



La Secret Beach

MARRAKECH

INTERNAL RULES

SAFETY | RESPECT | PEACE OF MIND

Effective from 18 August 2026

These Internal Rules are intended to protect the safety, comfort and wellbeing of all guests at La Secret Beach Marrakech. They supplement the Terms and Conditions of Sale and all instructions displayed on the premises. Entry implies that guests have read and agree to comply with them.

CONTACT AND BOOKINGS
reservation@lasecretbeach.com

ARTICLE 1 - SCOPE AND ACCEPTANCE

These rules apply to every person present on the premises, including guests, children, accompanying adults, contractors and authorised visitors.

Making a booking, purchasing admission or entering the premises constitutes acceptance of these rules. A guest booking for a group must communicate the rules to everyone accompanying her.

Instructions from staff, safety signs and all on-site notices must be followed at all times.

ARTICLE 2 - ACCESS TO THE PREMISES

Access is reserved for persons holding a valid booking, admission or authorisation, in accordance with the conditions communicated when the booking was made.

QR codes, Secret Girl cards, wristbands and access documents are personal and may not be lent, transferred or used by another person.

Management may refuse entry or require a person to leave if her conduct compromises the safety, peace or comfort of other guests, subject to applicable law.

SAFETY REMINDER
Never leave a child unattended. In the event of an accident or dangerous situation, inform a member of staff immediately.

ARTICLE 3 - CHILDREN - COMPULSORY SUPERVISION

Children remain under the permanent and exclusive responsibility of their parents, legal guardians or accompanying adults throughout their time on the premises.

Active, constant, effective and close supervision is compulsory. A child must never be left alone, even briefly.

The presence of staff does not replace supervision by a parent or accompanying adult. La Secret Beach does not provide childcare and cannot supervise individual children.

The accompanying adult must ensure that every activity, pool and facility used is appropriate for the child's age, height, health and swimming ability.

- Supervision must be especially close around pools, in the water and on wet surfaces.
- Children must also be accompanied in play areas, toilets, stairways and circulation areas.
- Any flotation device used by a child remains under the accompanying adult's control and never replaces supervision.
- Where a child is put at risk or instructions are repeatedly ignored, staff may stop the activity and require the child and accompanying adult to leave.

ARTICLE 4 - USE OF SWIMMING POOLS

Pools must be used carefully and according to each person's abilities. Anyone unable to swim, or not swimming confidently, must remain in a suitable area and be accompanied.

- Running around pools or on wet surfaces is prohibited.
- Pushing anyone into the water and dangerous games are prohibited.
- Diving is permitted only in areas expressly designated for it.
- Glass and breakable objects are prohibited near the pools.
- Safety equipment, furniture and signs must not be moved without authorisation.
- Walkways, stairs, exits and emergency access points must remain clear.

ARTICLE 5 - HYGIENE AND SWIMWEAR

Clean, suitable swimwear is required in the pools. Showering before swimming is recommended. Young children must wear suitable swim nappies.

Waste, food, drinks and objects must not be thrown into pools or shared areas.

Pool access may be refused to anyone with an open wound, contagious condition or any situation likely to compromise hygiene or the safety of other guests.

ARTICLE 6 - HEALTH

Each guest must ensure that her health is compatible with swimming, sun exposure, heat and use of the facilities.

Anyone with a medical contraindication, particular vulnerability or treatment that may affect alertness should seek advice from a healthcare professional before using the facilities.

La Secret Beach staff do not provide medical diagnoses and cannot assess the physical fitness of a guest or child.

ARTICLE 7 - CONDUCT AND RESPECT FOR OTHERS

La Secret Beach is a place for relaxation. Everyone must behave respectfully towards other guests and staff.

- Physical or verbal violence, threats and intimidating behaviour are prohibited.
- Insulting or discriminatory remarks, and conduct that undermines a person's dignity, are prohibited.
- Excessive disturbance, dangerous conduct and deliberate damage are not tolerated.
- Any conduct identified by staff as a risk or disturbance must stop immediately.

ARTICLE 8 - PHOTOS, VIDEOS AND PRIVACY

Guests may not photograph or film another guest, child or staff member without prior consent.

Content created on the premises must not infringe any person's privacy, image rights, dignity or peace.

Professional, commercial, advertising or promotional filming requires prior authorisation from management.

ARTICLE 9 - PERSONAL BELONGINGS

Guests remain responsible for their clothes, phones, jewellery, money, documents and other personal belongings.

Guests are advised not to bring valuables and to use any storage facilities provided.

La Secret Beach is not liable for loss, forgotten items, damage or theft unless a fault directly attributable to the establishment is proven.

All found items must be handed to staff.

ARTICLE 10 - FURNITURE, NUMBERED CUBES AND EQUIPMENT

Sun loungers, beds, parasols, tables, chairs, numbered cubes and other equipment must be used only for their intended purpose.

Equipment must not be moved, dismantled, altered or used dangerously without staff authorisation.

Deliberate damage, or damage caused by clearly inappropriate use, may be charged to the responsible person or, for a minor, to the legal guardian or accompanying adult, subject to applicable law.

ARTICLE 11 - ACCIDENTS, INCIDENTS AND LIABILITY

Any accident, incident or dangerous situation must be reported to staff immediately. In an emergency, guests must follow the team's instructions and keep access clear for emergency services.

La Secret Beach is not liable for an accident caused by failure to follow these rules, signs or staff instructions; carelessness or dangerous conduct; inappropriate use of a pool or equipment; failure to supervise a child; or a medical condition incompatible with the activity.

This limitation does not apply where a proven fault by La Secret Beach, or a safety or maintenance failure directly attributable to the establishment, caused the accident, or where applicable law prohibits limitation of liability.

ARTICLE 12 - DAMAGE AND RESPONSIBILITY OF ACCOMPANYING ADULTS

Each person is responsible for damage she causes to other persons, furniture, equipment or facilities.

Parents, legal guardians and accompanying adults are responsible for damage caused by children in their care, as provided by applicable law.

ARTICLE 13 - STAFF AUTHORITY AND ENFORCEMENT

Staff may intervene whenever a situation presents a risk or disrupts the operation of the establishment.

Refusal to follow a safety instruction may lead to immediate termination of the activity or removal from the premises, without prejudice to other measures permitted by the Terms and Conditions of Sale and applicable law.

These rules are available on the website, during the booking process and on the premises. Management may amend them to reflect legal obligations, facilities or operating conditions. The most recently published version applies.

No provision of these rules may exclude or reduce any right or liability where applicable law prohibits this.

Issued for application in Marrakech on 18 August 2026.