

“This document is an English translation of the original Dutch version titled ‘Algemene en Bijzondere Reisvoorwaarden 2026 RDM’. In case of discrepancies, the Dutch version shall prevail.”

General Travel Conditions of the Travel Disputes Committee for Package Travel Contracts

Article 1: Scope

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

Article 2: Information from the Organiser and the Retailer before Conclusion of the Package Travel Contract

§1. The organiser and also the retailer shall provide the traveller, before the latter is bound by a package travel contract, with the legally required standard information as well as, insofar as applicable to the package travel:

1° The main characteristics of the travel services:

- a) The travel destination(s), the itinerary and the periods of stay, including dates and number of nights;
- b) The means of transport, their characteristics and categories, the places, dates and times of departure and return, the duration and place of stopovers and connections; if the exact time is not yet known, it shall be communicated approximately;
- c) The location, main characteristics and category of the accommodation according to the regulations of the destination country;
- d) The meals provided;
- e) The visits, excursions or other services included in the total price agreed for the package travel;
- f) Where not clear, clarification as to whether the travel services are provided to the traveller as part of a group;
- g) The language in which other tourism services will, where applicable, be carried out;
- h) Whether the trip is, in general, suitable for persons with reduced mobility.

2° The total price of the package travel and, where applicable, specification of any additional costs that may still be payable by the traveller;

3° The payment terms;

4° The minimum number of persons required for the execution of the package travel and the deadline for possible termination of the contract if this number is not reached;

5° General information regarding passport and visa requirements in the destination country, including the approximate period needed to obtain a visa and information on health formalities;

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

7° Information about 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 supplied to the traveller forms an integral part of the package travel contract. It cannot be altered unless by mutual consent of the parties.

Article 3: Information Provided by the Traveller

The person concluding the package travel contract must provide the organiser and the retailer with all useful information concerning themselves and their fellow travellers which may be relevant for the conclusion or execution of the package travel contract.

If the traveller provides incorrect information resulting in additional costs for the organiser and/or retailer, such costs may be charged to the traveller.

Article 4: The Package Travel Contract

§1.

1° Upon conclusion of the package travel contract or within a reasonable period thereafter, the organiser — or, if a retailer is involved, the latter — shall provide the traveller with a confirmation of the contract on a durable medium, such as by email, paper document or 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 contain the entire content of the agreement, including all information referred to in Article 2, and the following details:

1° The special requests of the traveller accepted by the organiser;

2° That the organiser is responsible for the proper performance of the package and has a duty to provide assistance;

3° The name and contact details of the entity responsible for insolvency protection;

4° The name, address, telephone number and email address of the local representative of the organiser or of another service to be contacted in case the traveller encounters difficulties or wishes to lodge a complaint regarding possible non-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 the person responsible for them at their place of stay;

7° Information about internal complaint handling procedures;

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 due time before the start of the package travel, the organiser shall provide the traveller with:

1° The necessary receipts;

2° Vouchers and travel tickets;

3° Information on scheduled departure times and, where applicable, the latest check-in time, as well as scheduled times of stopovers, connections, and arrival.

Article 5: The Price

§1.

1° After conclusion of the package travel contract, prices may only be increased if the contract expressly provides for this. In that case, the contract must indicate how the price revision is to be calculated. Price increases are only permitted as a direct consequence of changes in:

a) The cost of passenger transport attributable to increased fuel or other energy costs; or

b) The level of taxes or fees on the included travel services imposed by third parties not directly involved in the performance of the package, including tourist taxes and embarkation or disembarkation fees at ports and airports; or

c) The exchange rates relevant to the package travel.

If a price increase is provided for, the traveller is entitled to a price reduction in the event of a decrease in the above-mentioned costs.

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

§3. A price increase is only valid if the organiser notifies the traveller no later than twenty days before the start of the package travel via a durable medium (for example, by email, paper document, or PDF), including the reasons for the increase and a calculation.

§4. In the event of a price reduction, the organiser has the right to deduct administrative costs from the refund owed to the traveller. If requested by the traveller, the organiser shall substantiate those costs.

Article 6: Payment of the Travel Sum

Unless otherwise agreed, upon conclusion of the package travel contract, the traveller shall pay a deposit as determined in the special conditions.

Unless otherwise stipulated in the contract, the traveller shall pay the balance no later than one month prior to the departure date.

If the traveller, after being formally notified of default, fails to pay the deposit or the total amount due, the organiser and/or retailer shall be entitled to terminate the contract automatically, 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 meets all conditions applicable to the contract, provided that:

The organiser and, where applicable, the retailer are informed as soon as possible and no later than seven days before the start of the trip via a durable medium (such as email, paper document, or PDF);

The traveller bears any additional external costs arising from the transfer.

§2. The person transferring and the person taking over the contract are jointly and severally liable for payment of the outstanding amount and any additional fees resulting from the transfer. The organiser shall inform the transferor of the costs involved.

Article 8: Other Changes by the Traveller

If the traveller requests another change, the organiser and/or retailer who can accommodate this request may charge all costs thereby incurred.

Article 9: Changes by the Organiser before Departure

§1. The organiser may not unilaterally alter the provisions of the package travel contract before the start of the trip, except for price changes, unless:

1° The organiser has reserved this right in the contract, and

2° It concerns an insignificant change, and

3° The organiser informs the traveller thereof via a durable medium (such as email, paper document, or PDF).

§2. If, before the start of the trip, the organiser is forced to make a significant alteration to one of the main characteristics of the travel services, or cannot meet the traveller's confirmed special requests, or proposes to increase the price by more than 8%, the organiser must inform the traveller thereof, indicating:

a) The proposed changes and their impact on the price of the trip;

b) The option to terminate the contract without charge unless the traveller accepts the proposed changes;

c) The deadline by which the traveller must notify the organiser of their decision;

d) That failure to expressly accept the change within the set deadline will result in automatic termination of the contract, and, where applicable, the details and price of a proposed substitute package.

§3. Where changes to the contract or the substitute package reduce the quality or cost of the trip, the traveller is entitled to an appropriate price reduction.

§4. If the package travel contract is terminated under §2 and the traveller does not accept a substitute trip, the organiser shall refund all payments made by the traveller within fourteen days of termination.

Article 10: Termination by the Organiser before Departure

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

1° if the number of persons registered for the package travel is smaller than the minimum number stated in the contract, and the organiser notifies the traveller of the termination of the contract within the period specified in the contract, but at the latest:

- a) twenty days before the start of the package travel for journeys lasting more than six days;
- b) seven days before the start of the package travel for journeys lasting two to six days;
- c) 48 hours before the start of the package travel for journeys lasting less than two days; or

2° if the organiser is unable to perform the contract due to unavoidable and extraordinary circumstances, and informs the traveller before the start of the package travel that the contract is being terminated.

§2. In these cases, the organiser shall reimburse the traveller for all amounts received in respect of the package travel, without being liable to pay 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 travel. In the event of termination, the traveller may be required to pay a termination fee to the organiser.

The package travel contract may stipulate standardised termination fees based on the time of termination before the start of the package travel and the expected cost savings and income from alternative use of the travel services. If no standardised termination fees have been established, the

amount of the termination fee shall correspond to the price of the package travel minus the cost savings and income from alternative use of the travel services.

§2. However, if at the destination there are unavoidable and extraordinary circumstances which have significant consequences for the performance of the package travel, or which have significant consequences for the transport of passengers to the destination, the traveller has the right to terminate the package travel contract without payment of a termination fee.

In the event of termination of the package travel contract on this basis, the traveller is entitled to a full refund of all amounts paid for the package travel, but is not entitled to additional compensation.

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

Article 11bis: Termination of the Package Travel Contract by the Traveller in the Context of the Covid-19 Health Crisis

The concept of "exceptional and unavoidable circumstances", as used in Article 11 of these General Conditions and which grants the traveller the right to terminate the package travel contract without compensation, is defined in Directive (EU) 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 health crisis linked to Covid-19, the Federal Public Service of Foreign Affairs has drawn up "colour-coded" lists on its website www.diplomatie.belgium.be

in order to inform travellers about the health situation in other countries. These lists are adapted and/or amended weekly by the Federal Public Service of Foreign Affairs.

The Federal Public Service of Foreign Affairs also informs travellers about the precautionary measures to be taken when departing from and returning to certain countries.

Travel within and outside the Schengen area is as follows:

permitted in countries in the green zone, without conditions;

permitted in countries in the orange zone, subject to conditions or with increased vigilance;

permitted but strictly discouraged in countries in the red zone, with the precautionary measures imposed by the Federal Public Service of Foreign Affairs upon return being applicable (quarantine, testing).

11bis.3.

The traveller undertakes to familiarise himself with the most recent lists published by the Federal Public Service of Foreign Affairs and with the precautionary measures imposed, before booking his trip.

At the time of booking, the organiser shall draw the traveller's attention to these lists and shall also inform him/her of:

the risks linked to any change in the colour code of the destination country or of the precautionary measures prior to departure, and the consequences of such a change for the possible cancellation of the package travel contract by the traveller;

any precautionary measures to be observed in the destination country;

the precautionary measures to be observed upon return from a trip to an orange or red zone;

the optional and/or compulsory cancellation / repatriation insurance.

The traveller shall sign a declaration in this respect.

11bis.4.

In any case, and given that the traveller:

has access to all information relating to the health crisis (Covid-19), both in Belgium and abroad, via the Federal Public Service of Foreign Affairs, which renders this information public and accessible to all;

is aware that the lists with colour codes drawn up by the Federal Public Service of Foreign Affairs are updated regularly, so that the colour of a country may change between the date of booking the package travel and the date of departure;

is informed of the risks associated with such a change in colour code, in particular regarding the precautionary measures to be observed upon return from a country in the red zone;

is informed of and understands that the precautionary measures imposed upon return to Belgium may be amended at any time by the Federal Public Service of Foreign Affairs;

he may under no circumstances invoke a possible change in the colour code of the destination country prior to departure, nor a possible change in the precautionary measures imposed by the Federal Public Service of Foreign Affairs, as an exceptional and unavoidable circumstance to terminate the contract without compensation within the meaning of Article 4.2.

More generally, as long as travel is permitted by the Federal Public Service of Foreign Affairs, no reason relating to the health crisis may be regarded as an exceptional and unavoidable circumstance.

The traveller retains the right to terminate the package travel contract prior to the trip, subject in that case to payment of a termination fee.

Article 12: Lack of Conformity during the Trip

§1. The traveller shall inform the organiser without delay of any lack of conformity that he establishes during the performance of any travel service included in the Package Travel Contract.

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

1° this is impossible; or

2° this would entail disproportionate costs, taking into account the degree of non-conformity and the value of the relevant travel services.

3° If the organiser does not remedy the lack of conformity, the traveller is entitled to a price reduction or to 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 is not required to set a deadline if the organiser refuses to remedy the lack of conformity or if an immediate solution is required.

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

§5. If the lack of conformity has significant consequences for the performance of the package travel and the organiser has not remedied it within a reasonable period set by the traveller, the traveller may terminate the package travel contract without payment of a termination fee and, where appropriate, request a price reduction and/or compensation.

If the package travel includes passenger transport, the organiser shall also provide for the repatriation of the traveller.

If no alternative arrangements can be proposed, or if the traveller rejects the alternative arrangements proposed, the traveller shall, where appropriate, also be entitled to a price reduction and/or compensation, even without termination of the package travel contract.

§6. If, as a result of unavoidable and extraordinary circumstances, it is not possible to ensure the traveller's return as agreed in the package travel contract, the organiser shall bear the cost of the necessary accommodation for a maximum of three nights per traveller.

§7. The limitation of costs referred to in §6 does not apply to persons with reduced mobility, to persons accompanying them, to pregnant women, to unaccompanied minors and to persons

requiring specific medical assistance, provided that the organiser was notified of their particular needs at least 48 hours before the start of the package travel.

§8. The organiser may not invoke unavoidable and extraordinary circumstances to limit liability if the relevant carrier may not invoke such circumstances under applicable Union law.

§9. The traveller may address messages, requests or complaints concerning the performance of the package travel directly to the retailer from whom he purchased the package travel. The retailer shall forward such messages, requests or complaints to the organiser without delay.

Article 13: Liability of the Traveller

The traveller is liable for any damage suffered by the organiser and/or the retailer, their appointees and/or representatives, as a result of the traveller's fault, or where the traveller has failed to comply with his contractual obligations.

Article 14: Liability of the Organiser and the Professional

1° The organiser is liable for the performance of the travel services included in the package travel contract, regardless of whether those services are performed by the organiser or by other travel service providers.

2° If the organiser is established outside the European Economic Area, the retailer established in a Member State shall be subject to the obligations of organisers, unless the retailer proves that the organiser meets the conditions imposed by the Law of 21/11/2017.

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 in the services provided, unless the organiser proves that the lack of conformity is attributable to the traveller.

§2. The traveller is entitled to appropriate compensation from the organiser for any damage he suffers as a result of non-conformity. The compensation shall be paid without delay.

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

1° the traveller;

2° a third party who is not involved in the provision of the travel services included in the package travel contract, and the lack of conformity could not have been foreseen or prevented; or

3° unavoidable and extraordinary circumstances.

Article 16: Duty to Provide Assistance

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

1° providing useful information regarding health services, local authorities and consular assistance;

2° assisting the traveller in establishing long-distance communications and in finding alternative travel arrangements.

§2. If the difficulties are caused intentionally by, or are the result of negligence by, the traveller, the organiser may charge a fee for such assistance. This fee shall in no event exceed the actual costs incurred by the organiser.

Article 17: Complaints Procedure

If the traveller has a complaint before departure, the traveller must submit it as soon as possible, on a durable medium, to the retailer or the organiser.

Complaints during the performance of the package travel contract must be reported by the traveller on site, as soon as possible, in an appropriate and provable manner, so that a solution can be sought.

If a complaint was not satisfactorily resolved on site, or if it was impossible for the traveller to lodge a complaint on site, then no later than one month after the end of the package travel contract, the traveller must submit the complaint on a durable medium to the retailer or the organiser.

Article 18: Conciliation Procedure

In the event of a dispute, the parties must first attempt to reach an amicable settlement between themselves.

If this attempt at amicable settlement fails, any of the parties involved may request the non-profit Travel Disputes Committee to initiate a conciliation procedure. All parties must agree to this.

To this end, the secretariat shall provide the parties with the conciliation rules and an “agreement to conciliate”.

In accordance with the procedure described in those rules, an impartial conciliator shall then contact the parties with a view to reaching an equitable conciliation between the parties.

Any agreement eventually reached shall be recorded in a binding written agreement.

Article 19: Arbitration or Court Proceedings

If no conciliation procedure is initiated, or if such a procedure fails, the claimant may, at their discretion, initiate an arbitration procedure before the Travel Disputes Committee or bring proceedings before the courts.

The traveller can never be obliged to accept the jurisdiction of the Travel Disputes Committee, neither as claimant nor as respondent.

The organiser or retailer acting as respondent may refuse arbitration only if the amount claimed by the claimant exceeds €1,250. The respondent then has a period of 10 calendar days following receipt of the registered letter or email with acknowledgement of receipt indicating that a file with a claim of €1,251 or more has been opened with the Travel Disputes Committee.

This arbitration procedure is governed by procedural rules on disputes and may only be initiated after a complaint has been submitted to the company itself, and either it has become clear that the dispute cannot be settled amicably, or four months have elapsed since the (planned) end of the trip (or, where applicable, since the service that gave rise to the dispute).

Disputes relating to bodily injury may only be settled by the courts.

The joint arbitral tribunal, composed on a parity basis, shall issue a binding and final decision on the travel dispute in accordance with the procedural rules on disputes. No appeal is possible against this decision. Secretariat of the Travel Disputes Committee: telephone: 02 277 62 15 or 02 277 61 80 (9 a.m. to 12 p.m.) fax: 02 277 91 00 / City Atrium, Vooruitgangstraat 50, 1210 Brussels / e-mail: reisgeschillen@clv-gr.be

SPECIAL CONDITIONS OF THE ORGANISER

Article 1: Registrations

By signing the confirmation and/or paying the deposit, the traveller grants Jowi Reizen, in its capacity as tour organiser, the express authority to represent him in all relations with the service providers.

The traveller has the obligation to familiarise himself with the contents of the confirmation and with the general and special conditions of the tour organiser. Please note that, after signing the attached confirmation and/or paying the deposit, you agree to the entirety of its contents, 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 an incorrect communication of names are always and entirely at the expense of the traveller. We strongly advise you to review all contents, including all first names and surnames, itinerary, final destination, arrival and departure times and dates. Jowi Reizen shall accept no liability whatsoever for any problem that might arise in this respect.

Article 2: Prices

The agreed price in the package travel contract is fixed — barring obvious material error — and all compulsory services are included, except for those which, pursuant to local regulations, can only be paid in cash on site by the traveller.

The price is indicated per person.

For each trip, the services included in the price are specified.

Never included are: cancellation and assistance insurance, tips, passport costs and any vaccinations, visa fees, trackers, bicycle box, drinks and personal expenses. Also never included are excursions and activities which are not explicitly stated to be included. Meals and overnight stays resulting from transfer times during flights to or from the destination are never included (unless otherwise stated).

Prices quoted orally or by telephone are always subject to change. Only written price confirmations are valid.

Obvious material errors in the price are not binding on us and may be corrected.

Unless otherwise agreed, upon conclusion of the contract a deposit of €1,000 shall be charged, to be increased with the premium (full amount) of the insurance (where applicable). Unless stated otherwise, the deposit must be paid immediately, or at the latest within 3 working days after the online reservation.

The balance is due no later than 31 May 2026 (unless otherwise stated). Failure to pay on time may result in cancellation of participation.

Article 3: Payments

In the event that a deposit or balance has not been paid on its due date, the provisions of Book XIX of the Code of Economic Law shall apply, and Jowi Reizen shall send the customer a free reminder to pay the outstanding amount within 14 calendar days. If the customer does not pay within that period, the outstanding amount shall be increased by annual interest calculated at the reference interest rate plus eight percentage points, as referred to in Article 5, second paragraph, of the Law 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 lump-sum compensation of:

- €65 increased by 5% of the amount owed on the portion exceeding €500, with a maximum of €2,000 if the outstanding balance is higher than €500.
- If no payment follows after the second reminder, his/her participation will be irrevocably cancelled.

If more persons register than there are available places, the date of payment of the deposit will be the determining criterion.

Travellers who register within 12 weeks prior to departure must pay the full amount immediately.

Jowi Reizen reserves the right to cancel your participation in RocduMaroc 2026 if they have not received a deposit or if the remaining balance has not been paid by 31 May 2026. If, after a final reminder, the travel sums due remain unpaid, Jowi Reizen has the right to dissolve the package travel contract. The cancellation fees listed below remain applicable.

Article 4: Formalities

The traveller confirms that he has taken note of the information regarding the formalities to be fulfilled, as communicated to him by Jowi Reizen.

The traveller must be in possession of valid travel documents in order to enter the destination country. For Morocco, a valid international passport is required. Belgian travellers can obtain information via the Federal Public Service of Foreign Affairs, section "travelling abroad". Travellers with a nationality other than Belgian must inform themselves via their embassy or other competent authorities in order to know the applicable formalities. Jowi Reizen cannot be held liable in the event of negligence or non-compliance in this respect.

Passport costs are never included. The traveller is personally responsible for arranging his passport.

The person entering into the agreement undertakes to inform Jowi Reizen of his nationality and of the nationality of all travellers on whose behalf he acts, and to notify us of any relevant information in this regard.

Travellers under 18 years of age are only accepted if they are accompanied by an adult who is responsible for them and subject to presentation of all necessary and relevant documents.

Participants in RocDuMaroc 2026 are required to submit a medical certificate confirming that they are fit to take part in the planned trip. This certificate must be signed by a sports doctor or general practitioner. This certificate must be submitted before 1 September 2026.

Each participant must complete the requested personal information and send it within the requested deadline so that the organisation is able to make all necessary administrative preparations. All personal data must be submitted by 3 August 2026.

Article 5: Luggage

The tour organiser is not liable for loss, theft or damage to luggage. Any potential liability of the carrier or hotel, however, 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.

In case of loss or damage to luggage during air travel, the traveller must request a Property Irregularity Report at the airport's lost luggage desk. Without this document it is impossible to obtain compensation. In the case of coach transport, a certificate must be requested from the accompanying host/hostess. Please immediately enquire about the steps to be taken to process your damage file.

Advice regarding the maximum permitted weight of luggage (both personal luggage and the bicycle) must be strictly followed. Any additional costs due to excess weight are payable by the traveller.

Article 6: Timetable / Schedule

Jowi Reizen provides important information about the travel itinerary and programme as well as useful practical information via the website (www.rocdumaroc.com

). The traveller undertakes to familiarise himself with this content prior to booking.

The stated timetable/schedules are indicative. The traveller must in all circumstances take into account that these may be changed both before and during the trip.

Changes in the timetable of carriers may affect the duration of the journey. The traveller is not entitled to a full or partial refund of the travel sum if the departure and arrival times differ from the originally planned times as a result of such changes.

Participants must join the group at the agreed time and place. Any costs arising from failure to (timely) join the trip are at the traveller's expense. Services not used as a result of late joining of the group are non-refundable.

A traveller who, during the trip, deviates on his own initiative from the scheduled travel route or withdraws from guidance and, as a result, is not present at the agreed times, is liable for all additional costs arising therefrom and has no right to reimbursement for unused services.

If important changes occur in the operation, facilities or services of the offered products, these will be communicated to the traveller immediately after becoming known.

Article 7: Cancellation and Changes by the Traveller

Cancellation costs

Cancellations and changes relating to a package trip organised by Jowi Reizen give rise to the costs set out below.

In the event of cancellation, the traveller must inform Jowi Reizen as quickly as possible by telephone, by email or by registered letter (rdm@jowireizen.be).

The cancellation costs vary according to the time of cancellation. The effective cancellation date is determined by the date of written receipt by Jowi Reizen.

In the event of cancellation, the following cancellation costs must in all cases be paid by the traveller to Jowi Reizen, even if the cancellation is due to chance or force majeure.

In addition to the percentages below, an administrative fee of €50 per person will be charged.

All amounts are to be increased by the Allianz insurance premium (if taken out via Jowi Reizen).

The insurance premium is never refundable.

If the traveller wishes to move his participation/trip to a following edition, this is only possible if another participant takes over his place (brought forward by the cancelling participant).

If no replacement participant is provided, a maximum of 50% of the amount already paid may be carried over to the next edition.

The transfer to the next edition is possible up to 6 weeks before departure.

In the event of cancellation by the traveller, the following costs shall be charged:

For cancellation up to 12 weeks prior to departure: 30% of the travel sum.

For cancellation from 12 weeks prior to departure: 50% of the travel sum.

For cancellation from 10 weeks prior to departure: 75% of the travel sum.

For cancellation from 8 weeks prior to departure and in case of no-show: 100% of the travel sum.

Special cancellation condition

Once flight tickets have been issued (3 weeks prior to departure), no refund is possible and the cancellation costs increase to 100% of the price of the relevant tickets, regardless of the time of cancellation. The above percentages then no longer apply to these tickets. The cancellation costs mentioned above may be further increased by any additional costs charged by the various suppliers involved, e.g. carriers and/or prepaid local permits.

Change fees

All costs for changes to the file after the order form has been drawn up shall be borne by the traveller.

The traveller may transfer his participation to another candidate subject to an additional administrative fee of €300.

Participation may be transferred to another candidate up to 8 weeks prior to departure.

A flight ticket that has already been issued can never be changed. Flights already issued are always subject to 100% cancellation costs, payable by the traveller. This also applies to any accommodation reserved at non-refundable rates, where this was communicated at the time of booking.

If a name change is possible for flight tickets, the costs associated with such a change are always payable by the traveller(s).

If transport or transfers have been booked via Jowi Reizen in addition to those included, then the cancellation/change conditions of the relevant carrier apply.

Article 8: Liability

We are liable for the proper performance of all travel services in the package when Jowi Reizen acts as organiser. We do not have this liability when we act as retailer.

However, our liability is limited to twice the total price of the package, except in the event of personal injury or damage caused intentionally or through negligence. Insofar as international conventions set limits on the conditions under which a service provider performing a travel service that forms part of a package must pay compensation, or on the amount of that compensation, those limits also apply to us.

Jowi Reizen is never liable for the proper performance of travel services which are not explicitly included in the package travel contract and which the traveller has booked locally (such as excursions or additional activities).

During the execution of the trip, Jowi Reizen is not liable for unforeseen events resulting from force majeure, such as unforeseen changes in regulations, delays or cancellation of flights, accidents, strikes, epidemics, weather conditions, war and other examples, the list of which is not exhaustive. Any additional transport and accommodation costs arising therefrom are at the traveller's expense.

Nor shall Jowi Reizen nor the tour leader be liable for any detention by the police and/or other authorities due to the traveller's failure to comply with regulations. All consequences are at the traveller's expense.

Taking into account the nature of the trip, the accuracy of services performed by third parties abroad must be assessed in accordance with local customs and practices.

Under no circumstances can Jowi Reizen be held liable for moral or material damage or injury suffered by the traveller during the activities, both on and off the tracks, as a result of incorrect interpretations of the route descriptions made available. In all cases, the traveller's own decision is legally valid, and not the advice or indications of any other legal entity. The traveller understands and agrees that local conditions may change on a daily basis, without the organisation being reasonably able to intervene.

Article 9: Health

Jowi Reizen has no medical authority. The traveller must therefore consult his general practitioner and personally obtain all necessary information regarding health requirements for the chosen destination. For accurate and detailed information we refer you to the Institute of Tropical Medicine in Antwerp. The information obtained via these institutions can under no circumstances give rise to liability on the part of Jowi Reizen.

The traveller declares, at the time of registration, that there are no health risks to report. The traveller shall provide the organisation with a medical certificate stating that he/she is physically and mentally fit to participate in the trip. Specific points of attention such as, for example, diabetes, asthma, heart problems, etc., must be reported to Jowi Reizen at the time of registration.

The traveller declares that he is medically, physically and psychologically able to undertake the chosen trip. He further declares that he is not undergoing any medical and/or paramedical treatment, nor taking any medication, that could in any way complicate the execution of and/or participation in the trip for himself/herself and/or fellow travellers, and undertakes to notify Jowi Reizen of any change in that situation prior to departure.

All damage, including damage to third parties, resulting from incorrect information in this respect shall be fully borne by the traveller.

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 not capable of participating in the trip (independently and without an additional attendant) and of ensuring safe travel conditions for himself and for the fellow travellers.

The traveller must, both at the time of booking and at departure, ascertain that he/she and his/her fellow travellers are free of coronavirus and that he/she can provide the evidence required by the country of departure, the country of transit and the country of arrival. The traveller must also ascertain whether he/she is authorised to enter or transit through the territory of the destination. He/she assumes full liability for any damage suffered by him/herself, the travel intermediary or the organiser.

Vaccination and PCR tests: A traveller who is not vaccinated knows (or ought to know) that his (free) choice not to be vaccinated entails risks if he wishes to travel (especially outside the EU). The inability to participate in a trip where vaccination is required can be avoided, namely by being vaccinated.

Article 10: Nature of the Trip

The traveller expressly confirms that he is aware of the nature of the trip, including any possible lack of comfort, and of possible programme changes resulting from local conditions in the country visited.

Given the nature of the trip, "large group trip in bivouacs", the Covid measures may be stricter than those required by the Moroccan authorities at the time of departure. This is to ensure safety in the bivouac at all times for the local population, the organisation and the other participants.

In view of the nature of certain trips, the traveller must be aware of certain risks and of a possible lack of / or sometimes limited level of medical assistance, infrastructure and means of communication. Under no circumstances can the traveller invoke the liability of Jowi Reizen or of local operators in this regard.

The nature of our trips and the political and local circumstances (including terrain and weather conditions) in Morocco may require that the travel route be modified on site. Safety takes priority over the travel route.

Jowi Reizen advises the traveller to consult the travel advice of the Federal Public Service of Foreign Affairs in relation to the chosen destination. By offering travel to certain destinations, Jowi Reizen does not guarantee that travel to that destination is advisable or without risk. Jowi Reizen can in no event be held liable for damage arising from the local situation.

The traveller's expectations regarding comfort, infrastructure and service in hotels or other accommodation can never be generalised or transferred from Belgium to other countries, and must be assessed according to local standards.

Any stated level of difficulty / intensity of the trip is a subjective concept. The level of difficulty indicated for each trip is purely indicative and not binding.

The traveller is responsible for his bicycle during the entire MTB marathon. In case of theft, the traveller must always lodge a report with the local authorities. We recommend that you always take out bicycle insurance.

For safety reasons, the wearing of a cycle helmet is mandatory at all times.

Jowi Reizen is not liable for defects of the traveller's own bicycle. Any additional repair costs are at the traveller's expense.

Article 11: Course of the Programme

The services of the tour leader provided by Jowi Reizen start/end upon arrival/departure in the destination country, unless stated otherwise.

The traveller must follow the instructions of the tour leader concerning safety, the course of the trip and group dynamics. A participant who fails to comply with these instructions may be excluded from (further) participation without any entitlement to compensation.

If during the trip it becomes apparent that a participant does not, or no longer, possess 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 point of departure. Any costs arising therefrom are at the expense of the traveller.

A traveller who causes nuisance or disturbance to such an extent that the proper execution of the trip is hindered may be excluded from further participation by the tour leader. The resulting costs are at the traveller's expense. The traveller is not entitled to a refund of the full or partial travel sum. (This may possibly be covered by a suitable cancellation or assistance insurance.)

Local circumstances and the nature of the destination(s) may necessitate adjustments to the programme before or during the trip. If, during the trip, a change becomes necessary 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 decision lies with the tour leader. Jowi Reizen aims for alternatives that preserve the character of the trip as far as possible.

Article 12: Complaints Procedure

The traveller must immediately inform Jowi Reizen, in a provable manner, of any lack of conformity that he experiences during the execution of the package travel. Any complaint in this respect will be assessed by Jowi Reizen in light of the specific circumstances and the nature of the package booked.

Obligation to notify: if you are dissatisfied, you must immediately inform the local partner / hotelier / reception so that they can seek a solution for you. If the solution proposed on site does not satisfy you, we request that you contact a representative of Jowi Reizen as soon as possible in order to obtain a satisfactory solution. All costs related to the consequences of not complying with this duty to notify shall be borne by the traveller.

The equivalent value of services not received will only be refunded upon submission of a written certificate issued by the relevant service provider, clearly stating which services the traveller did not receive.

The participant must first address the tour leader in the event of non-conformity. For any disputes that cannot be resolved through the Travel Disputes Committee, only the court of HASSELT has jurisdiction.

Article 13: Guarantee Scheme

Jowi Reizen is a recognised and insured tour organiser.

Article 14: Insurance

No cancellation and/or travel assistance insurance is included in the basic price of the trip. In the event of cancellation, the cancellation costs can be substantial. 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, please be aware that reimbursement is not possible. A full travel assistance insurance is also recommended. For some destinations this is an absolute necessity or even compulsory. We refer you to the specific information in the relevant travel programme.

Travellers who have not taken out travel assistance insurance are personally responsible for all costs arising as a result. Under no circumstances will Jowi Reizen intervene or advance any sums.

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 for a tailor-made trip, the traveller declares that he agrees with the general and special conditions and confirms that he has received them prior to the preparation of the travel contract.

Registered Office

Jowi Reizen

Prins Albertlaan 29

3800 St Truiden

BE0895841619

In accordance with the Law of 21 November 2017 concerning the sale of package travel, linked travel arrangements and travel services (the 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)2.8947000, e-mail: insolvency.claims.be@msamlin.com

– to ensure that, in the event of insolvency, it can continue to meet its obligations towards the traveller. This guarantee scheme is supported by Vlaamse Solidariteit Reisgelden, a division of the Association of Flemish Travel Organisers.

SHORT PRIVACY NOTICE

Your personal data are processed by Jowi Reizen BV for customer management, based on the contractual relationship arising from your booking / purchase of your holiday and/or related services, and for direct marketing (to offer you new holiday products or services), based on our legitimate business interest.

If you do not want us to process your data for direct marketing purposes, it is sufficient to inform us at kristl@jowireizen.be

.You can also always use this address to ask which of your data we process and, if necessary, to have it corrected or deleted. In doing so, it is possible that we ask you to prove your identity so that we provide the data to the correct person. If you have questions about the way in which we process your data, you can contact us at kristl@jowireizen.be

.If you do not agree with the way in which we process your data, you may contact the Data Protection Authority (www.privacycommission.be

- Drukpersstraat 35, 1000 Brussels).

Our policy on data processing can be found at www.jowireizen.be

.

STANDARD FORM FOR PACKAGE TRAVEL CONTRACT

The combination of travel services offered to you is a package travel within the meaning of Directive (EU) 2015/2302, transposed by the Law of 21 November 2017 concerning the sale of package travel, linked travel arrangements and travel services. As a result, you are entitled to all EU rights applying to package travel.

Jowi Reizen BVBA is fully responsible for the proper performance of the entire package travel.

Jowi Reizen also has the legally required protection to refund you and, if transport is included in the package travel, to repatriate you in the event of its insolvency.

Basic rights under Directive (EU) 2015/2302 –

Before concluding the package travel contract, the traveller shall receive all essential information concerning the package travel.

- The liability for the proper performance of all travel services included in the contract always lies with at least one professional.
- The traveller will be provided with an emergency telephone number or details of a contact point through which he can contact the organiser or the travel agent. The traveller may transfer the package travel to another person, subject to reasonable notice and possibly subject to payment of additional costs.
- The price of the package travel may only be increased if specific costs increase (for example fuel prices), if this is expressly provided for in the contract, and in any case not later than twenty days before the start of the package travel. If the price increase exceeds 8% of the price of the package travel, the traveller may terminate the contract. If the organiser reserves the right to increase the price, the traveller is entitled to a price reduction if the relevant costs decrease.
- If one of the essential elements of the package travel, other than the price, is significantly changed, the traveller may terminate the contract without payment of a termination fee and shall receive a full refund. If the professional responsible for the package travel cancels the package travel before the start of the package travel, the traveller is entitled to a refund.
- The traveller may terminate the contract before the start of the package travel without payment of a termination fee in exceptional circumstances, for example if there are serious safety problems at the destination that are likely to affect the package travel.
- In addition, the traveller may terminate the contract at any time before the start of the package travel upon payment of an appropriate and justified termination fee.
- If, after the start of the package travel, significant elements of the package travel cannot be provided as agreed, an appropriate alternative arrangement must be offered to the traveller at no additional cost. If the services are not performed in accordance with the contract and this has significant consequences for the performance of the package travel and the organiser has not remedied the problem, the traveller may terminate the package travel contract without payment of a termination fee.

- In the event of travel services that are not performed or are poorly performed, the traveller is also entitled to a price reduction and/or compensation.
- The organiser is obliged to provide assistance to travellers in difficulty.
- If the organiser or, where applicable, the retailer becomes insolvent, the amounts paid shall be refunded. If the insolvency of the organiser or, where applicable, the retailer occurs after the start of the package travel and transport is included in the trip or holiday, repatriation of the traveller shall be ensured. 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)2.8947000, e-mail:
insolvency.claims.be@msamlin.com

, which is responsible for insolvency protection. If services are not provided due to the insolvency of Jowi Reizen BVBA, travellers may contact this entity or, where applicable, the competent authority.

Law of 21 November 2017 concerning the sale of package travel, linked travel arrangements and travel services.