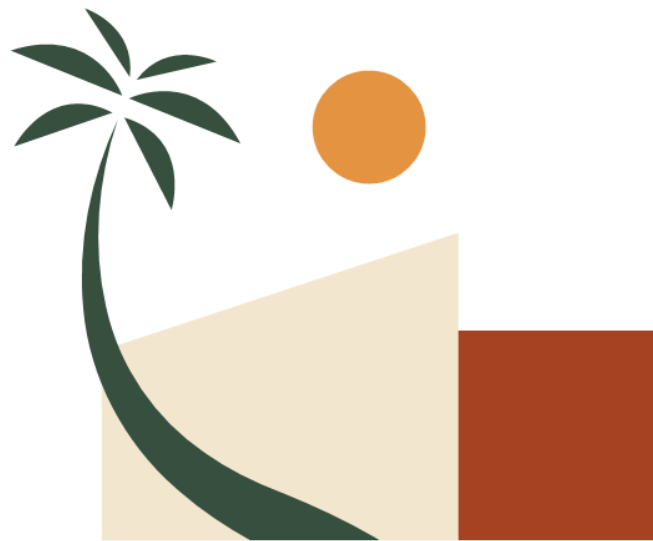


Villa Atlas Issen

House Rules for a Comfortable Stay



Villa Atlas Issen
Farm StaY

Welcome to Villa Atlas Issen!

We are delighted to welcome you and hope you enjoy the beauty and tranquility of our villa. To ensure a safe, clean, and enjoyable experience for everyone, we have established a few simple rules designed to protect the space, maintain comfort, and allow you to fully enjoy your stay.

Any reservation implies that you have read and implicitly accepted these rules, as well as an agreement to comply with them.

The management reserves the right to ask any guest, or the entire group, who does not comply with one or more of these rules to leave the property immediately and full cancellation fees will apply with no refunds or compensation granted. Additionally, the management reserves the right to claim damages in the event of property damage.

1 - Check-in & Check-out

Check-in & Check-out time : You can arrive from **3:00 pm** and you have to leave the property no later than 11:00 midday.

If you plan to arrive later (after 9 pm), please let us know in advance.

Some flights may be night flights. When you arrive in Agadir, the villa will be available only if you have **booked it** for the night of your arrival.

2 - Police formalities

Villa Atlas Issen is required to complete the usual police formalities in order to satisfy the local authorities. The police form **must be completed upon arrival**.

3 - Admission to the Villa Atlas Issen

The safety of our guests, the reputation of the establishment, and compliance with the law are our main priorities, in line with our values and beliefs.

- **Only families, married couples**, and female groups are accepted at our establishment. Please note that mixed groups of friends or colleagues are not accepted.
- **Maximum number of guests:** To ensure the comfort of our guests and the protection of our villa, the maximum occupancy is **limited to 7 people**.
- **External visitors:** External visitors are not allowed on the property. We kindly ask you to respect this rule, as it is important to us. Please avoid making any requests that we may be forced to decline.
- **Only individuals specified in the reservation are authorized** to access either the farm or the villa.
- Despite prior acceptance of the reservation, access may be denied if there is any doubt regarding a potential guest.
- Moroccan families and couples, or if one of the partners is Moroccan, as well as couples from Muslim countries, are required to present a marriage certificate upon arrival.
- Guests have exclusive access to all areas, including the swimming pool, gardens, mini-football stadium, and can visit the farm's domestic animals. Free parking is

available for several vehicles in secure premises.

- If we deem it very important or in case of force majeure, we reserve the right to enter the villa after informing you.

4 - Rental and extra fees

Note: The rental applies only to the villa and its immediate outdoor spaces (swimming pool, garden, mini-football stadium). However, you are allowed to walk around the farm while respecting the guidelines mentioned in section 8.

The rental fees cover:

- Cleaning before the rental
- Cleaning and maintenance of the swimming pool
- Hot water

For long stays, after every 7-night period, you are entitled to:

- One free basic cleaning
- Change of bedding and towels

The rental fees do not cover additional services/fees:

- Extra cleaning: \$15/hour. If the property is left in poor condition, additional cleaning fees will be charged.
- Extra change of bedding and towels: \$10 per person.

5- Cancellation Policy & Deposits

The cancellation of the reservation by the client must be made in writing, signed, and sent to our email contact@villaissen.com. In the event of a cancellation, either initiated by the client or automatically due to non-payment, a variable compensation fee is due depending on the date of receipt of your notification to Villa Atlas Issen, according to the following scale:

- Cancellation up to 60 days before arrival: Cancellation with no fee.
 - Cancellation from 60 to 30 days before arrival: Non-refundable fee of 25% of the total booking amount will be charged.
 - Cancellation from 30 to 15 days before arrival: Non-refundable fee of 50% of the total booking amount will be charged.
 - Cancellation less than 15 days before arrival: 100% of the total booking amount will be charged and will not be refunded.
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- A 30% deposit is required to confirm your booking. If you honor your booking, the deposit will be deducted from the remaining balance of the total amount. In case of cancellation, for any reason, the deposit will be included in the cancellation fees according to the cancellation policy..
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- In the event of a cancellation or modification of a confirmed and paid reservation by Villa Atlas Issen, the client will be fully refunded, without further compensation.
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- The refund will be processed via the same payment method used at the time of booking, within 7 to 14 business days. No transfer to other accounts or cards is allowed, and exchange rate differences may occur.

- A damage deposit of 200 \$ is required at the beginning of your stay. It will be refunded within 7 to 14 days after departure, provided there are no damages. In case of damages, the deposit may be partially or fully retained to cover the costs.

6 - Cleanliness Guidelines

These simple rules will help maintain a clean and pleasant environment for all guests. We appreciate your help in keeping the villa clean and enjoyable for everyone. Thank you!

- Remove your shoes upon entering the villa: To keep the floors clean, we kindly ask you to **leave your outdoor shoes at the entrance** and use indoor footwear.
- Clay soil: The soil on the farm is clay-based, which can stick to your feet, shoes, and clothes. Please be careful, especially with children, to avoid **bringing it into the bedding** or living rooms.
- Avoid walking with **shoes on the carpets** in the living rooms.
- Leave the kitchen clean: After use, please wash dishes, clean appliances, wipe down surfaces, and store food properly.
- Proper waste disposal: Dispose of waste in the appropriate bins, separating food waste from other trash. Once the bin is full, **please take it out**, and the caretaker will empty it.
- Avoid eating in the bedrooms.
- No smoking indoors: **Smoking** or vaping **inside** the villa is **strictly prohibited**. Please use the designated outdoor areas for smoking.
- Proper use of bathroom facilities: Only flush toilet paper to avoid clogging the pipes.

- **Pets:** Clean up after your pets and keep the villa free from pet hair. Dispose of pet waste in the designated areas.
- **Outdoor spaces:** Keep the garden, pool, and surrounding areas clean. Do not leave trash or personal items unattended.

7 - General Rules for Villa Atlas Issen

- Upon departure, the holiday home should be left in the same condition as upon arrival.
- A **property inspection** can be conducted upon arrival. Please report any issues (cleanliness, damages, etc.) within 24 hours.
- **Turn off heating, air conditioning,** and all indoor and outdoor lights when leaving the villa during your stay and upon departure.
- Linen should be returned in good condition. Any damaged or stained items will result **in a charge deducted** from the security deposit.
- **Do not move furniture** either inside the villa or between indoor and outdoor areas.
- The villa features a first-floor terrace with panoramic views. To prevent accidents, please ensure children **do not climb or lean dangerously** near the edges.
- Tap water comes from the village association's well and is clean and safe. If it does not meet your preferences, bottled water can be purchased nearby. In case of a water shortage, ask the caretaker to connect the farm's well supply.
- Internet access is provided free of charge for compatible devices during your stay. Internet use is at your own risk, and we accept no responsibility for issues arising from its usage.

- Barbecue grills and traditional ovens are available on the terrace. Use them safely and cautiously, especially in adverse weather conditions to prevent fire risks. **Barbecues are strictly prohibited inside the villa.**
- An ashtray is available outdoors. Please **avoid leaving cigarette butts in the garden** or on the terrace.
- Although the farm is secured by a long wall and cameras, and the region is generally calm, we advise you to take precautions. **We are not responsible for theft, loss, or property damage** if the villa is not properly locked during your absence.
- Do not leave any electrical or household **appliances running while you are away.** For your safety, the villa is equipped with smoke detectors, and a fire extinguisher (located under the stairs, in the bathroom next to the kitchen).
- In case of accidents or damages, please **inform the owners** before your departure.
- Parties, events, or large **gatherings are not allowed** on the property.

8 - Safety & other rules on the farm

Villa Atlas Issen is situated on a working farm, and for the safety of everyone, it is essential to follow our guidelines. Please ensure the safety of yourself, your children, and your pets at all times :

- For the safety of our guests, surveillance cameras are installed outside the villa and in the common areas of the farm.
- Always closely supervise children.
- You are welcome to pick a small amount of fruits, vegetables, and plants from the farm garden for free. If you would like more, please check with the caretaker.
- The farm has a large irrigation pond, surrounded by a metal fence. Access and

swimming are strictly prohibited due to the risk of drowning.

- Rex, the dog, is generally friendly and calm, which is why he is not kept on a leash. Dogs may be sensitive during meal times, so remind children not to disturb him, especially when he is eating.
 - Animals can be unpredictable, so please keep your distance.
 - The villa is located in a natural setting, a farm that may house certain insects, small reptiles, and arachnids, some of which can be venomous. Please exercise caution; we disclaim any responsibility in the event of an accident.
 - You enter our property at your own risk, and we are not responsible for accidents or injuries occurring during interactions with animals or agricultural equipment.
 - A first aid kit is available for minor injuries. In case of a serious accident, please proceed immediately to the nearest hospital.
 - Always leave gates as you found them — if they are closed, make sure the latch is properly secured.
 - For your safety, do not touch agricultural machinery or enter farm buildings without permission.
 - During their daily work, the farmer or their family may pass by the villa, but they will always respect your privacy.
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9 - Pool Safety

Enjoy your time in the pool responsibly and safely !

- The pool is open 24 hours, **unheated**, and **unsupervised**. Use of the pool and surrounding area is at your own risk, we are not responsible for any accidents. Please ensure the safety of yourself, your children, and your pets.
- Children must be supervised at all times while in or around the pool.

- Pets are not allowed in the pool.
- Be cautious when diving or running near the pool to prevent accidents.
- After adding maintenance chemicals to the water, please wait for the recommended duration before swimming again. Failure to comply may result in burns to your skin.
- Eating inside the pool is strictly prohibited to maintain cleanliness.
- The pool water is not heated, so please be mindful of the temperature.
- Glass containers are not permitted in the pool area for safety reasons.

10 - Pet at Villa Atlas Issen

We know how important your pet is to you, and we love them too. However, there is a few important rules must be followed to ensure the cleanliness, safety, and tranquility of the property:

- Please inform us in advance of your pet's arrival by providing information about them
- Only one pet is allowed per booking.
- Pets must always be supervised and should not be left alone in the rental without supervision.
- Pets are not allowed on furniture, including beds, sofas, or chairs, nor in the pool, bathrooms, or showers.
- You are responsible for cleaning up after your pet during your stay.
- Do not use household linens (towels, sheets, duvets, etc.) to clean your pet.
- Pets must be kept on a leash when walking around the property.
- Pets are welcome as long as they do not cause disturbances (such as attacking other domestic animals).
- Dangerous breed animals are not accepted.

11 - Responsibilities

It is strongly recommended that you and all members of your group take out adequate **travel insurance** . Villa Atlas Issen **decline any responsibility for incidents/ accidents** and their direct or indirect consequences, which may occur to goods and/ or people in our property.

We shall not be held responsible in the event of interruption or failure of public services such as electricity, water supply, internet connectivity, or road access.

Children present in the farmstay are placed under the sole **responsibility of their parents/** legal representative, and should not **be left alone in the house** unattended.

keep **valuables in safe places**: jewellery, money, credit cards, equipment etc... Villa Atlas Issen is not liable for loss, theft, damage, etc...

12 - Prohibited uses of our services

You agree, for yourself and your guests, not to use Villa Atlas Issen or its services for illegal activities or in violation of Moroccan law. Prohibited actions include, but are not limited to:

- Committing **criminal offenses**, such as drug possession, firearms possession, or storage.
- Any illegal activity, including **prostitution, homosexuality** or any sexually inappropriate behavior, **is strictly prohibited** in our villa, and results in immediate expulsion without negotiation.
- Discriminatory, violent, or intimidating behavior toward others, including staff or guests.

- Invading another person's privacy.
- Entertaining courtesans or individuals for sexual purposes.
- Engaging in activities that could harm the reputation of the villa.
- Operating a business on the premises without written permission.
- Soliciting goods or services, installing monitoring equipment, or taking photos/videos for public use without prior consent is prohibited.
- Using the farmstay intellectual property without written authorization.

Thank you for your understanding and cooperation in following these guidelines. We hope they contribute to a pleasant and memorable stay at Villa Atlas Issen. Relax, enjoy, and make the most of your time surrounded by nature and serenity!