



Palais Chahar Mahal

General terms for the occupancy of Chahar Mahal Palace

Only residents have access to the Chahar Mahal Palace and its activities.

Kitchen

Access to the kitchen is exclusively reserved for house staff.

Food products, solid or liquid, are the property of the Palais Chahar Mahal and cannot be consumed by residents except for meals specifically ordered. No foodstuffs may be brought from outside by residents into the grounds of the Chahar Mahal Estate and consumed there. Only bottles of champagne and alcohol and luxury food products brought by tenants on arrival (Duty Free) will be accepted and served free of charge.

Meal

Breakfast is included (coffee or tea, Moroccan pancakes, fresh orange juice, bread, local cheese, honey and homemade jams, eggs on request).

Our chef can prepare excellent "standard" meals for residents on request (local specialties and international cuisine), including starter, main course and dessert, still or sparkling water, coffee, tea or herbal tea, at a price of 350 MAD per person (children under 12 years old: 175 MAD per child). We can also provide meals for special occasions (eg lobster, etc.) (price on request). Your culinary preferences will be collected by our intendant upon your arrival and adjusted during your stay. Our intendant can also suggest restaurants and organize transportation (surcharge applies) to get you there. Meals must be taken in the spaces reserved for this purpose - indoor dining room, the outdoor terrace in its extension or the center of the four swimming pool kiosks - and served by the staff.

Bedrooms

The rooms and their bathrooms are exclusively reserved for residents, no foreign person can have access to them without prior specific agreement from the owner.

Food is not allowed in the rooms

The terraces and the roof terrace

It is forbidden to climb on the edges or metal crosspieces of the railings. Children must be supervised by their parents or any resident adult who has been given responsibility by their parents. The Chahar Mahal Palace accepts no responsibility for any accidents that may occur near the railings.

Wireless

The property benefits from free high-speed internet (code given on arrival) available in the villa and in most outdoor areas. In the event of a power cut (rare but possible), we have an alternative system (4G) at the price of 200 MAD for 10 GB with limited coverage (eg the living room); 10 GB will be offered to you for the duration of your stay.

Swimming pool

The swimming pool (unsupervised) is reserved for residents. During the heating season (October to April), the swimming pool is covered from 6 p.m. and uncovered from 10 a.m., if the "heating" option is requested; the option is free for stays of 7 days or more and costs 7000 MAD for shorter stays.

Children must be supervised by their parents or any resident adult who has been given responsibility by their parents. The Palais Chahar Mahal accepts no responsibility for any accidents that may occur while using the swimming pool. It is forbidden to dive in the pool, access is via the stairs only.

Fitness

Access to the fitness room is reserved for residents.

The use of the devices must be done within the framework of an appropriate use.

Only one person at a time can benefit from a device. The staff is available to residents for any questions regarding the operation of the devices. Any use of the devices is under the responsibility of its user. The Chahar Mahal Palace disclaims all responsibility for any accidents that may occur when using these devices. Their use is prohibited for children under 12 years of age.

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Hammam

The use of the hammam is reserved for residents.

It must be used on request, at least 3 hours before the desired time, the time must be between 10 a.m. and 7 p.m.

The hammam cannot be used by more than 4 people at the same time. The cost of use is 300 MAD / hour.

Massage

On request (at least 24 hours before – or even 48 hours before in very high season), we can offer you massages or various treatments performed by professional masseuses (with their own equipment) in the comfort of your room (approximately 600 MAD from hour), or in the hammam for the exfoliation (about 300 MAD per person). Please note that for security reasons, no other masseuse will be allowed to enter the property.

Jacuzzi

The Jacuzzi can be heated (500 MAD for 1 session of 3 hours – notify at least 2 hours in advance (available from 10.00 to 20.00)).

Park

The pleasure park is intended for walking.

The park is not a ball or ball playground which is prohibited there.

The park has different spaces, each with their own particularity. It is forbidden to cut flowers, pick fruit, take vegetables or herbs. Roses and other plants can cause superficial or allergenic wounds; the Chahar Mahal Palace disclaims all responsibility for accidents that may occur during walks in this natural environment.

The body of water is prohibited for swimming. Children must be supervised by their parents or any resident adult who has been given responsibility by their parents. The Chahar Mahal Palace disclaims all responsibility for accidents that may occur when approaching the body of water or using the footbridges.



Security

For everyone's safety, the property is guarded 24 hours a day and individual safes are available in the rooms.

We nevertheless draw your attention to the fact that the Palais Chahar Mahal declines all responsibility for any thefts that may be observed inside or outside the buildings.

Excursions

On request, we can organize transport to the city of Marrakech or excursions (eg Agafay desert) through partners holding official authorizations and covered by appropriate insurance.

Tipping

Although not compulsory, tips are a tradition in Morocco, linked to the quality of service. The Chahar Mahal Palace is no exception to this tradition. In case you wish to reward our staff, we thank you for respecting the following rules, intended to guarantee the cohesion of the team and the motivation of each one:

- Any tips must be given at the end of the stay only – not during the stay
- We would appreciate that no tips are given individually; we recommend that you give the total amount to our intendant, who will take care of the redistribution in full to the staff according to the rules of the house
- Tipping is at your entire discretion. Should you want indicative amounts, please contact us

Payment terms

The stay must be paid in full before arrival at the villa.

“Extra” expenses made at the villa (meals, drinks, hammam, etc.) must be paid in full in cash or by credit card – Visa or Mastercard – (5% supplement for payment before the tenants' departure). A note presenting the daily consumption is to be signed each day by the main guest.



The services of our external partners (eg excursions, massages) must be paid for when ordering in cash or by credit card (5% supplement).

Local taxes (36 MAD/adult/night) are not included in the base price and are payable at the end of the stay.

Security deposit

If this has not been done by our partner agency, a deposit of 3,000 euros (credit card or cash) is requested from residents and will be returned on the day of departure after inventory and inventory. In the event of breakage or deterioration, the amount corresponding to the repair or replacement will be deducted from the security deposit paid. In the event of a dispute, the Commercial Court of Marrakech has sole jurisdiction.

We wish you an excellent stay at Chahar Mahal Palace



Guest's name and signature

The management