



ROYAL MANSOUR  
COLLECTION

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2024-2025 MUTUAL CONTRACT AGREEMENT

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**Between:**

Company:	<b>NUBA</b>	<b>Royal Mansour Collection</b>
Contact Person:	Alessandra Girardi Product Director	Mounsif Majdoubi Director of Sales - Royal Mansour Collection
Address:	Calle María de Molina, 46 28006 Madrid	Rue Abou Abbas El Sebti Marrakech 40 000, Morocco
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Telefax:		+ 212 (0) 529 80 80 91
e-mail:	<a href="mailto:alessandra.girardi@nuba.net">alessandra.girardi@nuba.net</a>	<a href="mailto:sales@royalmansour.com">sales@royalmansour.com</a>
Website:	<a href="http://www.nuba.net">www.nuba.net</a>	<a href="http://www.royalmansour.com">www.royalmansour.com</a>

## I. SUBJECT OF AGREEMENT

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This agreement between Royal Mansour Collection (hereinafter “Hotel”) and (hereinafter “Customer”) is concluded for the period from November 01<sup>st</sup> 2024 till October 31<sup>st</sup> 2025.

In accordance with the terms and conditions set forth below, the Partner shall order, and the Hotel shall provide reservations service and accommodation at special contracted rates as stated below. The terms and conditions of this agreement will remain confidential to the two above-named Parties. Any increases in Government tax will be passed onto the partner directly.

## II. CONFIDENTIAL RATES

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1. From now on your confidential rate is a dynamic rate and it represents 20% off the Best Available Rate (BAR) in every accommodation category. All rates are quoted in Moroccan Dirhams (MAD) per room per night and are inclusive of 10% VAT, daily breakfast and exclude local taxes (49,5 MAD per person per night).

**Blackout dates:**

**Royal Mansour Marrakech**

From December 20<sup>th</sup>, 2024 to January 04<sup>th</sup> 2025 (included)  
From April 17<sup>th</sup> to 21<sup>st</sup> 2025 (included)

**Royal Mansour Casablanca**

There are no blackout dates for Royal Mansour Casablanca.

**Royal Mansour Tamuda Bay**

From July 11<sup>h</sup>, 2024 to August 23<sup>rd</sup> 2025 (included).



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Royal Mansour Collection reserves the right to add new Blackout dates.

Royal Mansour Collection reserves the right to close some dates and stop selling your confidential rate in the event of governmental commitments, city-wide mandatory requirements, or any time the occupancy of the hotel requires it.

Commission: 10% on the public price (excluding VAT) is granted to your agency on blackout dates. The amount of the commission will be paid after the departure of the guest and upon receipt of the commission invoice.

2. This agreement is applicable according to the terms and conditions of the contract and will be valid once the contract has been signed by both Parties.
3. Your confidential rates are for customers traveling on the individual basis and are not applicable to groups exceeding 09 units.
4. **Rate Integrity:** your confidential rates should never be exposed in any form of publication online or in print and moreover must be hidden in packages and/or tours.

In case of none respect of the confidentiality of the rates, Royal Mansour collection will immediately terminate this mutual agreement. This includes third party sales of travel companies who buy rates from the Partner and sell them below Royal Mansour's collection public BAR rates on a B2C basis.

5. Upon check-in: should Guests wish to have a higher accommodation category; the rate difference will be paid directly by Guests unless the original booking has been modified by the agency.
6. Extension: should Guests wish to extend their stay beyond the period originally booked and confirmed by the Partner, the Hotel will apply the best available rate unless the accommodation extension request is communicated to the Hotel through the Partner.
7. The termination of the present Contract does not liberate the Partner from any payment commitments to the Contract.

### III. RESERVATIONS TERMS AND CONDITIONS

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1. All Bookings should be made via our website: [www.royalmansour.com](http://www.royalmansour.com)
2. **78206483** is NUBA AGENCY ID to access to your unique confidential rates and promotion.
3. Partner must provide a CC number to conclude the booking. This is NOT the method of payment.



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4. **Confirmation is instantaneous.** All future changes for this booking will have to be handled through our website as long as the conditions authorized the changes.
5. **Check-in time** is 15:00 hours on the arrival date. Access to the accommodation prior to this time will be only offered depending on the availability at the time of arrival. In order to guarantee early check-in, the approximate arrival time shall be stated on the reservations form of the Partner and one (1) full night accommodation charge will apply.
6. **Check-out time** is 12:00 noon on the departure date. Late check-out requested during the stay may be arranged by the Hotel. Depending on the availability at the time of the departure, an additional charge may apply and would be paid directly by the Guest.

#### IV. TURN AWAY POLICY

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In the unlikely event that the Hotel has to turn away a guest with a confirmed and complete reservation, the Hotel will be responsible to arrange accommodation for the guest in a 5\* Deluxe property. The Hotel will also arrange a courtesy roundtrip transfer.

#### V. PAYMENT, CANCELLATION, NO SHOW & EARLY DEPARTURE POLICY

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**Payment conditions:**

The hotel will send you the corresponding invoice.

Periods where advance payment is required upon confirmation, a maximum of 7 days from the day of your confirmation is granted to proceed with payment.

After this deadline, the reservation will be automatically cancelled. If you wish to reinstate the reservation, the available rate of the day will be applied.

**Cancellation conditions:**

- Cancellation policy is specified on your confirmation and may change according to arrival dates and categories. PLEASE READ CAREFULLY YOUR CONFIRMATION
- Should guests depart before their booked check-out date, the Partner will be charged for the remaining nights of the original confirmation.
- In case of a no-show, 100% of the total amount of the stay will be charged.

#### VI. VISAS

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Respective partners shall arrange visas for their guests booked with any of the Royal Mansour Collection hotels. The Hotels does not have any control over the Immigration Authorities of the Kingdom of Morocco with respect to visa concerns.



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## VII. CHILDREN POLICY

### BEDDING POLICY for children ages 0 to 12 years inclusive:

- A maximum of one (1) child aged under 12 years old can share the room with the parents on a free of charge basis, with no additional cost for the extra bed and up to the maximum occupancy mentioned below.
- Children over 12 years old can share the accommodation with their parents, at the cost of 1 000 MAD per person per night for the extra bed including breakfast, and up to the maximum occupancy mentioned below.
- Baby cots can be provided free of charge upon availability and upon the reservation.

### MAXIMUM OCCUPANCY

#### 1.Royal Mansour Marrakech

Superior 1 bedroom Riad (140 sqm)	:	2 adults
Premier 1 bedroom Riad (175 sqm)	:	2 adults + 1 child
Privilege 2 bedroom Riad (430 sqm)	:	4 adults + 1 Adult/child
Prestige 3 bedrooms Riad (850 sqm)	:	6 adults + 1 Adult/child
The Grand Riad 4 bedrooms (1800 sqm):	:	8 adults + 1 Adult/child

#### 2.Royal Mansour Casablanca

Deluxe Room (55 sqm)	:	2 Adults
Premier Room (75 sqm)	:	2 Adults
Corner Room ( 60sqm)	:	2 Adults
Deluxe Junior Suite One Bedroom (80 sqm)	:	2 Adults +1 Adult/child
Premier Junior Suite One Bedroom (90 sqm)	:	2 Adults +1 Adult/child
Executive Suite One Bedroom (130 sqm)	:	2 Adults +1 Adult/child
The Apartment One Bedroom (140 sqm)	:	2 Adults +1 Adult/child
The Apartment Two Bedrooms (200 sqm)	:	4 Adults +1 Adult/child
The Vintage Apartment Two Bedrooms (240 sqm):	:	4 Adults +1 Adult/child
Prestige Duplex Two Bedrooms (480 sqm)	:	4 Adults +1 Adult/child
Grand Duplex Two Bedrooms (540 sqm)	:	4 Adults +1 Adult/child
Suite Princiere Two Bedrooms (840 sqm)	:	6 Adults
Royal Suite Four Bedrooms (1200 sqm)	:	8 Adults



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### 3. Royal Mansour Tamuda Bay

Deluxe Suite One-bedroom suites of 80m <sup>2</sup> (861 ft <sup>2</sup> )	:	2 Adults +1 Adult/child
Deluxe Suite, Sea View One-bedroom suites of 80m <sup>2</sup> (861 ft <sup>2</sup> )	:	2 Adults +1 Adult/child
Premier Suite, Sea View One-bedroom suites of 120m <sup>2</sup> (1 292 ft <sup>2</sup> )	:	2 Adults +1 Adult/child
Premier Suite, Beach Front One-bedroom suites of 190m <sup>2</sup> (2 045 ft <sup>2</sup> )	:	2 Adults +1 Adult/child
Privilege Suite Two-bedroom suites of 210m <sup>2</sup> (2 260 ft <sup>2</sup> )	:	4 Adults +1 Adult/child
Privilege Suite, Beach Front Two-bedroom suites of 460m <sup>2</sup> (4 951 ft <sup>2</sup> )	:	4 Adults +1 Adult/child
Prestige Villa, Beach Front Three-bedroom villas of 630m <sup>2</sup> (6 781 ft <sup>2</sup> )	:	6 Adults +1 Adult/child
Principiere Villa, Beach Front Three-bedroom villa of 1 500m <sup>2</sup> (16 146 ft <sup>2</sup> )	:	6 Adults +1 Adult/child
Royal Villa, Beach Front Three-bedroom villa of 1 700m <sup>2</sup> (18 299 ft <sup>2</sup> )	:	6 Adults +1 Adult/child

### VIII. PAYMENT AND CREDIT

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The Partner shall prepay all accommodation charges for all reservations (according to the booking terms) either by wire transfer or credit card as specified per the Payment conditions of this agreement.

**In case of Credit Card payments, an additional 3% will be applied to the total invoice.**

Last minute bookings received within less than 7 days prior to Guests arrival, should be settled by Credit Card on the date of confirmation of the booking. Failure to meet deadline payments will result in cancellation of the bookings. Cancellation charges will apply. Accommodation charges shall be considered as paid once payment is credited to the bank account of the hotel.

**Should the payment not be received in advance, the Hotel reserves the right to collect payment for accommodation directly from Guests upon arrival on the Best Available rate or Rack Rate, or the reservation will be cancelled.**

The payment can also be made by third parties. Where the Partner arranges payment of the hotel services through a third party, the Partner shall remain responsible for such accounts until full payment has been received by the hotel.

Below are the bank details for prepayment by transfer:

#### 1. Royal Mansour Marrakech

Bank: Attijariwafabank  
Agence Mohamed V  
City: Marrakech  
Country: Morocco  
IBAN: 007 450 0000983000002401 49  
SWIFT code: BCMAMAMC



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2. Royal Mansour Casablanca

Bank : Attijariwafabank  
Agence Casa Mansour Eddahbi  
City : Casablanca  
Country : Morocco  
IBAN: MA64 007 780 0001264000005140 51  
SWIFT code : BCMAMAMC

3. Royal Mansour Tamuda Bay

Bank: Attijariwafabank  
SUCC. TETOUAN  
86, Av. Allal El Fassi  
City: Tétouan  
Country: Morocco  
IBAN: 007 720 0001763000001752 62  
SWIFT code: BCMAMAMC

The currency used in all invoices is **Moroccan Dirhams (MAD)**.

- Should any dispute arise, the Moroccan law will be always applicable.

## IX. MARKETING

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Royal Mansour Collection must approve its inclusion prior to printing or publishing of any form of material for distribution through any channels including brochures, catalogues, flyers, and websites or in any other marketing-related activities.

Failure to do so may result in the hotel declining any business sourcing from such activities and immediately invalidating any existing agreement with the Partner. Furthermore, should the Partner fail to forward the proposed form and content to the hotel for review and final approval, the hotel will not be liable to the guest or to the Partner for any damages, costs or claims arising from such misrepresentation.

Kindly use exclusively the material provided by the hotel. All photographs, images or logos of the hotel used for any promotional material must be in line with the standard format according to the corporate identity of the hotel (please do not alter images shape except for minimizing or maximizing of size).

For access to our photo's library, please contact our marketing team for at: [marketing@royalmansour.com](mailto:marketing@royalmansour.com)

Copies of the brochures / promotional literature should be delivered to the hotel as soon as it is available to the Partner, but in any event no later than one month prior to the launch of the program.



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### XIII. CONTACT DETAILS

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Please use the below contacts for each of the relevant fields:

Sales	Reservations	Accounting
Mr. Thierry Torrents VP Sales & Marketing  Direct: +212 5 26 80 81 51 <a href="mailto:ttorrents@royalmansour.com">ttorrents@royalmansour.com</a>	Mr. Mohamed Attaf Reservations Manager  Mobile : +212 (0) 5 29 80 80 69 Fax : +212 (0) 5 29 80 80 70 <a href="mailto:reservation@royalmansour.com">reservation@royalmansour.com</a>	Mrs. Nazik El Issami Administrative & Financial Director  Direct: +212529808260 <a href="mailto:nelissami@royalmansour.com">nelissami@royalmansour.com</a>

*For General information request e-mail, us at: [Sales@royalmansour.com](mailto:Sales@royalmansour.com)*



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## XI. LIABILITY & INDEMNITY

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- The Partner shall ensure that guests accept and agree with any terms or conditions in this agreement that relate to them, and in addition the hotels terms, conditions, rules and procedures from time to time in force governing guests staying in the hotel (a current copy of which is available from the hotel upon request) including but not limited to health and safety, security procedures and requirements as to registration.
- The Partner shall fully indemnify the hotel and hold them harmless from and against any losses, claims, demands, damages, costs, or expenses suffered by the hotel in connection with any:
  - Loss or damage of any nature whatsoever at the hotel, or in connection with personal injury to or death of any person caused by a guest
  - Any loss, damage, personal injury or death of any nature whatsoever suffered by any guest in connection with the guests staying at the hotel, or a failure by the hotel to provide any number and / or particular type of Riads/Room required by the operator as per any booking, otherwise then as a result of the hotel's willful default or negligence
  - Loss, damage, personal injury or death of any nature whatsoever, howsoever caused arising as a result of the Partner or the Guest's failure to comply with this agreement.
  - Any loss or damage of any nature whatsoever howsoever caused to the property of guests. Any loss or damage to Guest's property is to be reported to the Duty Manager at the hotel at the time of the discovery and reported to the police within 24 hours.

## XII. GENERAL

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Please bear in mind that, out of respect to the local culture, the dress code inside Royal Mansour Collection is smart casual.

Neither party shall be under any obligation to the other hereunder if performance thereof is rendered impossible due to an event of force majeure, being an event which the affected party could not reasonably foresee and the effect of which was beyond the control of the party affected (excluding settlement of payments).

The construction, validity and performance of this agreement shall be governed by the laws of and applicable in Morocco.

The hotel reserves the right to terminate this agreement at any time, without prejudice to any other rights it may have, if the Partner fails to comply with this agreement. Termination of the agreement shall be affected by the hotel notifying the Partner in writing of such termination (at its address stated above or another address notified by the Partner to the hotel with registered delivery).

Failure of the hotel to enforce at any time the provisions of this agreement shall not be construed as a waiver of any rights nor affect the validity of the agreement nor prejudice the hotel as regards to subsequent action.



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To validate this agreement, we would ask you to return a signed copy of the same (as well as each page initialed, including the rate sheet) to the hotel within 15 days from the date of issue.

All the above has been read, understood, and agreed to by the below-signed parties.



Print Name Alessandra Girardi

Mr. Mounsif Majdoubi

Title Product Director

Director of Sales – Royal Mansour Collection