

Buyer terms and conditions

NABeds · NA Marrakech Tours · Version of 26 October 2026

1 Parties and purpose

These terms apply between NA Marrakech Tours, a travel agency licensed by the Moroccan Ministry of Tourism (licence ODV-34475, Commercial Register Marrakech 180917), trading as NABeds ("NABeds"), and any professional tour operator, travel agency or DMC (the "Buyer") booking accommodation through NABeds.

They supplement any specific agreement signed between the parties, which prevails in case of conflict.

2 Three ways to connect to NABeds

Travelgate network (CoreX): activation of our properties through the Travelgate platform, for Buyers already connected to that network (being set up).

Direct API: real-time availability, rates and bookings integrated into the Buyer's system (on request, after technical validation).

B2B portal: online search, booking and vouchers with a personal login, for Buyers without a connection (opening soon).

In the meantime, rates may be sent as rate sheets and bookings made by e-mail to contracting@nabeds.com.

3 Rates and rate protection

Rates provided by NABeds are net, confidential and for the Buyer's use only. The Buyer sets its own selling price, subject to the rules below.

The Buyer undertakes to: (a) never publish or display NABeds net rates on any public website, metasearch or consumer app; (b) not offer a room-only rate to the public below the property's public price; (c) comply with the package-only requirement where indicated for a property; (d) not resell the rates to another wholesaler or bedbank without NABeds' written consent.

Any breach of these rules entitles NABeds to suspend the Buyer's access to some or all properties immediately, and to terminate the relationship without notice.

4 Bookings

Depending on the property, bookings are confirmed instantly (free sale or connected property) or on request, with a reply within 24 business hours.

Each confirmed booking is issued a NABeds voucher, presented by the guest on arrival. Guest names must be provided no later than 7 days before arrival.

5 Payment

Unless credit terms are agreed in writing, each booking is paid no later than 7 days before arrival, by bank transfer against a NABeds invoice. Bookings made less than 7 days before arrival are payable immediately.

Rates are quoted in euros or dirhams, as agreed. The Buyer's bank charges are borne by the Buyer. If payment is not received when due, NABeds may cancel the booking.

6 Cancellation and no-show

Each property's cancellation conditions are stated at the time of booking and apply to the Buyer. No-shows are charged according to those conditions.

Peak periods (festive season, compulsory gala dinners) may carry stricter conditions, stated at the time of booking.

7 Taxes

Rates include VAT where applicable. City tax is paid on site by the guest unless stated otherwise.

8 Liability

NABeds acts as an intermediary between the Buyer and the properties, which remain responsible for delivering their services. In case of relocation, NABeds will endeavour to offer a property of equivalent or higher category.

Neither party is liable for any failure caused by force majeure.

9 Personal data and confidentiality

Guest data is used solely to process bookings, in accordance with Moroccan Law 09-08 and, where applicable, the GDPR. Rates and terms exchanged remain confidential.

10 Term and governing law

The relationship is open-ended and may be terminated by either party with 30 days' written notice, confirmed bookings remaining due. These terms are governed by Moroccan law; any dispute not settled amicably falls under the courts of Marrakech.

For NA Marrakech Tours (NABeds)
Nadia Amouch, Managing Partner

For the Buyer
Name, position, date, stamp