

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

Article 1: Scope

These Terms and Conditions apply to the Package Travel Contracts booked from 1 July 2018 and are governed by the Law on the Sale of Package Travel, Linked Travel Arrangements and Travel Services of 21 November 2017.

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

§ 1. The organiser and also the retailer shall provide the traveller with the standard information required by law before the traveller is bound by a package travel contract and, in so far as it applies to the package:

(1) the main characteristics of the travel services:

- a) the travel destination(s), the route and the periods of stay, with the dates and the number of nights;
- b) The means of transport, their characteristics and categories, the places, and dates and times of departure and return, the duration and place of stopovers and connections, if the exact time has not yet been determined, will be communicated approximately.
- c) the location, main characteristics and category of the accommodation according to the rules of the country of destination;
- d) the meals provided
- e) visits, excursions or other services included in the total price agreed for the package;
- f) in the event that this is not clear, whether the travel services are provided to the traveller as a member of a group
- g) the language in which the other tourist services are provided, if any;
- h) whether the journey 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 which may still be borne by the traveller;

3° the terms of payment;

(4) the minimum number of persons necessary for the performance of the package and the final date for any termination of the contract if that number is not reached;

(5) general information on the passport and visa requirements in the country of destination, including the approximate time required to obtain a visa and information on applicable health formalities;

6° the statement that the traveller may terminate the contract against 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 provided to the traveller forms an integral part of the package travel contract. It may not be amended unless by mutual agreement of the parties.

Article 3: Information from the traveller

1. The person concluding the package travel contract shall provide the organiser and retailer with all relevant information concerning him and his fellow travellers which may be relevant to the conclusion or performance of the package travel contract.

2. Where the traveller provides incorrect information and this results in additional costs for the organiser and/or retailer, they may fees will be charged.

Article 4: The package travel contract

§ 1:

(1) At the time of concluding the package travel contract or within a reasonable period of time, the organiser or, where a retailer is involved, shall provide the

Finally, the traveller must confirm the agreement on a durable data carrier, such as an e-mail, a paper document or a PDF.

2° In the event that the package travel contract is concluded in the simultaneous physical presence of the parties, the traveller shall have the right to request a paper copy.

§ 2: The package travel contract or its confirmation shall contain the entire content of the contract, including all the information, as set out in

Article 2, and the following information:

- 1° the special wishes of the traveller to which the organiser has responded;
- 2° that the organiser is responsible for the proper performance of the package and has an obligation to provide assistance;
- (3) the name and contact details of the entity responsible for insolvency protection;
- 4° the name, address, telephone number, e-mail address of the local representative of the organiser or of another service in the event that the traveller is in difficulty or to complain about possible non-conformity;
- 5° the obligation of the traveller to report the non-conformity during the trip;
- (6) information enabling an unaccompanied minor or the person responsible for him or her to be contacted directly;
- 7° information on the internal handling of complaints;
- 8* information about the Travel Disputes Committee and the E.U.'s platform for online dispute resolution;
- 9° information on the traveller's right to transfer his contract:

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

- (1) the necessary acknowledgements of receipt;
- 2° vouchers and transport tickets;
- 3° information on the scheduled departure times and, if applicable, on the check-in deadline, the scheduled times of stopovers, connections and arrivals.

Article 5: The price

§ 1:

- 1° After the conclusion of the package travel contract, prices may be increased only if the contract expressly provides for this. In that case, the package travel contract shall specify how the price revision is calculated. Price increases are only permitted as a direct result of changes in:
- (a) the price of passenger transport attributable to the increased cost of fuel or other energy sources; or
 - (b) the amount of taxes or fees levied on the travel services covered by the contract 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 foreseen, 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 compensation in lieu of notice.

§ 3: A price increase is only possible if the organiser informs the traveller of this at least twenty days before the start of the package via a durable medium, such as e-mail, a paper document or the PDF, stating the reasons for the price increase and a calculation.

§ 4: In the event of a price reduction, the organiser has the right to deduct the administrative costs from the reimbursement due to the traveller. If the traveller so requests, the organiser will substantiate these costs.

Article 6: Payment of the travel sum

1. Unless otherwise agreed, the traveller shall, at the time of conclusion of the package travel contract, pay as an advance payment a part of the total travel sum as stipulated 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 traveler, after having been given notice of default in advance, fails to pay the deposit or the travel sum required of him, the tour operator and/or the retailer will have the right to terminate the agreement with the traveler by operation of law, with the costs to be borne by the traveler.

Article 7: Transferability of the package travel contract

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

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

§ 2. The person who assigns the package travel contract and the person who takes over the contract are jointly and severally liable for the payment of the outstanding amount and for any additional compensation resulting 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 another change, the tour operator and/or the retailer who can accept this may charge all costs that are caused by it.

Article 9: Changes by the tour operator before departure

§ 1: The organiser may not unilaterally change the provisions of the package travel contract, with the exception of price changes before the start of the package, unless:

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

2° it concerns an insignificant change, and General Travel Conditions of the Travel Disputes Committee for package travel contracts.

3° the organiser informs the traveller of this by means of 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 obliged to make substantial changes to one of the main characteristics of the travel services

or is unable to meet the confirmed special wishes of the traveller, or proposes to increase the price of the package to increase the increase by more than 8%, the organiser must inform the traveller and inform him:

(a) of the proposed changes and their impact on the price of the package;

(b) the possibility of terminating the contract at no cost, unless he accepts the proposed amendments;

(c) the time limit within which he must inform the organiser of his decision;

(d) the fact that if he does not expressly accept the proposed amendment within the specified period, the contract will be automatically terminated and, where appropriate, the proposed replacement package and its price.

§ 3: If the modifications to the package contract or the replacement package have the effect of reducing the quality or cost of the package, the traveller shall be entitled to an appropriate price reduction.

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

Article 10: Cancellation by the organiser before departure

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

1° if the number of persons registered for the package is less than the minimum number specified in the contract and the traveller is informed by the organiser of the termination of the contract within the period laid down in the contract, but no later:

(a) twenty days before the start of the package in the case of journeys of more than six days;

(b) seven days before the start of the package in the case of journeys of two to six days;

(c) 48 hours before the start of the package in the case of journeys of less than two days, or

2° if he is unable to perform the contract due to unavoidable and extraordinary circumstances and informs the traveller of the termination of the contract before the start of the package.

§ 2. In such cases, the organiser shall reimburse the traveller for all sums received for the package, 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. In the event of termination, the traveller may be obliged to pay a termination fee to the organiser.

The package travel contract may determine standardised termination fees based on the time of the termination before the start of the package and the expected cost savings and revenues from alternative use of the travel services. In the absence of standardised termination fees, the amount of the termination fee corresponds to the price of the package minus cost savings and revenues from alternative use of the travel services.

§ 2: However, if unavoidable and extraordinary circumstances arise at the place of destination which have a significant impact on the performance of the package or which have a significant impact on the passenger transport of the passengers to the place of destination, the traveller has the right to terminate the package travel contract without payment of compensation in lieu of notice. In the event of termination of the package travel contract pursuant to this article, the traveller shall be entitled to a full refund of all sums paid for the package, but shall not be entitled to any additional compensation.

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

Article 11a : Termination of the contract for a package holiday 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 Terms and Conditions, which allows the traveller to terminate the contract for a package without compensation, is defined according to EU Directive 2015/2302 as 'a situation which is beyond the control of the party invoking this situation and the consequences of which could not have been avoided, not even if all reasonable measures had been taken'.

11a.2.

In the context of the Covid-19 health crisis, the FPS Foreign Affairs has set up www.diplomatie.belgium.be "colour-coded" lists on its website to inform travellers about the health situation in other countries. These lists are updated and/or amended on a weekly basis by the FPS Foreign Affairs.

The FPS Foreign Affairs also informs travellers about the precautions to be taken when leaving and returning to certain countries.

Travelling inside and outside the Schengen area is as follows:

- allowed in countries in the green zone without conditions;
- allowed in countries in the orange zone under conditions or with increased vigilance;
- Authorised but strictly discouraged in the countries of the red zone, the precautionary measures imposed by the FPS Foreign Affairs on return apply (quarantine, testing).

Section 11a.3

The traveller undertakes to take note of the updated lists of the FPS Foreign Affairs and of the precautions imposed before booking his 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 precautionary measures before departure, and the consequences of such a change for the possible cancellation of the package travel contract by the traveller;
- any precautions to be taken in the country of destination;
- the precautions to be observed when returning from a journey in the orange or red zone;
- an optional and/or mandatory cancellation/repatriation insurance.

The traveller will sign a declaration to this effect.

Section 11a.4

In any case, and since the traveler:

- has access to all information related to the health crisis (Covid-19), both in Belgium and abroad, via the FPS Foreign Affairs, making this information public and accessible to all;
- is aware of the fact that the colour-coded lists drawn up by the FPS Foreign Affairs are regularly updated, so that the colour of a country may change between the date of booking the package and the date of departure;
- be informed of the risks associated with such a change in the colour code, in particular with regard to the precautionary measures to be taken when returning from a country in the red zone;
- is informed and aware that the precautionary measures imposed on return to Belgium can be changed at any time by the FPS Foreign Affairs; under no circumstances may he invoke a possible change in the colour code of the country of destination before the departure of the trip, nor a possible modification of the precautions imposed by the FPS 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 authorised by the FPS Foreign Affairs, no reason related to the health crisis can be considered as an exceptional and unavoidable circumstance.

The traveller reserves the right to terminate the contract of the package holiday prior to the trip and therefore subject to the payment of compensation in lieu of notice.

Article 12: Non-conformity during the trip

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

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

1° is impossible, or

2° entails disproportionate costs, taking into account the degree of non-conformity and the value of the travel services concerned.

3° If the organiser does not remedy the non-conformity, the traveller shall be entitled to a price reduction or compensation in accordance with Article 15.

§ 3: If the organiser does not remedy the non-conformity within a reasonable period of time determined by the traveller, the traveller has the option of doing so himself and requesting reimbursement of the necessary expenses. It is not necessary for the traveller to set a time limit if the organiser refuses to remedy the non-conformity, or if an immediate solution is required.

§ 4: If a significant part of the travel services cannot be provided, the organiser shall offer other arrangements of equivalent or higher quality, if possible, at no additional cost to the traveller. If the other packages proposed result in a package of lower quality, the organiser will grant the traveller an appropriate price reduction. The traveler can use the other proposed packages only if they are not comparable to what is agreed in the package travel contract or if the price reduction granted is insufficient.

§ 5: If the lack of conformity has a significant impact on the performance of the package and the organiser has not remedied it within a reasonable period of time determined by the traveller, the traveller may terminate the package travel contract without payment of compensation in lieu of notice and, where appropriate, request a price reduction and/or compensation. If the package includes passenger transport, the organiser shall also provide for the repatriation of the traveller. If no other arrangements can be proposed or the traveller has not been able to make the other arrangements arrangements, the traveller is entitled, where applicable, 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 arrange for 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 has been informed of their special needs at least 48 hours before the start of the package.

§ 8: The organiser may not invoke unavoidable and extraordinary circumstances in order to limit liability if the carrier concerned cannot rely on them under the applicable EU law.

§ 9: The traveller may send messages, requests or complaints relating to the performance of the package directly to the retailer from whom he purchased the package. The retailer shall pass on these messages, requests or complaints to the Promoter without delay.

Article 13: Liability of the traveller

The traveller is liable for any damage suffered by the organiser and/or retailer, their appointees and/or representatives as a result of his fault, or if he has not fulfilled his contractual obligations.

Article 14: Liability of the organiser and the professional

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

2° Where the organiser is established outside the European Economic Area, the obligations of organisers shall apply to the retailer established in a Member State, unless the retailer proves that the organiser fulfils the conditions laid down by the Law of 21/11/2017.

Article 15: Price reduction and compensation

§ 1: The traveller is entitled to an appropriate price reduction for each period in which there was non-conformity of the services provided, unless the organiser proves that the non-conformity is attributable to the traveller.

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

§ 3: The traveller is not entitled to compensation if the organiser proves that the non-conformity is due to:

- 1° the traveller;
- (2) a third party who is not involved in the performance of the travel services covered by the package travel contract and the lack of conformity could not have been foreseen or avoided, or
- 3° unavoidable and extraordinary circumstances.

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

Article 16: Obligation to assist

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

- (1) provide useful information on medical services, local authorities and consular assistance;
- 2° assist the traveller in the use of remote communication and in finding other travel arrangements.

§ 2: If the difficulties are the result of intent or negligence on the part of the traveller, the organiser may charge compensation for this assistance. This compensation shall in no case exceed the actual costs borne by the organiser.

Article 17: Complaints procedure

1. If the traveller has a complaint before departure, the traveller must submit it to the retailer or tour operator as soon as possible by durable medium.
2. Complaints during the performance of the package travel contract must be reported by the traveller as soon as possible on the spot, in an appropriate and evidentiary manner, so that a solution can be sought.
3. If a complaint has not been satisfactorily resolved on the spot or if it is impossible for the traveller to formulate a complaint on the spot, he must submit his complaint to the retailer or to the tour operator by durable medium 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 seek an amicable settlement between themselves.
2. If this attempt at an amicable settlement fails, either of the parties involved can ask the non-profit organisation Disputes Committee to start a conciliation procedure. All parties must agree to it.
3. To this end, the Secretariat shall provide the Parties with a Conciliation Arrangement and an "Agreement of Reconciliation".
4. In accordance with the procedure laid down in the Rules of Procedure, an impartial conciliator shall thereafter contact the parties in order to seek a fair reconciliation between the parties.
5. Any agreement reached will be recorded in a binding written agreement.

Article 19: Arbitration or Court

1. If no conciliation proceedings are initiated or fail, the claimant may, if desired, institute arbitration proceedings before the Travel Disputes Committee or institute proceedings in court.
2. The traveller can never be obliged to accept the authority of the Travel Disputes Committee; neither as a plaintiff nor as a defendant.

3. The organiser or retailer who is the defendant may refuse the arbitration only if the amount claimed by the claimant party exceeds €1250. He has a period of 10 calendar days after receipt of the registered letter or email with acknowledgement of receipt indicating that a file with a claim from 1251 € has been opened with the Travel Disputes Committee.

4. This arbitration procedure is governed by a dispute resolution procedure, and can only be initiated after a complaint has been submitted to the company itself, as soon as it has been established that the dispute could not be settled amicably or as soon as four months have elapsed after the (foreseen) end of the trip (or possibly from the performance that gave rise to the dispute).

5. Disputes relating to personal injuries can only be settled by the courts.

6. In accordance with the rules of disputes, the arbitral tribunal composed of joint arbitration will rule on the travel dispute in a binding and final manner. This is not subject to appeal. 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, Rue du Progrès 50, 1210 Brussels / e-mail: reisgeschillen@clv-gr.be

SPECIAL TERMS AND CONDITIONS ORGANISER

Article 1: Registrations

1. By signing the confirmation and/or paying the deposit, the traveller grants Jowi Reizen, in its capacity as tour operator, the express authority to represent him in all relations with the service providers.
2. The traveller has the obligation to take note of the content of the confirmation and the general and special terms and conditions of the tour operator. Please note that, after signing the accompanying confirmation and/or payment of the deposit, you agree to its full content, including the spelling of all first and last names as stated on the official identity documents of the travelers and as indicated as such by the traveler and/or the undersigned. All costs due to an incorrect indication of names are always at the expense of the traveler. We recommend that you read the entire content including all first and last names, travel route, final destination, arrival and departure times and dates. Jowi Reizen will not accept any liability in the event that any problem may arise in this regard.

Article 2: Prices

1. The price agreed in the package travel contract is fixed – except in the case of manifest material error – and all mandatory services are included, except those which, in accordance with local regulations, can only be paid for by the traveller in cash on the spot.
2. The price is indicated per person.
3. For each trip, the services included in the price are listed.
4. Never included are: cancellation and assistance insurance, tips, travel pass costs and any vaccinations, visa costs, trackers, bike box, drinks and personal expenses. Also never included are excursions and activities that are not explicitly indicated as included. Meals and overnight stays due to layovers on flights bound to/from the destination are never included (unless otherwise stated).
5. Prices given verbally or by telephone are always subject to change. 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, an advance payment of €1000 will be charged at the conclusion of the agreement, plus the premium (full amount) of the insurance (if applicable). Unless otherwise stated, the deposit must be paid immediately, i.e. within 3 working days after the online reservation.
8. The balance is due no later than May 31, 2025 (unless otherwise stated). If payment is not made on time, this may result in cancellation of participation.

Article 3: Payments

1. In the event of an advance or balance that has not been paid on the due date, the provisions of Book XIX of the Code of Economic Law apply, and Jowi Travel 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 an annual interest calculated at the reference interest rate plus eight percentage points referred to in Article 5, paragraph 2, of the 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 a flat-rate reimbursement of:

- 65 euros plus 5% of the amount due in the bracket above 500 euros with a maximum of 2000 euros if the balance due is higher than 500 euros..."
 - If this is not followed up after the second reminder, his/her participation will be irrevocably cancelled
2. If more people register than there is space available, the date of payment of the advance will be the criterion.
 3. Travelers who register within 12 weeks before departure must pay the full amount immediately.
 4. Jowi Reizen reserves the right to cancel your participation in RocduMaroc 2025 if they have not received an advance payment or if the remaining balance has not been paid before 31 May 2025. 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 will still apply.

Article 4: Formalities

1. The traveller confirms that he has taken note of the information regarding the formalities to be completed that are communicated to him by Jowi Reizen.
2. The traveler must be in possession of valid travel documents to enter the country of destination. For Morocco, a valid international passport is required. Belgian travellers can obtain information via the FPS Foreign Affairs, section 'travelling abroad'. Travellers with a nationality other than Belgian should inform themselves at their embassy or other authorities in order to know the valid formalities. Jowi Reizen is not liable in the event of negligence or non-conformity in this regard.
3. Travel pass fees are never included. The traveller is responsible for arranging his travel passport.
4. The person who enters into the agreement undertakes to inform Jowi Reizen of his nationality and 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 will only be accepted if they are accompanied by an adult responsible for them and on presentation of the necessary and relevant documents.
6. Participants of RocDuMaroc 2025 will be asked to present a medical certificate that they are fit to participate in the planned trip. This certificate must be signed by a sports or general practitioner. This certificate must be submitted before 1 September 2025.
7. Each participant must complete the requested personal information and send it before the requested period so that the organization is able to make all necessary administrative preparations. All personal data must be submitted before 3 August 2025.

Article 5: Baggage

1. The tour operator is not liable for loss, theft or damage to the baggage. However, the possible liability of the carrier or hotel is retained. Jowi Travel cannot be held responsible for any loss or damage to luggage. We strongly recommend that you take out baggage insurance.
2. In the event of loss or damage to baggage during carriage by air, the traveller must have a property irregularity report drawn up at the airport's lost baggage department. Without this document, it is impossible to obtain compensation. In case of transport by coach, a certificate must be requested from the accompanying host(ess). Ask yourself immediately about the steps to be taken to settle your claim.
3. The advice on the maximum weight of luggage (both personal luggage and bicycle) must be strictly followed. Any additional costs for excess weight are at the expense of the traveler.

Article 6: Timetable

1. Jowi Travel provides important information about the itinerary and program as well as useful practical information via the website (www.rocdumaroc.com). The traveller undertakes to familiarise himself with the contents of the booking process.
2. The timetables/timetables mentioned are indicative. In all circumstances, the traveler must take into account that these can be changed both before and during the trip.
3. Changes in the timetable of carriers may affect the duration of the trip. The traveller is not entitled to a full or partial refund of the travel sum if the times of departure and arrival deviate from the original time as a result of changes.
4. Participants must join the group at the agreed time and place. Any costs due to not joining the trip (on time) are at the expense of the traveler. Services not enjoyed, as a result of the late joining of the group, are not refundable.
5. The traveller who deviates from the programmed itinerary or evades supervision during the trip on his own initiative and is therefore not present at the agreed times, bears the liability for all additional costs that this entails, and is not entitled to reimbursement for services not used.
6. If there are significant changes in the operation, facilities and services of the products offered, these will be communicated to the traveler immediately after becoming aware

Article 7: Cancellation and changes by the traveller

Cancellation

Cancellations and changes in relation to a package holiday 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 fee is variable according to the time of cancellation. The exact date of cancellation will be determined by the date of written receipt by Jowi Reizen.
3. In the event of cancellation, the cancellation costs below must in any case be paid by the traveller to Jowi Reizen, even if the cancellation is due to coincidence or force majeure.
4. If the percentages below are applied, **an additional administrative fee of € 50 per person** will be charged.
5. All amounts are to be increased by the insurance premium of Allianz (if ordered through Jowi Reizen).
6. Insurance premiums are never refundable.
7. If the traveler wishes to postpone his participation/trip to a next edition, this is only possible if someone else takes his place (brought in by the canceling participant).
8. If no other participants are introduced, a maximum of 50% of the amount already paid can be transferred to the next edition.
9. The transfer to the next edition is possible up to 6 weeks before departure.

In case of cancellation by the traveler, the following costs will be charged:

1. In case of cancellation up to 12 weeks before departure: 30% of the travel sum.
2. In case of cancellation from 12 weeks before departure: 50% of the travel sum.
3. In case of cancellation from 10 weeks before departure: 75% of the travel sum.
4. In case of cancellation from 8 weeks before departure + no show: 100% of the travel sum.

Special cancellation condition

Once flight tickets have been issued (3 weeks before departure), no refund is possible and the cancellation fee is up to 100% of the price of the tickets in question, regardless of the time of cancellation. In that case, the above percentages will no longer apply to these tickets. The cancellation costs mentioned above can then be increased by any additional costs charged by the various suppliers involved, including carriers and/or pre-paid local permits.

Change Fee

All costs for changing the file, after the order form has been drawn up, are at the expense of the traveller.

1. **The traveller can pass on his participation to another candidate with an additional cost of 300€ administration fee.**
2. **You can transfer participation to another candidate up to 8 weeks before departure.**
3. A plane ticket that has already been issued can never be changed. For tickets that have already been issued, 100% cancellation costs apply, always at the expense of the traveler. This also applies to any accommodation booked at non-refundable rates and communicated at the time of booking.
4. If a name change is possible for airline tickets, the costs associated with this are always at the expense of the traveler(s).
5. If transport or transfers are booked through Jowi Travel outside of those included, the carrier's cancellation policy/change fee will apply.

Article 8: Liability

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

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. To the extent that international conventions impose limits on the conditions under which a service provider providing a travel service that forms part of a package must pay compensation, or on the amount of such compensation, those limits also apply to us. Jowi Reizen is never liable for the proper performance of travel services that are not expressly mentioned in the package travel contract and that the traveller has booked on the spot (such as excursions or additional activities).

During the execution of the trip, Jowi Reizen is **not** liable for unforeseen events arising from force majeure, such as unforeseen changes in regulations, delays or cancellation of flights, accidents, strikes, epidemics, weather conditions, war and other examples of which the list is not exhaustive. The additional transport and accommodation costs resulting from this will be borne by the passenger.

Nor will Jowi Travel nor the tour guide be liable for any arrest by the police and/or other authorities due to the traveler's failure to comply with the regulations. All consequences are at the expense of the traveler.

Taking into account the nature of the trip, the correctness of the services provided by third parties abroad will have to be assessed according to local customs and customs.

Jowi Reizen cannot be held liable in any way for moral or material damage or injury incurred by the traveller during the activities, both on and off the paths, as a result of incorrect interpretations of the route descriptions provided. In all cases, the decision of the traveller himself is legally valid, and not the advice or instructions of any other legal entity. The traveler knows and agrees with the fact that local circumstances can change every day, without the organization being able to do anything about it.

Article 9: Health

1. Jowi Reizen does not have medical qualifications. It is therefore the responsibility of the traveller to contact his or her GP and to obtain the necessary information about the health formalities at the chosen destination. For accurate detailed information, please refer to the Tropical Institute in Antwerp. The data obtained through these agencies can under no circumstances lead 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 traveler provides the organization with a medical certificate stating that he/she is physically and mentally capable of participating in the trip. Specific points of attention such as diabetes, asthma, heart problems, etc. must be reported to Jowi Reizen when registering.
3. The traveller declares that he is medically, physically and psychologically capable of undertaking the chosen trip. He also declares that he is not in medical and/or paramedical treatment, nor that he or she is taking any medication that would in any way make the performance and/or participation in the trip more difficult for him/her and/or the fellow travellers, and undertakes to report any change in that condition to Jowi Reizen before departure.
4. All damage, including to third parties, resulting from incorrect information in this regard is entirely at the expense of the traveler.
5. Jowi Travel 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 participate in the trip (independently and without an additional companion) and to enable a safe journey for himself and fellow travellers.
6. The traveller must make sure, both at the time of booking and at the time of departure, whether he/she and his/her fellow travellers are free of the corona virus and that he/she can provide proof of this, which requires both the country of departure, the country of transit, and the country of arrival. The traveller must also make sure that he/she is authorised to enter or transit the territory of his/her destination. He/she assumes full liability for the damage incurred by him/herself or the travel agent or organiser.
7. Vaccination and PCR tests: An unvaccinated traveller knows (or should know) that his (free) choice not to be vaccinated entails risks if he wants to travel (especially outside the EU). Not being able to participate in a trip where vaccination is required can be avoided, in particular by getting vaccinated.

Article 10: Nature of the trip

1. The traveller expressly confirms that he is aware of the nature of the trip, with the associated possible lack of comfort and with possible program changes as a result of local conditions in the country visited.
2. Given the nature of the trip "large group tour in bivouacs", the covid measures may be stricter than those required by the Moroccan government 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 organization and the other participants.
3. Given the nature of certain trips, the traveler should be aware of certain risks and possible lack of / or sometimes limited level of medical assistance, infrastructure and means of communication. The traveller can in no way invoke the liability of Jowi Reizen or the local contractors.
4. The nature of our tours and the political and local conditions (including terrain and weather conditions) in Morocco may cause the itinerary to be changed locally. Safety takes precedence over the itinerary.
5. Jowi Reizen advises travellers to consult the travel advice of the FPS Foreign Affairs with regard to the chosen destination. By offering travel to certain destinations, Jowi Travel does not guarantee that travel to that destination is advisable or risk-free. Under no circumstances can Jowi Reizen be held liable for damage resulting from the situation on site.
6. The traveller's expectations in terms of comfort, infrastructure and services in hotels or other accommodation can never be generalised or extended from Belgium to other countries and must be assessed according to local standards.
7. The possible level of difficulty/difficulty of the journey is a subjective concept. The level of difficulty indicated 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 recommend that you always take out bicycle insurance.
9. For safety reasons, we make it mandatory to wear a bicycle helmet at all times.
10. Jowi Reizen is not liable for defects in its own bicycle. Additional repair costs are at the expense of the traveler.

Article 11: Conduct of the programme

1. The services of the Jowi Travel tour guide start/end upon arrival/departure in the country of destination unless otherwise stated
2. The traveler will have to follow the guidelines of the tour guide in connection with safety, the course of the trip and the group event. In the event of a violation of the guidelines, a participant may be excluded from (further) participation without being able to claim compensation
3. If, during the trip, it turns out that someone does not or no longer has the required attitude and/or condition to continue the trip, the tour guide may decide to send the traveler back to the hotel or to the place of departure. Costs that would arise from this are at the expense of the traveler.
4. A traveller who causes nuisance and nuisance in such a way that a proper execution of the trip is made more difficult can be excluded from further participation by the tour guide. Resulting costs are at the expense of the traveler. The traveler is not entitled to a refund of all or part of the travel sum. (This can be reimbursed by a good cancellation or assistance insurance)
5. Local conditions and the nature of the destinations may require adjustments to be made to the program before or during the trip. If a change is required during the trip due to factors beyond the control of Jowi Reizen, an alternative will be sought. The alternative will be discussed with the group if possible, but the tour guide will make 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, in a probative manner, immediately inform Jowi Reizen of any non-conformity that he experiences during the execution of the package. Any complaint in this context will be assessed by Jowi Reizen in function of the concrete circumstances and the nature of the package booked.
2. Obligation to report the traveler: if you are dissatisfied, you must immediately report this to the local partner/hotelier/reception so that they can find a solution for you. If the solution proposed on site does not satisfy you, we ask you to contact a representative of Jowi Reizen as soon as possible in order to achieve a satisfactory solution. All costs associated with the consequences of non-compliance with this reporting obligation are at the expense of the traveler.
3. The consideration of services not obtained will only be refunded subject to the submission of a written certificate issued by the service provider concerned and clearly stating which services the traveller has not received.
4. First and foremost, the participant must address the supervisor in the event of non-conformity. For any disputes that cannot be resolved through the Travel Disputes Committee, only the court of HASSELT is competent.

Article 13: Guarantee

Jowi Reizen is a recognized and insured tour operator.

Article 14: Insurance

1. There is no cancellation and/or travel assistance insurance included in the basic price of the trip. In case of cancellation, the cancellation costs can be considerable. It is therefore **strongly recommended to take out cancellation insurance**. If you do not have cancellation insurance and you decide to cancel for whatever reason, please know that a refund is **not** possible. A full-fledged travel assistance insurance is also recommended. For some destinations, this is an absolute necessity or even mandatory. For this, we refer to the specific information in the relevant travel program.
2. Travellers who have not taken out travel assistance insurance are responsible for the costs incurred as a result of this. Under no circumstances will Jowi Travel intervene in this or advance any amounts.
3. In the event of damage, declarations must be submitted directly to the company in accordance with the policy conditions. In case of cancellation, you must inform Jowi Travel as soon as possible.

Article 15: Acceptance

By subscribing to a trip mentioned on our website or customized, the traveler declares that he agrees with the general and special terms and conditions and confirms that he has received them prior to drawing up the travel agreement.

Registered office

Jowi Travel

Prins Albertlaan 29

3800 St Truiden

BE0895841619

In accordance with the law 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 of MS Amlin Insurance SE – Insolvency claims, Belgium Branch, Boulevard du Roi Albert II 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 - insured to continue to fulfil its obligations towards the traveller in the event of insolvency. This guarantee is supervised by Flemish Solidarity Travel Funds, a department of the Association of Flemish Tour Operators.

ABBREVIATED PRIVACY STATEMENT

Your personal data will be processed by Jowi Reizen Bv for customer management based on the contractual relationship as a result of 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 interest to do business.

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

You can also use this address to ask which data we process about you and, if necessary, to have it corrected or deleted. In addition, we may ask you to prove your identity so that we can provide the data to the right person. If you have any questions about how we process your data, please contact kristl@jowireizen.be.

If you do not agree with the way in which we process your data, you can contact the Data Protection Authority (www.privacycommission.be - Rue de la Presse 35, 1000 Brussels).

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

STANDARD FORM FOR PACKAGE TRAVEL CONTRACT

The combination of travel services offered to you constitutes a package within the meaning of Directive (EU) 2015/2302, transposed by the Act of 21 November 2017 on the sale of package travel, linked travel arrangements and travel services. As a result, you can claim all EU rights that apply to package travel.

Jowi Reizen Bvba is fully responsible for the proper execution of the entire package.

Jowi Travel also has the legally required protection to reimburse you and, if transport is included in the package, to repatriate you in the event that it becomes insolvent. Basic rights under Directive (EU) 2015/2302 –

Before concluding the package travel contract, the traveller will receive all the essential information about the package.

- The liability for the proper execution of all travel services included in the agreement always rests with at least one professional.
- The traveller will be provided with an emergency telephone number or contact point details through which he can contact the organiser or travel agent. The traveller may, subject to a reasonable period of time and, where appropriate, in return for payment of additional costs, transfer the package to another person.
- The price of the package may be increased only in the event of an increase in specific costs (e.g. fuel prices), if this is expressly provided for in the contract, and in any event no later than twenty 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 is entitled to a price reduction if the relevant costs would decrease.
- In the event of a significant change in any of the essential elements of the package, with the exception of the price, the traveller may terminate the contract without payment of a termination fee and receive a full refund. If the professional responsible for the package cancels the package before the start of the package, the traveller is entitled to a refund.

- The traveller may terminate the contract in exceptional circumstances without payment of a termination fee before the start of the package, for example where there are serious security problems at the place of destination that are likely to affect his package.
- In addition, the traveller may terminate the contract at any time before the start of the package in return for payment of an appropriate and justified termination fee. If, after the start of the package, significant elements of the package cannot be delivered as agreed, a suitable 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 a significant impact on the performance of the package and the organiser has not remedied this problem, the traveller may terminate the package travel contract without payment of a termination fee.
- In the event of travel services that have not been performed or have not been performed properly, the traveler is also entitled to a price reduction and/or compensation.
- The organiser is obliged to provide assistance to travellers who are in difficulty.
- In the event of the insolvency of the organiser or retailer, the sums paid will be refunded. If the insolvency of the organiser or, where applicable, the retailer occurs after the start of the package and transport is included in the trip or holiday, the traveller will be repatriated. Jowi Reizen has secured insolvency protection with MS Amlin Insurance SE – Insolvency claims, Belgium Branch, Boulevard du Roi Albert II 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 responsible for insolvency protection. If services are not provided due to the insolvency of Jowi Reizen Bvba, travellers can contact this entity or, where applicable, the competent authority. The law of 21 November 2017 on the sale of package travel, linked travel arrangements and travel services.

