from the organiser and the retailer before the conclusion of the package travel contract

§ 1. Before the traveller is bound by a package travel contract, the organiser and the retailer shall provide the traveller with the standard information required by law and, insofar as applicable to the package:

1° the main characteristics of the travel services:

a) the travel destination(s), the itinerary and the periods of stay, with dates and the number of nights;
b) the means of transport, their characteristics and categories, the points, dates and times of departure and return, the duration and places of intermediate stops and connections; where the exact time is not yet fixed, the approximate time will be communicated;
c) the location, main features and category of the accommodation according to the rules of the country of destination;
d) the meals provided;
e) the visits, excursions or other services included in the total price agreed for the package;
f) where this is not clear, whether the travel services are provided to the traveller as part of a group;
g) the language in which other tourist services are provided, where applicable;
h) whether the trip is generally suitable for persons with reduced mobility;

2° the total price of the package and, where applicable, an indication of the type of additional costs that may still have to be borne by the traveller;

3° the payment arrangements;

4° the minimum number of persons required for the package to take place and the time limit for any termination of the contract if that number is not reached;

5° general information on passport and visa requirements of the country of destination, including approximate periods for obtaining visas, and information on health formalities;

6° information that the traveller may terminate the contract upon payment of a termination fee;

7° information on cancellation and/or assistance insurance;

§ 2 The professional shall ensure that the correct standard form is provided to the traveller.

§ 3 The pre-contractual information provided to the traveller forms an integral part of the package travel contract. It may not be changed unless the parties expressly agree otherwise.

Article 3: Information from the traveller

1. The person concluding the package travel contract must provide the organiser and the retailer with all relevant information about himself and his fellow travellers that may be important for the conclusion or performance of the package travel contract.
2. If the traveller provides incorrect information and this results in additional costs for the organiser and/or retailer, those costs may be charged to the traveller.

Article 4: The package travel contract

§ 1:

1° On conclusion of the package travel contract or within a reasonable time thereafter, the organiser or, where a retailer is involved, the retailer shall provide the traveller with a confirmation of the contract on a durable medium, such as an e-mail, a paper document or a PDF.
2° Where the package travel contract is concluded in the simultaneous physical presence of the parties, the traveller is entitled to request a paper copy.

§ 2: The package travel contract or its confirmation shall set out the full content of the agreement, including all the information referred to in
Article 2, and the following information:

1° the special requirements of the traveller which the organiser has accepted;
2° that the organiser is responsible for the proper performance of the package and is obliged to provide assistance;
3° the name and contact details of the entity providing insolvency protection;
4° the name, address, telephone number and e-mail address of the local representative of the organiser or of another service the traveller can contact if in difficulty or to complain about any lack of conformity;
5° the traveller's obligation to report any lack of conformity during the trip;
6° information enabling direct contact with an unaccompanied minor or with the person responsible for the minor at the minor's place of stay;
7° information on the internal complaint-handling procedure;
8° information on the Travel Disputes Committee and the EU online dispute resolution platform;
9° information on the traveller's right to transfer the contract.

§ 3: In good time before the start of the package, the organiser shall provide the traveller with:

1° the necessary receipts;
2° vouchers and tickets;
3° information on the scheduled departure times and, where applicable, the deadline for check-in, and the scheduled times of intermediate stops, connections and arrival.

Article 5: The price

§ 1:

1° After the conclusion of the package travel contract, prices may only be increased if the contract expressly provides for this. In that case, the package travel contract shall state how the price revision is calculated. Price increases are only permitted as a direct consequence of changes in:
a) the price of passenger transport resulting from the cost of fuel or other power sources, or
b) the level of taxes or fees on the travel services included in the contract imposed by third parties not directly involved in the performance of the package, including tourist taxes and departure or arrival taxes at ports and airports, or
c) the exchange rates relevant to the package. If a price increase is provided for, the traveller is entitled to a price reduction in the event of a decrease in the costs listed above.

§ 2: If the increase exceeds 8% of the total price, the traveller may terminate the contract without paying a termination fee.

§ 3: A price increase is only possible if the organiser notifies the traveller of it on a durable medium, such as an e-mail, a paper document or a PDF, no later than twenty days before the start of the package, together with a justification and a calculation of the increase.

§ 4: In the event of a price reduction, the organiser is entitled to deduct administrative expenses from the refund owed to the traveller. At the traveller's request, the organiser shall provide proof of those expenses.

Article 6: Payment of the travel price

1. Unless otherwise agreed, on conclusion of the package travel contract the traveller shall pay, as a deposit, part of the total travel price as set out in the special conditions.

2. Unless otherwise agreed in the package travel contract, the traveller shall pay the balance of the price no later than one month before the date of departure.
3. If the traveller, after having been given formal notice, fails to pay the deposit or travel price demanded, the organiser and/or retailer shall be entitled to terminate the contract with the traveller by operation of law, with the costs borne by the traveller.

Article 7: Transfer of the package travel contract

§ 1. The traveller may transfer the package travel contract to a person who satisfies all the conditions applicable to that contract, provided that the traveller:

1. informs the organiser and, where applicable, the retailer as soon as possible and no later than seven days before the start of the package, on a durable medium such as an e-mail, a paper document or a PDF;
2. bears any additional external costs arising from the transfer.

§ 2. The traveller transferring the package travel contract and the person taking it over are jointly and severally liable for payment of the balance due and for any additional fees arising from the transfer. The organiser shall inform the transferor of the costs of the transfer.

Article 8: Other changes by the traveller

If the traveller requests any other change, the organiser and/or retailer who is able to accommodate it may charge all costs resulting from it.

Article 9: Changes by the organiser before departure

§ 1: Before the start of the package, the organiser may not unilaterally change the terms of the package travel contract, other than the price, unless:

1° the organiser has reserved that right in the contract, and
2° the change is insignificant, and
3° the organiser informs the traveller of the change on a durable medium, such as an e-mail, a paper document or a PDF.

§ 2: If, before the start of the trip, the organiser is constrained to significantly alter any of the main characteristics of the travel services or cannot fulfil the confirmed special requirements of the traveller, or proposes to increase the price of the package by more than 8%, the organiser shall inform the traveller of:

a) the proposed changes and their impact on the price of the package;
b) the possibility to terminate the contract without paying a fee, unless the traveller accepts the proposed changes;
c) the period within which the traveller must inform the organiser of his decision;
d) the fact that if the traveller does not expressly accept the proposed change within the stated period, the contract will be terminated automatically, and, where applicable, the proposed substitute package and its price.

§ 3: Where the changes to the package travel contract or the substitute package result in a package of lower quality or cost, the traveller is entitled to an appropriate price reduction.

§ 4: If the package travel contract is terminated pursuant to § 2 and the traveller does not accept a substitute package, the organiser shall refund all payments made to the traveller no later than fourteen days after the contract has been terminated.

Article 10: Termination by the organiser before departure

§ 1. The organiser may terminate the package travel contract:

1° if the number of persons enrolled for the package is smaller than the minimum number stated in the contract and the organiser notifies the traveller of the termination within the period fixed in the contract, but no later than:

a) twenty days before the start of the package in the case of trips lasting more than six days;
b) seven days before the start of the package in the case of trips lasting between two and six days;
c) 48 hours before the start of the package in the case of trips lasting less than two days, or

2° if the organiser is prevented from performing the contract because of unavoidable and extraordinary circumstances and notifies the traveller of the termination of the contract before the start of the package.

§ 2. In these cases, the organiser shall refund the traveller all payments received for the package, without being liable for any additional compensation.

Article 11: Termination by the traveller

§ 1: The traveller may terminate the package travel contract at any time before the start of the package. In the event of termination, the traveller may be required to pay a termination fee to the organiser.
The package travel contract may specify standardised termination fees based on the time of termination before the start of the package and the expected cost savings and income from alternative deployment of the travel services. In the absence of standardised termination fees, the amount of the termination fee shall correspond to the price of the package minus the cost savings and income from alternative deployment of the travel services.

§ 2: However, in the event of unavoidable and extraordinary circumstances occurring at the place of destination or its immediate vicinity and significantly affecting the performance of the package, or significantly affecting the carriage of passengers to the destination, the traveller has the right to terminate the package travel contract without paying any termination fee. In the event of termination of the package travel contract under this article, the traveller is entitled to a full refund of any payments made for the package, but is not entitled to additional compensation.

§ 3: The organiser shall refund all payments made by or on behalf of the traveller, minus the termination fee, within fourteen days at the latest.

Article 11bis: Termination of the package travel contract by the traveller in the context of the Covid-19 health crisis

The notion of "unavoidable and extraordinary circumstances" as used in Article 11 of these general conditions, which allows the traveller to terminate the package travel contract without paying a fee, is defined by EU Directive 2015/2302 as "a situation beyond the control of the party who invokes such a situation and the consequences of which could not have been avoided even if all reasonable measures had been taken".

11bis.2.
In the context of the Covid-19 health crisis, the Belgian Federal Public Service (FPS) Foreign Affairs has drawn up "colour-coded" lists on its website www.diplomatie.belgium.be to inform travellers about the health situation in other countries. These lists are updated and/or amended weekly by the FPS Foreign Affairs.
The FPS Foreign Affairs also informs travellers about the precautions to be taken when leaving and returning from certain countries.
Travel within and outside the Schengen area is:
- permitted to countries in the green zone without conditions;
- permitted to countries in the orange zone subject to conditions or with increased vigilance;
- permitted but strongly discouraged to countries in the red zone, with the precautions on return imposed by the FPS Foreign Affairs (quarantine, testing) applying.

11bis.3

The traveller undertakes to consult the updated lists of the FPS Foreign Affairs and the precautions imposed before booking the trip.
The organiser draws the traveller's attention to these lists at the time of booking and also informs him/her of:
- the risks associated with a possible change in the colour code of the country of destination or in the precautions before departure, and the consequences of such a change for any cancellation of the package travel contract by the traveller;
- any precautions to be observed in the country of destination;
- the precautions to be observed on return from a trip to an orange or red zone;
- optional and/or compulsory cancellation/repatriation insurance.
The traveller will sign a declaration to this effect.

11bis.4

In any event, and since the traveller:
- has access to all information on the health crisis (Covid-19), both in Belgium and abroad, through the FPS Foreign Affairs, so that this information is public and accessible to all;
- is aware that the colour-coded lists drawn up by the FPS Foreign Affairs are regularly changed, so that the colour of a country may change between the date of booking the package and the date of departure;
- is informed of the risks associated with such a change in colour code, in particular with regard to the precautions on return from a country in the red zone;
- is informed and aware that the precautions imposed on return to Belgium may be changed at any time by the FPS Foreign Affairs; the traveller may under no circumstances invoke a possible change in the colour code of the country of destination before departure, nor a possible change in the precautions imposed by the FPS Foreign Affairs, as an unavoidable and extraordinary circumstance in order to terminate the contract without paying a fee within the meaning of Article 4.2.

More generally, as long as travel is permitted by the FPS Foreign Affairs, no reason related to the health crisis can be considered an unavoidable and extraordinary circumstance.
The traveller retains the right to terminate the package travel contract before the trip, subject to payment of a termination fee.

Article 12: Lack of conformity during the trip

§ 1: The traveller shall inform the organiser without undue delay of any lack of conformity which he perceives during the performance of a travel service included in the Package Travel Contract.

§ 2: If any of the travel services are not performed in accordance with the package travel contract, the organiser shall remedy the lack of conformity, unless that:

1° is impossible, or

2° entails disproportionate costs, taking into account the extent of the lack of conformity and the value of the travel services affected.

3° If the organiser does not remedy the lack of conformity, the traveller is entitled to a price reduction or compensation in accordance with Article 15.

§ 3: If the organiser does not remedy the lack of conformity within a reasonable period set by the traveller, the traveller may do so himself and request reimbursement of the necessary expenses. The traveller does not need to set a period if the organiser refuses to remedy the lack of conformity or if immediate remedy is required.

§ 4: If a significant proportion of the travel services cannot be provided, the organiser shall offer, at no extra cost to the traveller, suitable alternative arrangements of, where possible, equivalent or higher quality. If the proposed alternative arrangements result in a package of lower quality, the organiser shall grant the traveller an appropriate price reduction. The traveller may reject the proposed alternative arrangements
only if they are not comparable to what was agreed in the package travel contract or if the price reduction granted is inadequate.

§ 5: Where a lack of conformity substantially affects the performance of the package and the organiser has failed to remedy it within a reasonable period set by the traveller, the traveller may terminate the package travel contract without paying a termination fee and, where appropriate, request a price reduction and/or compensation. Where the package includes the carriage of passengers, the organiser shall also provide for the repatriation of the traveller. If no alternative arrangements can be offered or the traveller rejects the proposed alternative
arrangements, the traveller is, where appropriate, entitled to a price reduction and/or compensation, even without terminating the package travel contract.

§ 6: Where, due to unavoidable and extraordinary circumstances, it is impossible to ensure the traveller's return as agreed in the package travel contract, the organiser shall bear the cost of necessary accommodation for a period not exceeding three nights per traveller.

§ 7: The limitation of costs referred to in § 6 does not apply to persons with reduced mobility and persons accompanying them, pregnant women, unaccompanied minors and persons in need of specific medical assistance, provided that the organiser has been notified of their particular needs at least 48 hours before the start of the package.

§ 8: The organiser may not invoke unavoidable and extraordinary circumstances to limit liability if the relevant transport provider cannot rely on such circumstances under applicable Union law.

§ 9: The traveller may address messages, requests or complaints in relation to the performance of the package directly to the retailer through which the package was purchased. The retailer shall forward those messages, requests or complaints to the organiser without undue delay.

Article 13: Liability of the traveller

The traveller is liable for any damage suffered by the organiser and/or retailer, their employees and/or representatives as a result of his fault or of his failure to fulfil his contractual obligations.

Article 14: Liability of the organiser and the professional

1° The organiser is responsible for the performance of the travel services included in the package travel contract, irrespective of whether those services are to be performed by the organiser or by other travel service providers.
2° Where the organiser is established outside the European Economic Area, the obligations of organisers apply to the retailer established in a Member State, unless the retailer provides evidence that the organiser complies with the conditions laid down by the Act of 21 November 2017.

Article 15: Price reduction and compensation

§ 1: The traveller is entitled to an appropriate price reduction for any period during which there was a lack of conformity of the services provided, unless the organiser proves that the lack of conformity is attributable to the traveller.

§ 2: The traveller is entitled to receive appropriate compensation from the organiser for any damage which the traveller sustains as a result of any lack of conformity. Compensation shall be paid without undue delay.

§ 3: The traveller is not entitled to compensation if the organiser proves that the lack of conformity is:

1° attributable to the traveller;
2° attributable to a third party unconnected with the provision of the travel services included in the package travel contract and is unforeseeable or unavoidable, or
3° due to unavoidable and extraordinary circumstances.

General travel conditions of the Travel Disputes Committee for package travel contracts.

Article 16: Obligation to provide assistance

§ 1: The organiser shall provide appropriate assistance without undue delay to the traveller in difficulty, in particular by:

1° providing appropriate information on health services, local authorities and consular assistance;
2° assisting the traveller to make distance communications and helping the traveller to find alternative travel arrangements.

§ 2: If the difficulty is caused intentionally by the traveller or through the traveller's negligence, the organiser may charge a fee for such assistance. That fee shall in no case exceed the actual costs incurred by the organiser.

Article 17: Complaints procedure

1. If the traveller has a complaint before departure, he must submit it as soon as possible on a durable medium to the retailer or organiser.
2. Complaints during the performance of the package travel contract must be reported by the traveller on the spot as soon as possible, in an appropriate and verifiable manner, so that a solution can be sought.
3. If a complaint was not satisfactorily resolved on the spot, or if the traveller was unable to make a complaint on the spot, he must submit his complaint on a durable medium to the retailer or organiser no later than one month after the end of the package travel contract.

Article 18:

Conciliation procedure

1. In the event of a dispute, the parties must first try to reach an amicable settlement between themselves.
2. If this attempt at an amicable settlement fails, any of the parties concerned may ask the non-profit association Travel Disputes Committee (vzw Geschillencommissie Reizen) to initiate a conciliation procedure. All parties must agree to this.
3. To this end, the secretariat will send the parties a set of conciliation rules and a "conciliation agreement".
4. In accordance with the procedure described in the rules, an impartial conciliator will then contact the parties in order to seek a fair settlement between them.
5. Any agreement reached will be laid down in a binding written agreement.

Article 19: Arbitration or Court

1. If no conciliation procedure is initiated or if it fails, the claimant may, if desired, initiate arbitration proceedings before the Travel Disputes Committee or bring proceedings before the courts.

2. The traveller can never be obliged to accept the jurisdiction of the Travel Disputes Committee, either as claimant or as defendant.

3. The organiser or retailer who is the defendant may only refuse arbitration if the amount claimed by the claimant exceeds €1,250. He has a period of 10 calendar days to do so after receipt of the registered letter or e-mail with acknowledgement of receipt stating that a file with a claim of €1,251 or more has been opened with the Travel Disputes Committee.

4. This arbitration procedure is governed by a set of dispute rules and can only be initiated after a complaint has been lodged with the company itself, and as soon as it is established that the dispute could not be settled amicably or as soon as four months have elapsed after the (scheduled) end of the trip (or, where applicable, after the service that gave rise to the dispute).

5. Disputes concerning physical injury can only be settled by the courts.

6. The arbitration board, composed on a joint basis, rules on the travel dispute in a binding and final manner in accordance with the dispute rules. No appeal is possible. Secretariat of the Travel Disputes Committee: telephone: +32 2 277 62 15 or +32 2 277 61 80 (9 am to 12 noon), fax: +32 2 277 91 00 / City Atrium, Vooruitgangstraat 50, 1210
Brussels / e-mail: reisgeschillen@clv-gr.be

SPECIAL CONDITIONS OF THE ORGANISER

Article 1: Registrations

1. By signing the confirmation and/or paying the deposit, the traveller expressly authorises Jowi Reizen, in its capacity as tour organiser, to represent him in all dealings with the service providers.
2. The traveller is obliged to take note of the content of the confirmation and of the general and special conditions of the organiser. Please note that by signing the corresponding confirmation and/or paying the deposit, you agree to its entire content, including the spelling of all first names and surnames as stated on the official identity documents of the travellers and as provided by the traveller and/or the undersigned. All costs resulting from incorrect names are always borne by the traveller. We advise you to check the entire content, including all first names and surnames, itinerary, final destination, arrival and departure times and dates. Jowi Reizen accepts no liability whatsoever should any problem arise in this respect.

Article 2: Prices

1. The price agreed in the package travel contract is fixed, barring obvious material error, and includes all compulsory services, except those which, under local regulations, can only be paid in cash by the traveller on the spot.
2. The price is stated per person.
3. The services included in the price are stated for each trip.

4. Never included: cancellation and assistance insurance, tips, passport costs and any vaccinations, visa costs, trackers, bike box, drinks and personal expenses. Also never included are excursions and activities not expressly stated as included. Meals and overnight stays resulting from transfer times between flights on the way to/from the destination are never included (unless otherwise stated).
5. Prices given orally or by telephone are always subject to confirmation. Only written price confirmations are valid.
6. Obvious material errors in the price are not binding on us and may be corrected.
7. Unless otherwise agreed, a deposit of €1,000 is charged when the contract is concluded, plus the (full) insurance premium (if applicable). Unless otherwise stated, the deposit must be paid immediately, i.e. within 3 working days of the online booking.
8. The balance is due no later than 9 June 2027 (unless otherwise stated). Failure to pay on time may result in the cancellation of the registration, with application of the cancellation fees (see Article 3.4).
9. Former RocDuMaroc participants receive a discount of €300. This discount is personal, non-transferable and cannot be exchanged for cash. It will be deducted from the balance. If the registration is transferred to another person, the discount lapses.

Article 3: Payments

1. If a deposit or balance is not paid on the due date, the provisions of Book XIX of the Belgian Code of Economic Law apply, and Jowi Reizen will send the customer a free reminder to pay the amount due within 14 calendar days. If the customer does not pay within that period, the outstanding amount will be increased by annual interest calculated at the reference interest rate plus eight percentage points referred to in Article 5, second paragraph, of the Belgian Act of 2 August 2002 on combating late payment in commercial transactions, calculated from the calendar day following the day on which the free reminder was sent to the customer, as well as by a fixed compensation of:
    - €65 plus 5% of the amount due on the portion above €500, with a maximum of €2,000, if the balance due exceeds €500.
    - If no action is taken following the second reminder, his/her registration will be irrevocably cancelled.
2. If more people register than there are places available, the date of payment of the deposit will be the deciding criterion.
3. Travellers registering from 9 June 2027 onwards must pay the full amount immediately.
4. Jowi Reizen reserves the right to cancel your registration for RocDuMaroc 2027 if it has not received a deposit or if the remaining balance has not been paid by 9 June 2027. If, after a final reminder, the travel amounts due remain unpaid, Jowi Reizen is entitled to terminate the package travel contract. In that case, the cancellation of the registration is deemed to be a cancellation by the traveller on the date on which Jowi Reizen notifies the cancellation in writing. The cancellation fees under Article 7 applicable on that date are then due in full. Amounts already paid will be set off against them. Any shortfall remains due and will be recovered, plus the interest and costs referred to in Article 3.1. Not paying the balance is therefore never a way to cancel free of charge.

Article 4: Formalities

1. The traveller confirms having taken note of the information on the formalities to be completed, as communicated by Jowi Reizen.
2. The traveller must hold valid travel documents to enter the country of destination. A valid international passport is required for Morocco. Belgian travellers can obtain information from the Belgian FPS Foreign Affairs, section 'Travelling abroad'. Travellers of a nationality other than Belgian must obtain information from their embassy or other authorities in order to know the applicable formalities. Jowi Reizen is not liable in the event of negligence or non-compliance in this respect.
3. Passport costs are never included. The traveller is responsible for arranging his own passport.
4. The person concluding the contract undertakes to inform Jowi Reizen of his nationality and that of all travellers on whose behalf he acts, and to notify us of any relevant information in this regard.
5. Travellers under the age of 18 are only accepted if accompanied by an adult responsible for them and on presentation of the necessary and relevant documents.
6. Participants in RocDuMaroc 2027 are asked to provide a medical certificate stating that they are fit to take part in the planned trip. This certificate must be signed by a sports physician or general practitioner and must be submitted before 1 September 2027.
7. Each participant must complete the requested personal information and send it within the requested time limit so that the organisation can make all necessary administrative arrangements. All personal data must be sent before 3 August 2027.

Article 5: Luggage

1. The tour organiser is not liable for loss, theft or damage to luggage. However, any liability of the carrier or hotel remains unaffected. Jowi Reizen cannot be held responsible for any loss of or damage to luggage. We strongly advise you to take out luggage insurance.
2. In the event of loss of or damage to luggage during air transport, the traveller must have a Property Irregularity Report drawn up at the lost luggage department of the airport. Without this document, it is impossible to obtain compensation. In the case of transport by coach, a certificate must be requested from the accompanying host(ess). Please inquire immediately about the steps to be taken to process your claim.
3. The advice on the maximum permitted weight of luggage (both personal luggage and the bike) must be**strictly** followed. Any extra costs for excess weight are borne by the traveller.

Article 6: Schedule

1. Jowi Reizen provides important information about the itinerary and programme as well as useful practical information on the website (www.rocdumaroc.com). The traveller undertakes to take note of this content before booking.
2. The schedules and timetables stated are indicative. The traveller must always take into account that they may be changed both before and during the trip.
3. Changes to carriers' schedules may affect the duration of the trip. The traveller is not entitled to a full or partial refund of the travel price if the departure and arrival times deviate from the original times as a result of changes.
4. Participants must join the group at the agreed time and place. Any costs incurred as a result of not joining the trip (on time) are borne by the traveller. Services not used as a result of joining the group late are non-refundable.
5. A traveller who, on his own initiative, deviates from the scheduled itinerary during the trip or withdraws from supervision and is consequently not present at the agreed times, is liable for all extra costs this entails and is not entitled to a refund for services not used.
6. If significant changes occur in the operation, facilities and services of the products offered, these will be communicated to the traveller immediately upon becoming aware of them.

Article 7: Cancellation and changes by the traveller

Cancellation fees

Cancellations and changes relating to a package put together by Jowi Reizen give rise to the costs below.

1. In the event of cancellation, the traveller must inform Jowi Reizen as soon as possible by telephone, e-mail or registered letter (rdm@jowireizen.be).
2. The cancellation fees vary according to the time of cancellation. The exact date of cancellation is determined by the date of written receipt by Jowi Reizen.
3. In the event of cancellation, the cancellation fees below must in all cases be paid by the traveller to Jowi Reizen, even if the cancellation is due to chance or force majeure. The reason for the cancellation (such as illness, injury, pregnancy, work or family circumstances) is irrelevant. Jowi Reizen cannot grant any exceptions or commercial concessions in this respect. This is without prejudice to the traveller's statutory right to cancel free of charge in the event of unavoidable and extraordinary circumstances at the place of destination (Article 11 § 2 of the general conditions).
4. When the percentages below are applied,**an administrative fee of €50 per person** is charged in addition.
5. All amounts are to be increased by the Allianz insurance premium (if booked through Jowi Reizen).
6. Insurance premiums are never refundable.
7. **RocDuMaroc 2027 is the final edition.** No new edition will be organised after 2027. Transferring the registration, or amounts already paid, to a later edition or another trip is therefore not possible under any circumstances. No credit notes or vouchers will be issued.
8. Anyone who is unable to take part can only avoid the cancellation fees by transferring their registration to another person (see 'Change fees' below) or through the intervention of their own cancellation insurance (see Article 14).

In the event of cancellation by the traveller, the following fees are charged: (departure on 9 October 2027)

1. cancellation up to and including 8 June 2027: 30% of the travel price.
2. cancellation from 9 June 2027: 50% of the travel price.
3. cancellation from 31 July 2027 (10 weeks before departure): 75% of the travel price.
4. cancellation from 14 August 2027 (8 weeks before departure) + no-show: 100% of the travel price.

Special cancellation condition

Once airline tickets have been issued (3 weeks before departure), no refund is possible and the cancellation fees amount to 100% of the price of the tickets concerned, regardless of the time of cancellation. In that case, the above percentages no longer apply to these tickets. The cancellation fees above may then be increased by any additional costs charged by the various suppliers involved, including carriers and/or prepaid local permits.

Change fees

All costs for changes to the booking after the order form has been drawn up are borne by the traveller.

1. **The traveller may transfer his registration to another person who meets all the conditions for participation. An administrative fee of €300 is charged for this, plus the actual costs of a name change or a new airline ticket. The transferor and the transferee are jointly and severally liable for payment of the balance and of these costs**.
2. **The transfer must be notified to Jowi Reizen in writing (e.g. by e-mail) no later than 7 days before departure**.
3. An airline ticket that has already been issued can never be changed. Tickets already issued are subject to 100% cancellation fees, always borne by the traveller. This also applies to any accommodation booked at non-refundable rates, where this is communicated at the time of booking.
4. If a name change is possible for airline tickets, the related costs are always borne by the traveller(s).
5. If transport or transfers other than those included have been booked through Jowi Reizen, the cancellation conditions/change fees of the carrier apply.

Article 8: Liability

We are responsible for the proper performance of all travel services included in the package when Jowi Reizen acts as organiser. We do not bear this responsibility when we act as retailer.
However, our liability is limited to twice the total price of the package, except in the case of personal injury or damage caused intentionally or negligently. Insofar as international conventions limit the conditions under which, or the extent to which, compensation is to be paid by a provider performing a travel service which is part of a package, these limits also apply to us.
Jowi Reizen is never responsible for the proper performance of travel services not expressly mentioned in the package travel contract and booked by the traveller on the spot (such as excursions or additional activities).
During the performance of the trip, Jowi Reizen is **not** liable for unforeseen events resulting from force majeure, such as unforeseen changes in regulations, delays or cancellations of flights, accidents, strikes, epidemics, weather conditions, war and other examples, this list not being exhaustive. The extra transport and accommodation costs resulting from such events are borne by the traveller.
Nor shall Jowi Reizen or the tour leader be liable for any arrest by the police and/or other authorities due to the traveller's failure to comply with regulations. All consequences are borne by the traveller.
Given the nature of the trip, the proper performance of services provided by third parties abroad must be assessed according to local customs and practices.
Jowi Reizen can in no way be held liable for moral or material damage or injury suffered by the traveller during the activities, both on and off the trails, as a result of incorrect interpretation of the route descriptions provided. In all cases, the decision of the traveller himself prevails, and not the advice or instructions of any other legal person whatsoever. The traveller knows and agrees that local conditions may change every day without the organisation being reasonably able to do anything about it.

Article 9: Health

1. Jowi Reizen has no medical competence. The traveller must therefore contact his own general practitioner and obtain the necessary information on health formalities for the chosen destination himself. For accurate detailed information, we refer you to the Institute of Tropical Medicine in Antwerp. Information obtained through these bodies can under no circumstances give rise to liability on the part of Jowi Reizen.
2. At the time of registration, the traveller declares that there are no health risks to report. The traveller provides the organisation with a medical certificate stating that he/she is physically and mentally fit to take part in the trip. Specific points of attention such as diabetes, asthma, heart problems, etc. must be reported to Jowi Reizen at the time of registration.
3. The traveller declares that he is medically, physically and mentally fit to undertake the chosen trip. He also declares that he is not undergoing any medical and/or paramedical treatment, nor taking any medication, that would in any way make the performance of and/or participation in the trip more difficult for him/her and/or fellow travellers, and undertakes to inform Jowi Reizen of any change in this situation before departure.
4. All damage, including damage to third parties, resulting from incorrect information in this respect is borne entirely by the traveller.

5. Jowi Reizen reserves the right to refuse a traveller for a group trip if, for objective and non-discriminatory reasons, it appears that he is unable to take part in the trip (independently and without an additional companion) and to ensure a safe course of the trip for himself and fellow travellers.
6. Both at the time of booking and at departure, the traveller must ascertain the health and entry requirements (such as vaccinations, tests or certificates) of the country of departure, transit and destination, and whether he/she is permitted to enter those countries. He/she bears full responsibility for the consequences and costs if he/she does not meet them.

Article 10: Nature of the trip

1. The traveller expressly confirms being aware of the nature of the trip, with the possible lack of comfort that this entails and possible changes to the programme due to local conditions in the country visited.
2. Given the nature of the trip ("large group trip in bivouacs"), any health measures may be stricter than those required by the Moroccan authorities at the time of departure. This is to guarantee safety in the bivouac at all times for the local population as well as for the organisation and the other participants.
3. Given the nature of certain trips, the traveller must be aware of certain risks and of a possible lack or sometimes limited level of medical care, infrastructure and means of communication. The traveller can in no way hold Jowi Reizen or the local operators liable in this respect.
4. The nature of our trips and the political and local conditions (including terrain and weather conditions) in Morocco may result in the itinerary being changed on the spot. Safety takes precedence over the itinerary.
5. Jowi Reizen advises the traveller to consult the travel advice of the Belgian FPS Foreign Affairs for the chosen destination. By offering trips to certain destinations, Jowi Reizen does not guarantee that travel to that destination is advisable or risk-free. Jowi Reizen can under no circumstances be held liable for damage resulting from the situation on the spot.
6. The traveller's expectations regarding comfort, infrastructure and services in hotels or other accommodation can never be generalised or transposed from Belgium to other countries and must be assessed according to local standards.
7. Any stated level of difficulty/intensity of the trip is a subjective notion. The level of difficulty stated for each trip is purely indicative and not binding.
8. The traveller is responsible for his bike throughout the MTB marathon. In the event of theft, the traveller must always report it to the local authorities. We always recommend taking out bicycle insurance.
9. For safety reasons, wearing a bicycle helmet is compulsory at all times.
10. Jowi Reizen is not liable for defects to the traveller's own bike. Extra repair costs are borne by the traveller.

Article 11: Course of the programme

1. The services of the Jowi Reizen tour leader start/end on arrival in/departure from the country of destination, unless otherwise stated.
2. The traveller must follow the instructions of the tour leader regarding safety, the course of the trip and group activities. In the event of failure to follow the instructions, a participant may be excluded from (further) participation without being entitled to any compensation.
3. If during the trip it appears that someone does not have, or no longer has, the required attitude and/or physical condition to continue the trip, the tour leader may decide to send the traveller back to the hotel or to the place of departure. Any costs resulting from this are borne by the traveller.
4. A traveller who causes nuisance or disruption to such an extent that the proper performance of the trip is hindered may be excluded from further participation by the tour leader. The resulting costs are borne by the traveller. The traveller is not entitled to a full or partial refund of the travel price. (This may possibly be covered by good cancellation or assistance insurance.)
5. Local conditions and the nature of the destinations may mean that changes to the programme have to be made before or during the trip. If a change becomes necessary during the trip due to factors beyond the control of Jowi Reizen, an alternative will be sought. Where possible, the alternative will be discussed with the group, but the tour leader makes the decision. Jowi Reizen strives for alternatives that preserve the character of the trip as much as possible.

Article 12: Complaints procedure

1. The traveller must inform Jowi Reizen without delay, in a verifiable manner, of any lack of conformity he experiences during the performance of the package. Any complaint in this context will be assessed by Jowi Reizen according to the specific circumstances and the nature of the package booked.
2. Traveller's duty to report: if you are dissatisfied, you must report this immediately to the local partner/hotelier/reception so that they can seek a solution for you. If the solution proposed on the spot does not satisfy you, please contact a representative of Jowi Reizen as soon as possible in order to reach a satisfactory solution after all. All costs related to the consequences of failure to comply with this duty to report are borne by the traveller.
3. The value of services not received will only be refunded upon submission of a written certificate from the service provider concerned, clearly stating which services the traveller did not receive.
4. The participant must first and foremost address the tour guide in the event of any lack of conformity. For any disputes that cannot be resolved through the Travel Disputes Committee, only the court of HASSELT (Belgium) has jurisdiction.

Article 13: Guarantee

Jowi Reizen is a licensed and insured tour organiser**.**

Article 14: Insurance

1. No cancellation and/or travel assistance insurance is included in the basic price of the trip. In the event of cancellation, the cancellation fees can rise considerably. It is therefore**strongly recommended to take out cancellation insurance**. If you do not have cancellation insurance and you decide to cancel for any reason whatsoever, the cancellation fees under Article 7 are entirely at your expense. Comprehensive travel assistance insurance is also recommended. For some destinations it is an absolute necessity or even compulsory. Please refer to the specific information in the relevant travel programme.
2. **Whether or not to take out cancellation insurance is the full and sole responsibility of the traveller.** At registration, the traveller expressly indicates whether he/she is taking out cancellation insurance through Jowi Reizen, already has one, or deliberately chooses not to take out cancellation insurance.
3. If the traveller has no or insufficient cancellation insurance, or if the insurer refuses to intervene, the cancellation fees under Article 7 remain fully due to Jowi Reizen. Jowi Reizen is not a party to the insurance contract, is not responsible for the insurer's decision and cannot grant any exceptions in these cases.
4. Cancellation insurance usually has to be taken out within a short period after registration. We therefore recommend doing so immediately upon registration and reading the policy conditions yourself.
5. Travellers who have not taken out travel assistance insurance bear the resulting costs themselves. Under no circumstances will Jowi Reizen intervene or advance any amounts.
6. In the event of damage, claims must be submitted directly to the insurance company in accordance with the policy conditions. In the event of cancellation, you must inform Jowi Reizen as soon as possible.

Article 15: Acceptance

By registering for a trip listed on our website or a tailor-made trip, the traveller agrees to the general and special conditions and confirms having received them prior to the drawing up of the travel contract. When registering online, the traveller expressly confirms this by ticking the boxes provided for this purpose, in particular for the cancellation conditions (Article 7) and the insurance provisions (Article 14).

Registered office

Jowi Reizen

Prins Albertlaan 29

3800 Sint-Truiden, Belgium

BE0895841619

In accordance with the Belgian Act of 21 November 2017 on the sale of package travel, linked travel arrangements and travel services (Package Travel Act) and the Royal Decree of 29 May 2018, Jowi Reizen is insured by MS Amlin Insurance SE – Insolvency claims, Belgian branch, Koning Albert II laan 37, 1030 Brussels, www.amlin.com (NBB no. 2943, VAT BE 0644.921.425), tel. +32 (0)2 894 70 00, e-mail: insolvency.claims.be@msamlin.com, so that it can continue to fulfil its obligations towards the traveller in the event of insolvency. This guarantee is supported by Vlaamse Solidariteit Reisgelden, a division of the Association of Flemish Tour Operators (Vereniging van Vlaamse Reisorganisatoren).

SHORT PRIVACY STATEMENT

Your personal data are processed by Jowi Reizen BV for customer management on the basis of the contractual relationship resulting from your order/purchase of your holiday and/or related services, and for direct marketing (to offer you new holiday products or services) on the basis of our legitimate business interest.
If you do not want us to process your data for direct marketing purposes, simply let us know at kristl@jowireizen.be.
You can also always use this address to ask which data we process about you and, where appropriate, have them corrected or deleted. We may ask you to prove your identity so that we provide the data to the right person. If you have any questions about how we process your data, you can contactkristl@jowireizen.be.
If you do not agree with the way we process your data, you can contact the
Belgian Data Protection Authority (www.dataprotectionauthority.be – Drukpersstraat 35, 1000 Brussels).
Our data processing policy can be found at www.jowireizen.be

STANDARD INFORMATION FORM FOR PACKAGE TRAVEL CONTRACTS

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302, transposed into Belgian law by the Act of 21 November 2017 on the sale of package travel, linked travel arrangements and travel services. Therefore, you will benefit from all EU rights applying to packages.
Jowi Reizen BV will be fully responsible for the proper performance of the package as a whole.
Additionally, as required by law, Jowi Reizen has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent. Key rights under Directive (EU) 2015/2302 –
Travellers will receive all essential information about the package before concluding the package travel contract.

- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent. Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance, fuel prices), if this is expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If, before the start of the package, the trader responsible for the package cancels the package, travellers are entitled to a refund.
- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee. If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
- Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.

- The organiser has to provide assistance if the traveller is in difficulty.
- If the organiser or the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Jowi Reizen has taken out insolvency protection with MS Amlin Insurance SE – Insolvency claims, Belgian branch, Koning Albert II laan 37, 1030 Brussels, www.amlin.com (NBB no. 2943, VAT BE 0644.921.425), tel. +32 (0)2 894 70 00, e-mail: insolvency.claims.be@msamlin.com, which provides the insolvency protection. Travellers may contact this entity or, where applicable, the competent authority if services are denied because of the insolvency of Jowi Reizen BV. The Belgian Act of 21 November 2017 on the sale of package travel, linked travel arrangements and travel services