

Agdez Tour Marrakech: General Conditions

Rental prices

The rental prices listed on our website are per day. All prices are in EUR and include VAT.

Equal offer

The type of car mentioned within a class is merely an example. We reserve the right to provide a different car that belongs to the same class. If for any reason you are dissatisfied with the car, you must register your complaint immediately.

Mechanical defects

In the event of a mechanical defect, please contact Agdez Tour. The phone number can be found in your rental contract.

In the event that your rental car breaks down during the rental period, Agdez Tour will replace it with a car from an equal or better class.

Security deposit

A security deposit is required in the form of a credit card under the driver's name.

Fuel

Cars are provided and should be returned with a full tank.

If the rental car is not returned with a full tank, Agdez Tour will add a charge for a full tank and any associated service costs.

Rental contract

We function as intermediaries. Agdez Tours issues the rental contract and provides the rental car. You must abide by their conditions, and by the laws in effect in Morocco.

Maroc Residences is not responsible for any damage, loss, delay or change to the rental car caused by, for example: natural disasters, terrorism, fire, war, nuclear reactions, vandalism or other external forces.

Quality control

The rental company lists any damage to the rental car in the rental contract. In order to avoid discrepancies, it is advisable to check this list immediately and on site.

Return of the rental car

At the end of the rental period, the car must be returned on time, at the right location and in a clean and undamaged condition.

Provision of address

Provision of address is only available upon request. No charge within city borders; beyond city borders, a charge applies.

The rental period includes unlimited kilometres.

Minimum and maximum age

The minimum age for car rental is 23; the maximum age is 80.

Driver's license

The driver should have held of a valid Moroccan or European driver's license for a minimum of two years.

Insurance premium

In the event that you are liable for an accident or damages, the insurance policy covers a premium of €1000 for categories A/B, €1200 for category C, €1500 for category D, €1800 for category E and €3000 for category F. The insurance will expire in the event of negligence.

Insurance

Our insurance rates cover driver and passenger insurance.

Our rates cover theft insurance.

Exceptions to coverage

The insurance does not cover damage to tires or to the axle of the rental car.

Property stolen from the rental car is not covered by the insurance.

Accident

If an accident takes place during the rental period, you are required to file a police report and to inform Agdez Tours of the accident within 24 hours. In the event that you do not file a police report, you become liable for all damages.

If you are liable for the accident, you must pay the towing and garage fees.

Restitution

No restitution will be granted if you return a car earlier or if you collect the car later than agreed. No restitution will be granted in the event that you do not have the proper papers in your possession. Always make sure you have a valid A or B driving license (held for a minimum of 2 years), a valid passport and a valid credit card with you.

Delay

In the event that you are delayed due to circumstances beyond your control and are thus unable to be present at the agreed upon time, there will be no charge for the first hour. After the first hour, a fee of €10 per hour will apply.

Special requests

Special requests such as car seats, roof racks, etc. can be met, however they are not guaranteed.

Cancellation

No charges apply if a cancellation is requested with 10 or more day's notice.

If a cancellation is requested within 10 days before the arrival date, a charge of 10% of the rental price will apply. After 3 days before the arrival date, no refunds will be granted.

Cancellations should be submitted in writing or by email.