

QUEST & HORIZON

SUPPORTED TRAVEL & CARE COORDINATION

TERMS & CONDITIONS

1. About Us

Quest & Horizon is a UK-based supported travel and care coordination service. We specialise in arranging tailor-made supported holidays in Morocco in collaboration with selected accommodation partners and licensed care professionals.

Quest & Horizon does not provide medical treatment directly. All care services are delivered by independent, licensed professionals.

2. Scope of Services

Our services may include, but are not limited to:

- Supported holiday coordination
- Accommodation arrangements with partner hotels
- Coordination of nursing or personal care services
- Assistance during travel, arrival, and stay
- Wellness and recovery-focused support
- Ongoing coordination before, during, and after the stay

All services are tailor-made and based on individual needs, availability, and third-party providers.

3. Bookings & Enquiries

All bookings begin with an enquiry submitted via our website or official communication channels.

A booking is considered confirmed only after:

- Written confirmation is issued by Quest & Horizon

- Any required deposit has been received

Prices shown on the website are indicative only and may vary depending on season, accommodation availability, duration of stay, and level of care required.

4. Payments & Deposits

- Deposits may be required to secure accommodation and care services
- Full payment deadlines will be communicated in writing
- Payments are processed securely via approved payment providers

Quest & Horizon acts as a coordinator and facilitator between clients and third-party service providers.

5. Cancellations & Amendments

Cancellation and amendment terms vary depending on accommodation and care providers.

Clients will be informed of applicable cancellation policies before confirmation. Refunds, if applicable, are subject to third-party provider policies.

6. Medical Disclaimer

Quest & Horizon does not provide medical diagnosis, treatment, or clinical decision-making.

Clients are responsible for:

- Declaring accurate medical and support needs
- Ensuring appropriate travel insurance is in place
- Consulting healthcare professionals prior to travel where necessary

7. Travel & Insurance

Clients are strongly advised to:

- Check official UK travel advice (FCDO)
- Purchase comprehensive travel insurance covering medical and support needs

Quest & Horizon is not responsible for travel disruptions, airline issues, or external circumstances beyond our control.

8. Liability

Quest & Horizon's role is limited to coordination and facilitation. We are not liable for:

- Acts or omissions of third-party providers
- Medical outcomes
- Travel disruptions beyond our control

Nothing in these Terms excludes liability where prohibited by law.

9. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

10. Contact

For any questions regarding these Terms, please contact us via our official website.