



## GENERAL TERMS AND CONDITIONS

The general terms and conditions apply to all reservation made :

- on [www.dartozeur.com](http://www.dartozeur.com) website for individual clients (excluding group reservations)
- with Dar Tozeur sales department.

The general terms and conditions apply to the provision of suites and related services. They form an integral part of the quotation and invoice. The general terms and conditions prevail over those of an intermediary agency and apply as follows:

Dar Tozeur is exclusively dedicated to adults, children are not admitted except in the case of privatization.

Suites are made available from 2pm and must be vacated by noon at the latest.

Subject to availability and at additional cost, it is possible to advance the arrival time or delay the departure time. Suites have a maximum capacity of 2 people. Although their descriptions have been drawn up with care, they have no contractual value and Dar Tozeur cannot be held responsible for any modifications.

### RATES

Suite rates are in Euros (€) or Tunisian Dinars (DT). All taxes are included, with the exception of the tourist tax (3 DT per night per person) to be paid on site. Rates may be subject to modifications without incurring the responsibility of Dar Tozeur.

### RESERVATION

Payment can be made by credit card or bank transfer. Reservation is confirmed upon receipt of a deposit of 30% of the total amount. Without deposit, the reservation is not confirmed and the availability not guaranteed.

### PAYMENT METHODS

Tunisian national cards, Visa and MasterCard are accepted. The credit card is charged as a guarantee for the reservation. The balance is paid directly on site, upon arrival. Bank transfers are possible, in Tunisian Dinars or Euros (IBAN provided on request). Cash (DT) as well as the above-mentioned credit cards are accepted for payment on site.

### PERSONAL DATA PROTECTION

To guarantee the security of your online payments, Dar Tozeur uses the SSL secure payment system (Secured Socket Layer) which protects all your data. The SSL security protocol guarantees the confidentiality of information sent from your browser to the web server thanks to a method of encrypting information at the time it is entered when validating your reservation.

### RESERVATION CONFIRMATION

Once the reservation has been made, a confirmation email with all the information is sent. This confirmation guarantees the reservation. Additional information may be requested following the online booking or if a comment has been added.

## MODIFICATION/CANCELLATION OF RESERVATION

### DUE TO THE CUSTOMER

Modification of reservation (change of date, names, number of people, etc....) must be sent by e-mail to: location@dartozeug.com, specifying the name and reservation details.

Cancellations must be sent by e-mail to: location@dartozeug.com.

Deposit paid at the time of reservation is partially refundable under the following conditions :

- For cancellation made up to D-7, the first night will be charged in full. Any refund of the balance of the reservation will be credited to the credit card, or may be refunded by transfer, at customer's expenses.
- No refund will be made for cancellation made after D-7 or in the event of a no-show.
- Any stay started is due in full. Any interrupted, shortened stay or any service not used by the customer will not give rise to any refund.

### DUE TO DAR TOZEUR

Dar Tozeug reserves the right to modify the reservation or certain planned services, if unforeseen circumstances require it. Dar Tozeug undertakes, if possible, to provide the customer with services of equivalent quality as a replacement. Dar Tozeug will refund any sums paid for services not provided. No compensation may be claimed.

## LIABILITY & CLAIMS

Prior to arrival, the customer must inquire with the relevant authorities about the police, customs and health formalities required for their stay. The customer must carry out these formalities himself and ensure that he complies with the requirements of the authorities concerned throughout the duration of his stay, on its own responsibility and that of any accompanying persons. It is the customer's responsibility to find out, before reservation, about any local events such as religious or national holidays which could affect the progress of its stay. Any claims must be made on site, before departure. No claims will be accepted at a later date.

## SERVICES

Services may be cancelled for reasons beyond Dar Tozeug's control or in cases of force majeure.

## FORCE MAJEURE

Force majeure is understood to mean any event of an unforeseeable, uncontrollable and external nature that prevents the client, Dar Tozeug or the service providers involved in the holiday from carrying out all or part of the services included and/or reserved.

It is expressly agreed that force majeure suspends for the parties the performance of their mutual obligations. At the same time, each of the parties shall bear all the costs incumbent upon it resulting from the case of force majeure. Customers alone shall bear any additional costs that may be incurred to enable the stay to continue due to force majeure.

## DATA PROTECTION

In application of the Data Protection Act of 6 January 1978, customers are informed that their reservation is subject to computerised personal data processing. The right of access and rectification guaranteed by law may be exercised by contacting Dar Tozeur. The customer acknowledges having read these general terms and conditions before making a reservation. Consequently, reservation implies full acceptance of Dar Tozeur's general terms and conditions and unreserved acceptance of all its provisions.

Updated January 12th 2024.