



BOOKING AND CANCELLATION TERMS

24-HOUR CANCELLATION POLICY

Effective from 18 August 2026

These terms govern bookings made directly with La Secret Beach Marrakech, including through its website or another channel confirmed by the establishment. They supplement the Internal Rules. Making a booking constitutes acceptance of these terms once they have been communicated to the guest.

BOOKING CONTACT

To book, change or cancel: reservation@lasecretbeach.com

ARTICLE 1 - FORMATION OF THE BOOKING

- A request is confirmed only after La Secret Beach sends written confirmation and, where required, receives the deposit.
- For direct Beach bookings, the deposit is 100 MAD per person, unless another rate or offer is clearly displayed at the time of booking.
- The remaining balance is payable on site using a payment method accepted by the establishment.
- The QR code identifies the booking and validates entry. It is not, by itself, proof of full payment.
- The guest must provide accurate contact details and immediately check the date, number of persons, pool, zone, installation type and options shown on the confirmation.

ARTICLE 2 - PLACEMENT, CAPACITY AND AVAILABILITY

The confirmation guarantees only the services expressly stated, subject to capacity and access rules. Unless expressly stated otherwise, it does not guarantee a specific sun-lounger or bed number. Staff organise final placement within the category and zone booked.

Any additional person must be declared and accepted before arrival. A price adjustment may apply, and admission remains subject to capacity.

KEY POINTS

**A booking is confirmed after validation and receipt of the deposit where required.
Cancellation or change is free up to 24 hours before arrival. Less than 24 hours
before arrival, or in the event of a no-show, the deposit is retained.**

ARTICLE 3 - 24-HOUR DEADLINE

The deadline is calculated from the arrival time stated on the confirmation. If no time is stated, the reference time is 10:30 a.m. on the booking date.

Request received	Outcome
At least 24 hours before the reference time	Cancellation or change without charge. For a direct booking, the guest may choose rescheduling, credit or a refund of sums paid for the cancelled service.
Less than 24 hours before the reference time	The deposit is retained. Any change remains subject to availability and may be refused.
No-show	The booking is treated as used. The deposit and any sums due or paid under the offer are not refunded, subject to mandatory applicable law.

EXAMPLE

For a booking at 10:30 a.m. on Saturday, the cancellation must be received by 10:30 a.m. on Friday to qualify for cancellation without charge.

ARTICLE 4 - HOW TO CANCEL OR CHANGE

- Requests must be sent in writing to reservation@lasecretbeach.com.
- The date and time at which La Secret Beach receives the message determine whether the 24-hour deadline has been met.
- The request must include the guest's name, visit date, booking number and requested change.
- A cancellation or change takes effect only after written confirmation from La Secret Beach.

ARTICLE 5 - LATE ARRIVAL

If delayed, the guest must inform the establishment as soon as possible. Late arrival does not extend the service and does not guarantee that a particular placement will be kept. If the guest does not arrive or provide notice, the booking may be treated as a no-show.

ARTICLE 6 - OPTIONS, BUFFET AND TRANSPORT

Options added to a booking are subject to availability. Unless specific terms are clearly communicated before purchase, the 24-hour cancellation policy also applies to options booked directly with La Secret Beach.

Cancelling admission does not automatically cancel transport or a service provided by a partner. The guest must expressly request cancellation of each affected option.

ARTICLE 7 - BOOKINGS THROUGH A PLATFORM OR AGENCY

Where a booking was made and paid through a partner platform or agency, that partner's payment, change and refund terms take priority. Financial requests must be submitted to the channel through which payment was made.

La Secret Beach may send its own confirmation and access QR code after receiving the required information. This confirmation does not alter the partner's financial terms.

ARTICLE 8 - CANCELLATION BY LA SECRET BEACH

La Secret Beach may change, interrupt or cancel a service where an event makes performance impossible or unsafe, including a technical issue, safety requirement, administrative decision, dangerous weather or an external event reasonably beyond its control.

If La Secret Beach cancels an unused direct service, the guest will be offered, at her choice and where possible, rescheduling, credit or a refund of sums paid for that service. No cancellation charge applies.

Ordinary weather conditions, including heat, cloud, wind or light rain, do not automatically entitle the guest to cancellation without charge when the establishment remains open and the service can be safely provided.

ARTICLE 9 - REFUNDS

Where a refund is due, it will be made to the original payment method whenever technically possible, within a reasonable period after approval. For a booking paid to an agency or platform, the partner processes the refund according to its own timescales.

ARTICLE 10 - GOVERNING LAW AND COMPLAINTS

These terms are governed by Moroccan law, including mandatory consumer-protection rules. They do not remove any right that the law does not allow the parties to exclude, nor do they impose an unfair term.

Complaints should first be sent to reservation@lasecretbeach.com, together with supporting documents, so that an amicable solution can be sought. If no agreement is reached, remedies available under applicable law remain open.

IMPORTANT INFORMATION

The 24-hour commercial policy applies without prejudice to mandatory rights under Moroccan Law No. 31-08 on consumer protection. In the event of a conflict, mandatory law prevails.

Informative reference: Ministry of Industry and Trade of the Kingdom of Morocco, 'Consumer protection', www.mcinet.gov.ma/en/content/consumer-protection. This document should be reviewed with the operator's final legal and commercial details before publication.

Issued for application in Marrakech on 18 August 2026.