

NMorocco

NMOROCCO

Complete Platform User Guide

Discover Morocco Through Local Eyes

A complete guide for guests, hosts and affiliate partners: searching and booking, hosting and getting paid, referral links and QR codes.

Guests · Hosts · Affiliates

Edition: November 2026 · nmorocco.com · Verified against the live platform and its source code

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Click any line to jump to it. Parts are colour-coded: **teal for guests**, **gold for hosts**, **terracotta for affiliates**.

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How to use this guide

This manual explains how to use NMorocco step by step, using the real screens of the website. Buttons and menu names are written in **bold**, exactly as they appear on screen. Addresses such as `/my-bookings` are added to `nmorocco.com`.

Travelling?

Read Part 2, then Part 5 for payments and cancellations.

Hosting?

Read Part 3, then Parts 5 and 6.

Promoting?

Read Part 4, especially 4.5 on QR codes.

ABOUT THE PICTURES

Figures marked *Screenshot of nmorocco.com* are real captures of the live website (November 2026). Signed-in dashboards contain private data, so they are shown as **labelled illustrations** that reproduce the layout and button names from the platform's code. They are never presented as screenshots.

FIGURES IN THIS GUIDE

Every rule and percentage (16% commission, 84% host share, 9% currency margin, 500 MAD payout minimum, 5% affiliate commission, 30-day referral window, 24-hour and 7-day cancellation windows) was checked against the platform's live settings on 14 November 2026. They can change; the website always shows the current value.

PART 1

Introducing NMorocco

What NMorocco is, who it is for, and how to find your way around the website and the apps.

- What NMorocco is and why it exists
- Guests, hosts and affiliates
- Navigating the website
- The iPhone and Android apps
- Languages and currencies
- Contacting support

1.1 What NMorocco is

NMorocco (nmorocco.com) is an online marketplace for **private experiences in Morocco**: day trips, multi-day tours, private drivers, food tours, desert nights, hikes and cultural visits. Each experience is run by a local host who has been reviewed by the NMorocco team.

Every booking is for **one group only**. You travel with your own family or friends and your own host, never with strangers. Guests pay online when they book. Hosts are paid by NMorocco after the experience has taken place.

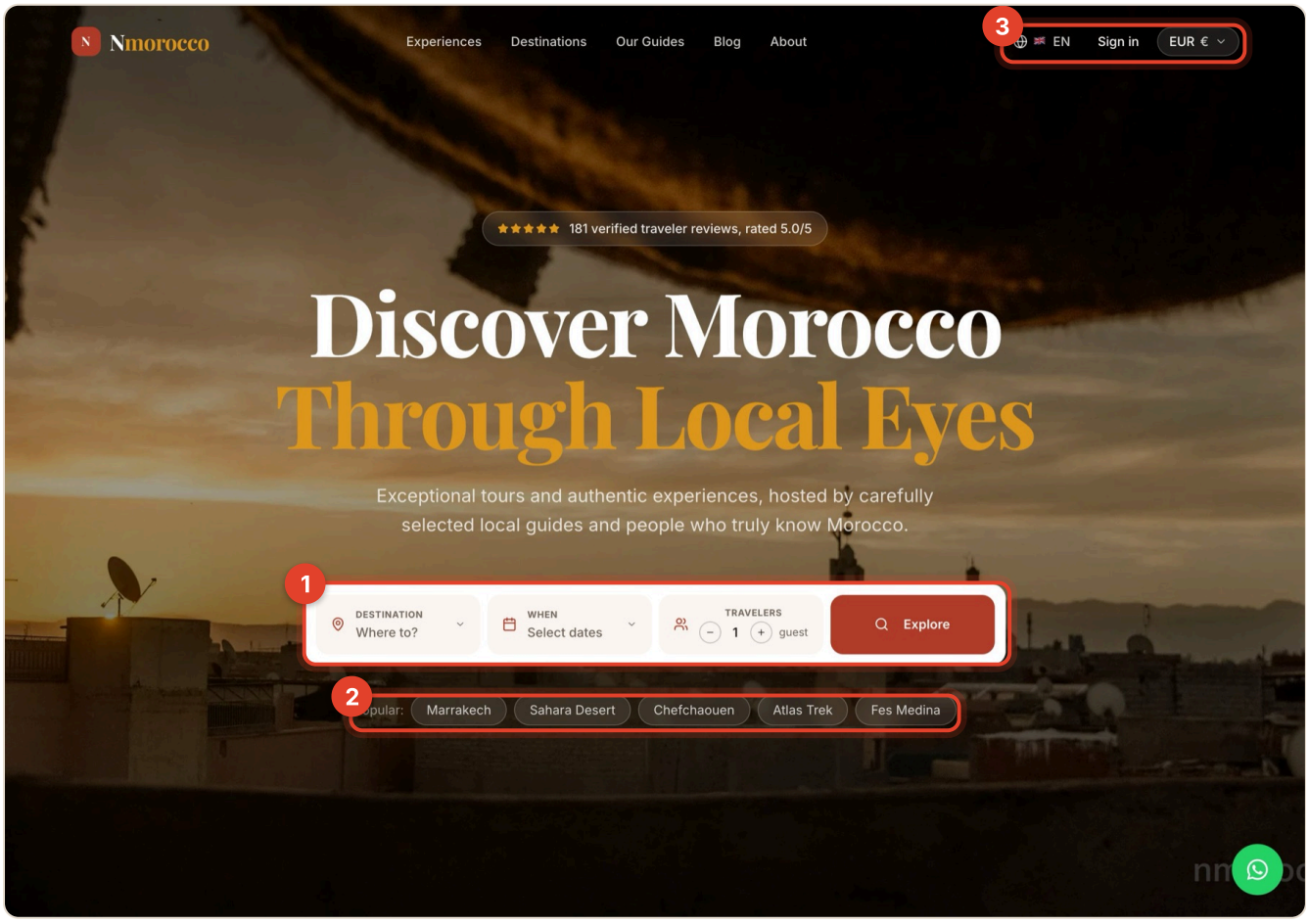


Figure 1. The NMorocco homepage. **1** The search bar: choose a destination, your dates and the number of travellers. **2** Popular shortcuts. **3** The language and currency selectors and **Sign in**. Screenshot of nmorocco.com, November 2026.

1.2 Why NMorocco exists

Most Moroccan tours are sold through large international platforms that add commission layers between the traveller and the person who actually runs the tour. NMorocco was built in Morocco to connect travellers directly with local guides, drivers and small operators.

Authentic and private

Experiences are designed and run by local people. Your group is the only group on the tour.

Clear prices, secure payment

The price on the listing is the price you pay. Payments are processed by Stripe; hosts never ask you for cash.

Good for local business

Hosts keep 84% of every booking, paid in dirhams to their Moroccan bank.

1.3 Three ways to use NMorocco

Role	Who it is for	What you can do
Guest (traveller)	Anyone planning time in Morocco	Search, book and pay for experiences, message hosts, manage bookings, leave reviews
Host	Licensed guides, drivers, tour and activity operators in Morocco	Apply, list private experiences, manage availability and bookings, get paid
Affiliate	Creators, bloggers, hotels, riads and travel businesses	Share referral links and QR codes, earn 5% on bookings they bring

One account can hold more than one role. Every account starts as a guest account; host and affiliate access are added after the NMorocco team approves an application.

1.4 Finding your way around the website

The header on every page contains:

- **Experiences**: the full catalogue with search, sorting and filters.
- **Destinations**: cities and regions, each with its own page of experiences and travel information.
- **Our Guides**: profiles of approved hosts.
- **Blog**: travel articles and itineraries.
- **About**: the team and the story behind NMorocco.
- **Language** (globe icon), **Sign in**, and the **currency** selector.
- A green **WhatsApp** button in the bottom corner opens a chat with the NMorocco team.

The footer links to the Help Center, Contact, Cancellation Policy, Safety, Become a Host, the Affiliate Program, Careers and the legal pages (Privacy, Terms, Cookies).

1.5 Languages and currencies

The website is available in **English, French, Spanish, German, Italian and Arabic** (Arabic is shown right to left). Change language with the globe icon in the header; the address changes too, for example `nmorocco.com/fr`.

Prices can be displayed in other currencies with the currency selector. Card payments are charged in **euros (EUR)**; the euro amount is shown before you pay.

1.6 The mobile apps

NMorocco has free apps for iPhone (App Store) and Android (Google Play). Search for **NMorocco** in the store, or use the links in the website footer. The apps cover booking for guests and day-to-day work for hosts; see Part 6 for details.

1.7 Contacting support

Channel	Details
WhatsApp	**+212 705 640 119** (the green button on every page)
Email	**contact@nmorocco.com**
Contact form	nmorocco.com/contact
Help Center	nmorocco.com/help: answers by topic

PART 2

Guest Guide

Everything a traveller needs: finding the right experience, booking and paying, and managing the trip afterwards.

- Creating an account (optional)
- Searching and filtering
- Reading an experience page
- Booking, step by step
- After payment
- My Bookings: reschedule, cancel, message
- Refunds
- Reviews
- Adding a trip to your calendar

2.1 Creating an account

You can book **without creating an account first.** If you book as a guest, the confirmation page offers to save your booking by choosing a password. An account lets you see your bookings, message your host and book again faster.

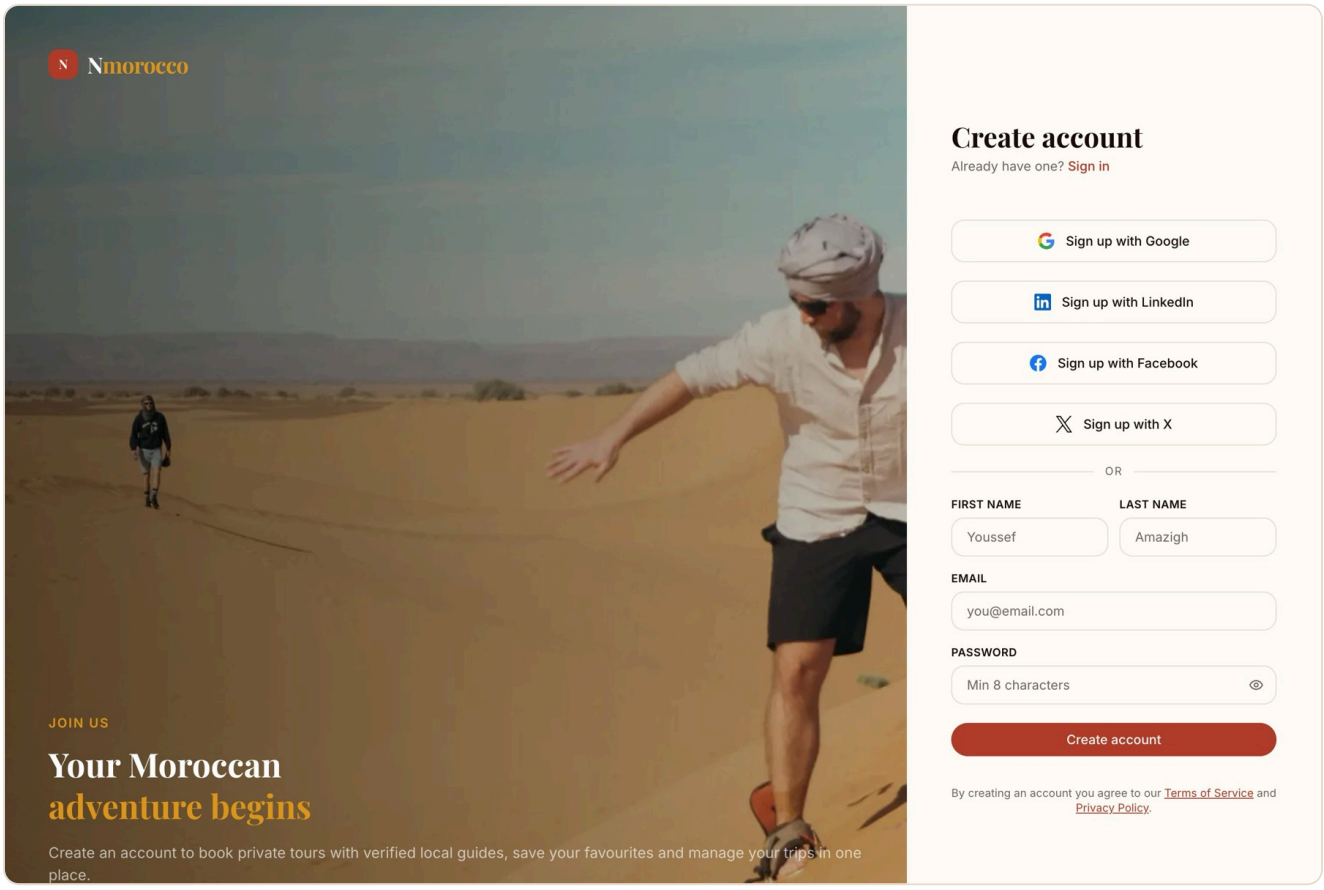


Figure 2. The sign-up page. You can sign up with Google, LinkedIn, Facebook or X, or with an email address and password. Screenshot of nmorocco.com, November 2026.

Sign up with email

1. Click **Sign in** in the header, then **Create a free account** (or go to `nmorocco.com/auth/sign-up`).
2. Enter your name, email and a password.
3. Open the confirmation email and click the link to verify your address.
4. You are signed in. Your bookings appear under **My Bookings**.

Sign in, and recover a password

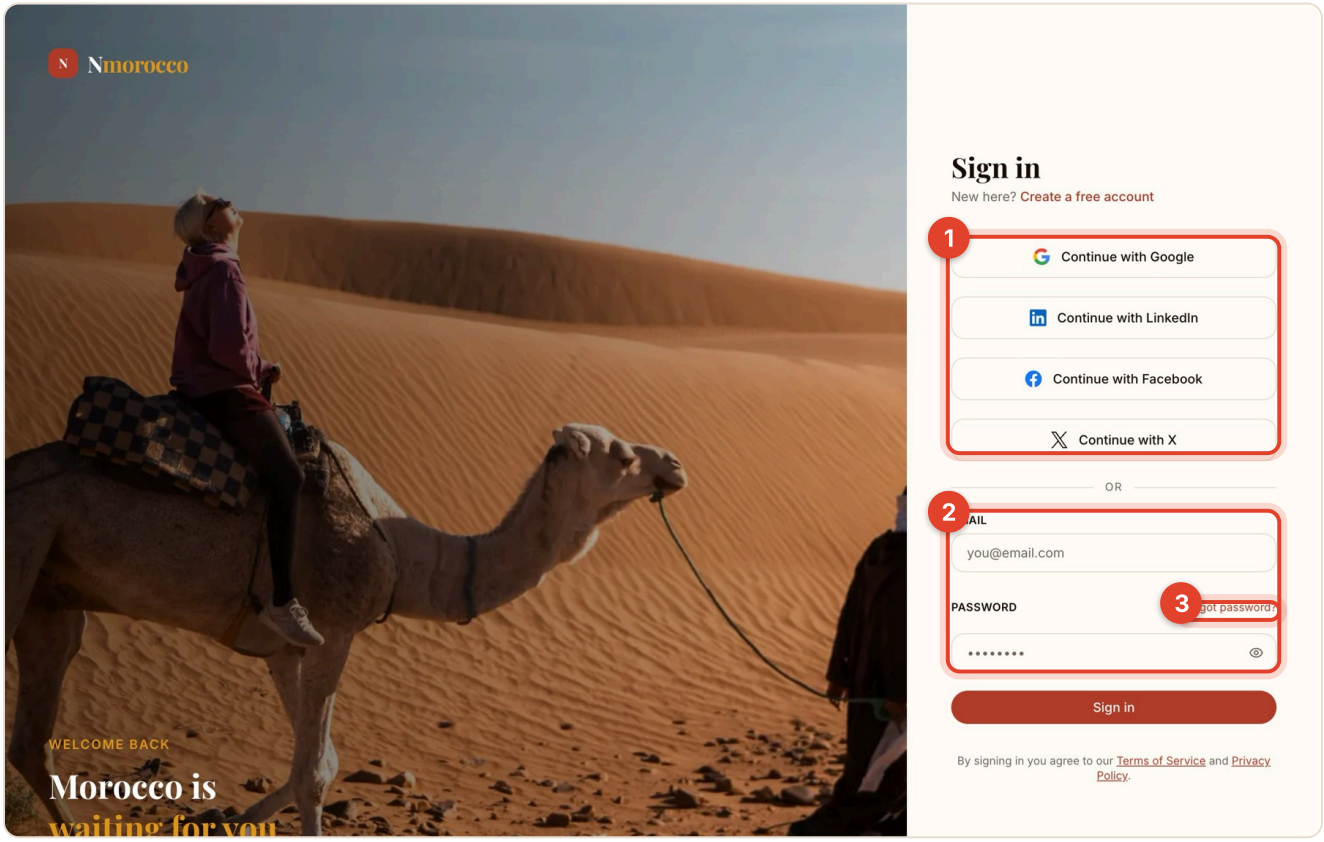


Figure 3. The sign-in page. **1** One-click sign in with a social account. **2** Email and password. **3** Forgot password. Screenshot of nmorocco.com, November 2026.

1. On the sign-in page, click **Forgot password?**.
2. Enter your email and send the request.
3. Open the email and follow the link to choose a new password.

> GOOD TO KNOW
> **Signed up with Google or another social account?**
> Then your account has no NMorocco password. Keep using the same button to sign in.

Account settings

Open the account menu and choose **Settings** (`/settings`). There you can:

- update your **full name**, **phone number**, date of birth and **profile photo**;
- **change your password** (email accounts only);
- turn on **two-factor authentication** with an authenticator app;
- choose whether to receive **product updates and offers** (booking emails are always sent);
- **download a copy of your data**, or **delete your account** (type DELETE to confirm; this cannot be undone).

2.2 Discovering experiences

Start from the search bar on the homepage, or open **Experiences** in the header.

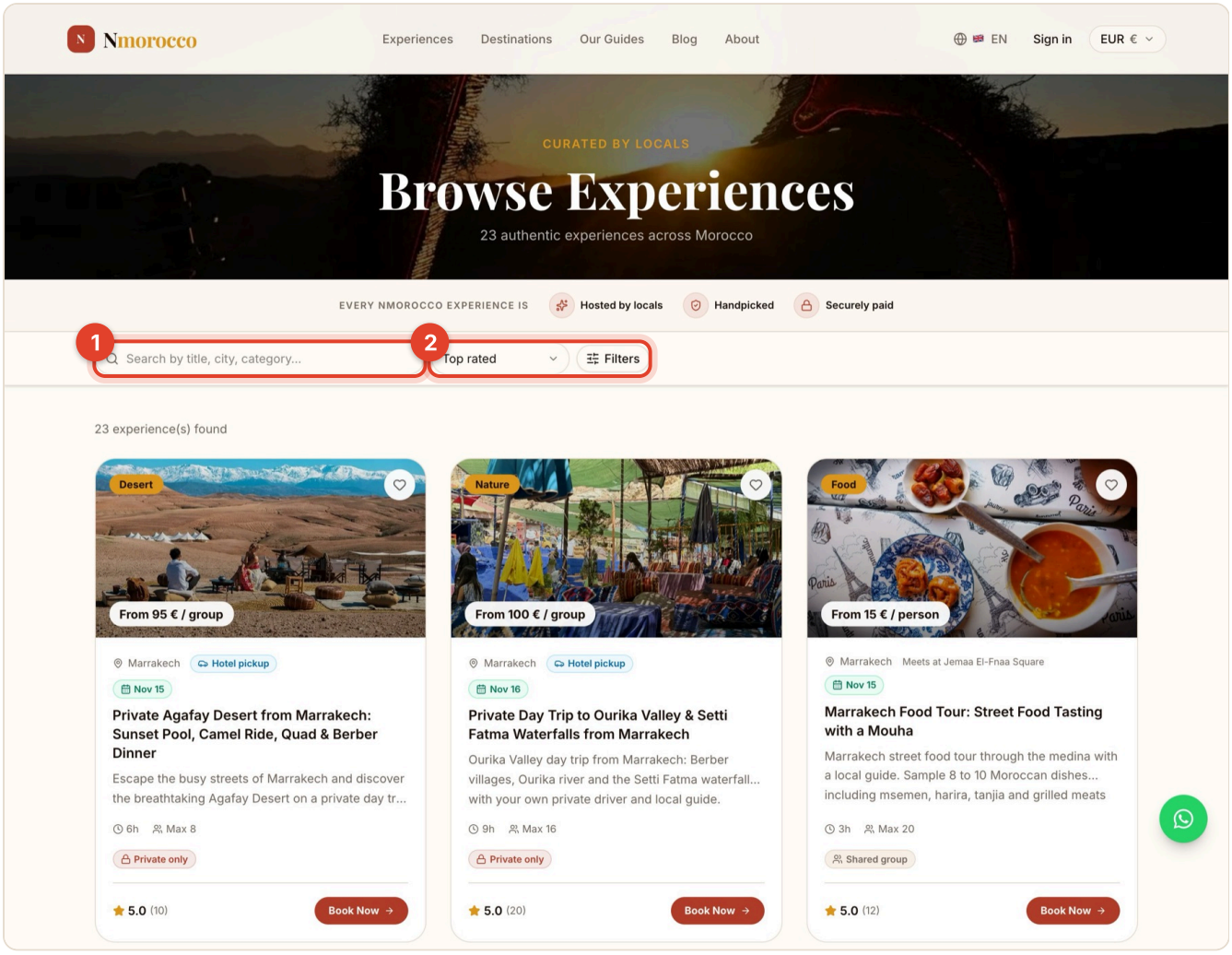


Figure 4. The Experiences page. **1** Search by title, city or category. **2** Sort and **Filters**. Each card shows the starting price, city, duration, maximum group size, rating and whether it is **Private only**. Screenshot of nmorocco.com, November 2026.

- **By destination**: choose a city in the homepage search, or open **Destinations** and pick a city such as Marrakech, Fes or Chefchaouen.
- **By category**: categories include Food, Desert, Adventure, Culture, Nature, Photography, Artisan and Wellness. Category pages live at `/experiences/category/…`.
- **By date**: choose **When** on the homepage search. Results then show experiences with availability on those days.
- **Collections**: the **Tours** pages group popular trips, such as Sahara tours or private drivers.

Reading an experience page

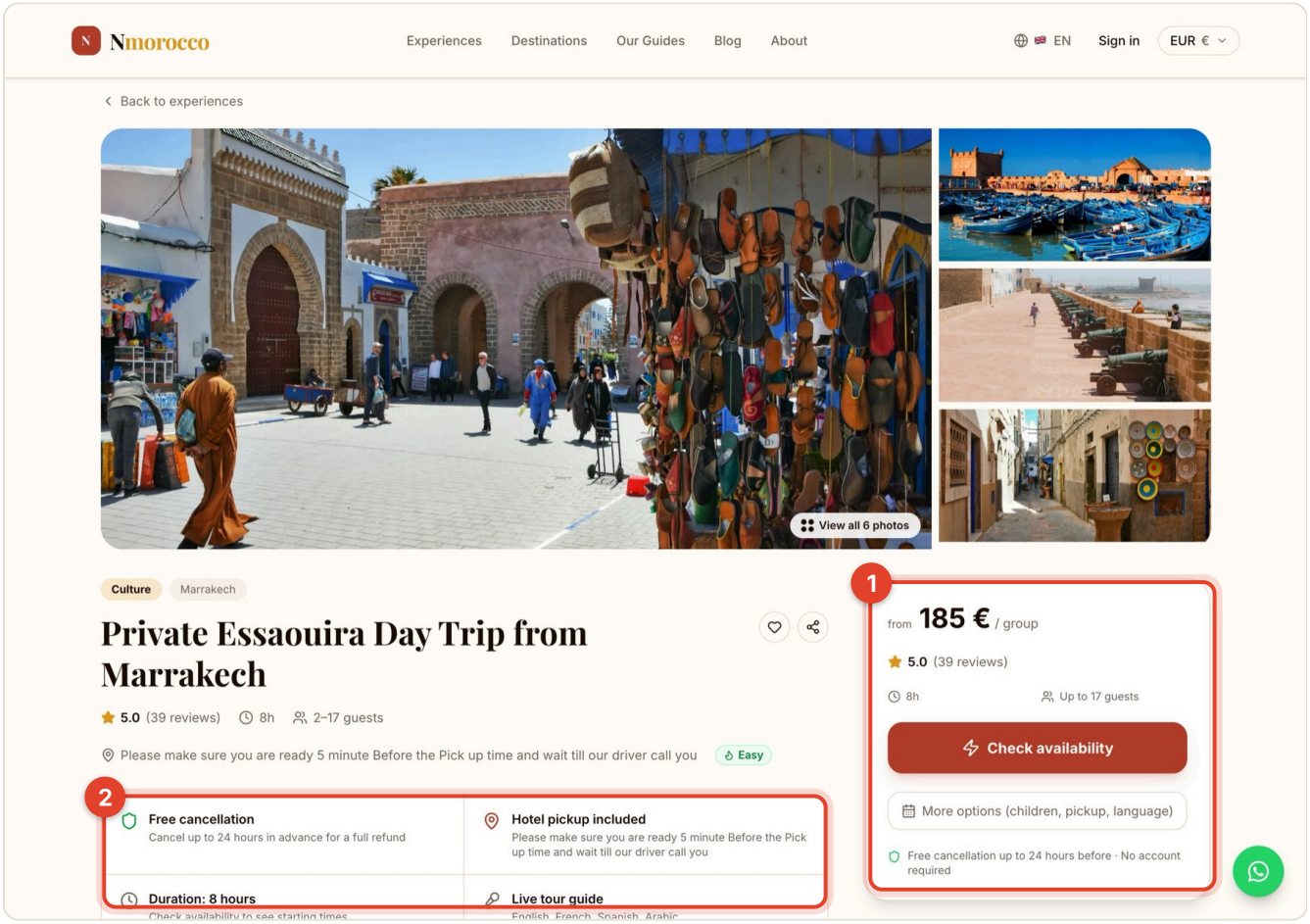


Figure 5. An experience page. **1** Price, rating and **Check availability**. **2** Key facts: cancellation, pickup, duration and languages. Screenshot of nmorocco.com, November 2026.

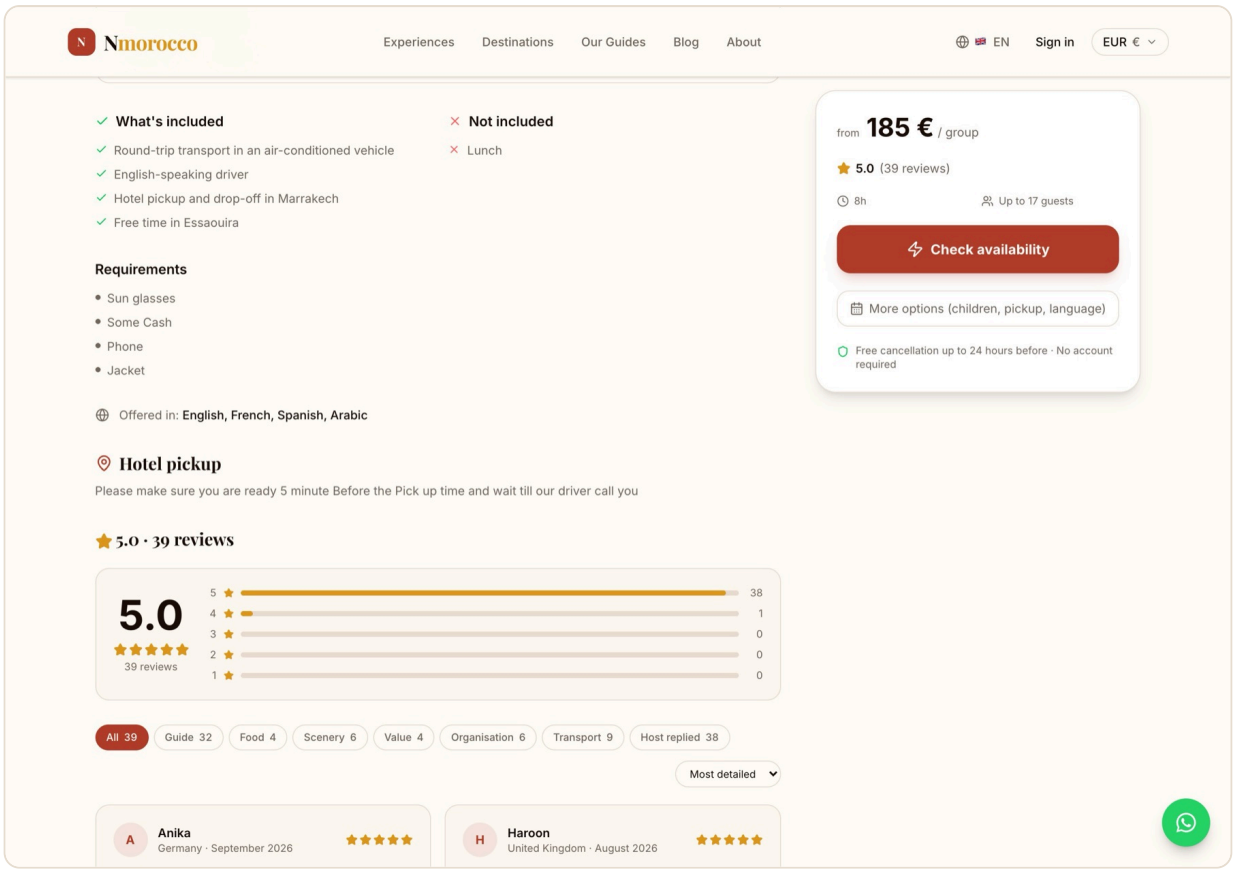


Figure 6. Further down: what is included and excluded, requirements, the itinerary, the meeting point or pickup area, reviews and FAQs. Screenshot of nmorocco.com, November 2026.

You will see	What it means
from 185 € / group	Private group price: one total for your whole group. The exact total for your group size is shown before you pay.
from ... / person	Priced per person. The total is the price per person times the number of guests.
Private only	Your group is the only group on the departure.
Shared group	A small number of listings take bookings from different groups on the same departure. The card says so.
Hotel pickup / **Meets at ...**	Whether the host picks you up or meets you at a fixed meeting point.
Included / Not included	What the price covers, and what you pay for yourself (for example meals, tips or entrance fees).
Requirements	Fitness level, age limits or things to bring.
Free cancellation	The cancellation rule that applies to this experience (see 2.5).

TIP

Comparing experiences

Open the experiences you like in separate browser tabs, or tap the heart icon to save them. Saved experiences are listed under **Saved** in your account. Compare duration, what is included, group size, pickup and reviews, not only the price.

2.3 Booking an experience, step by step

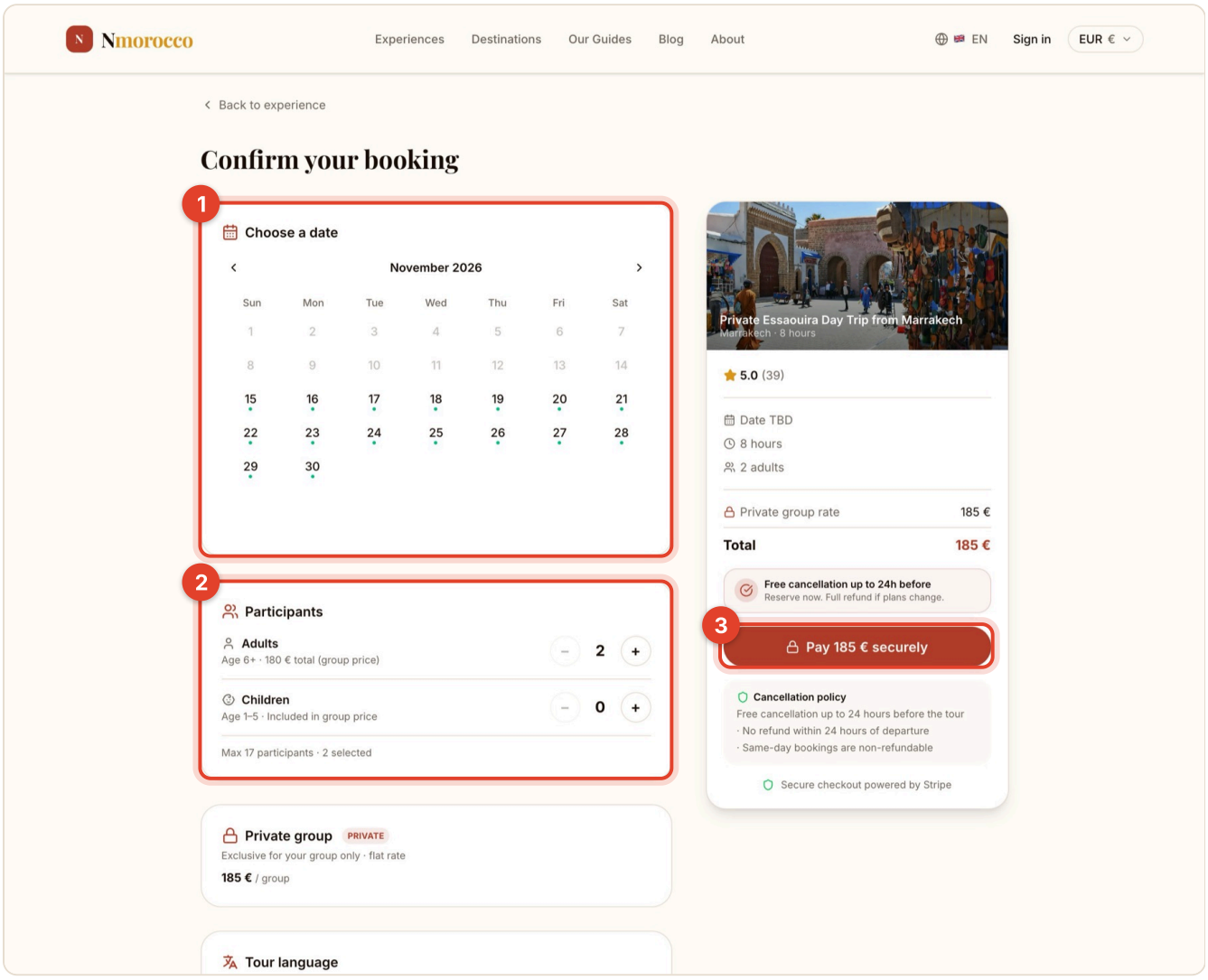


Figure 7. The booking page. **1** Choose a date (dates with a dot are available). **2** Choose the number of adults and children. **3** Review the total and pay. Screenshot of nmorocco.com, November 2026.

1. **Find an experience** with search, filters or a destination page.
2. **Open its page** and read the description, inclusions and reviews.
3. Click **Check availability** (or **Book Now** on a card). The booking page opens.
4. **Choose the date.** Only open dates can be selected. Tours can be booked up to **8 hours** before the start time.
5. **Choose the number of participants**: adults, and children if the host offers a child rate. The maximum group size is shown below.
6. **Choose the options** shown for this experience: start time, **tour language**, optional **extras** (for example a camel ride), and **pickup** where offered.
7. **For pickup**, enter your hotel or riad address. The page checks that it is inside the host's pickup area and warns you if it is not.
8. **Add your contact details**, including a **WhatsApp** number so your host can reach you on the day, and any special requests.
9. **Review the summary** on the right: date, guests, price and the cancellation rule.

10. Click **Pay ... securely**. You are taken to Stripe's secure payment page. Pay by card or with any wallet Stripe offers on your device.
11. You return to the **Booking confirmed!** page with your booking reference, date, guests and total paid.
12. Your booking now appears under **My Bookings** (`/my-bookings`).

What happens after payment

1 · Payment
Stripe confirms the payment.

›

2 · Confirmed
The booking is confirmed and the date is reserved for you.

›

3 · Emails
You get a confirmation with your host's phone number and the meeting place or pickup details.

›

4 · Host told
The host is notified by email and in the app; the booking appears in their calendar.

›

5 · Reminder
A reminder before the trip, then the experience itself.

GOOD TO KNOW

Booked as a guest?

The confirmation page has a **Save your booking** box. Choose a password (at least 10 characters with upper and lower case letters, a number and a symbol) to create your account and keep access to the booking.

IMPORTANT

Payment did not go through?

If you leave the payment page or the card is declined, the booking is not confirmed and nothing is charged. You may receive an email with a link to finish the payment. Unpaid bookings are released automatically, so the date can be booked again.

2.4 Managing your bookings

Open **My Bookings** from the account menu. Bookings are grouped as **Upcoming**, **Past** and **All**. Each booking shows the experience, date, guests, total, payment status and your host (shown as **Your Supplier**).

Button	What it does
View	Opens the experience page.
Message Supplier	Sends a message to your host. Replies arrive by email and in **Messages**.
Chat on WhatsApp	Shown when the host has a verified WhatsApp number.
Add to calendar	Adds the booking to Google Calendar, or downloads an .ics file for Apple Calendar or Outlook.
Reschedule	Asks the host to move the booking to another date (see below).
Cancel	Cancels the booking and shows the refund you will get before you confirm.
Review	After the experience: rate it and write a review.

Booking statuses

Pending	The booking was created but payment is not complete yet.
Confirmed	Paid and reserved. Your host is expecting you.
Completed	The experience has taken place. You can now leave a review.
Cancelled	Cancelled by you, the host or NMorocco. Any refund is shown on the booking.
Expired	The booking was never paid and was released.
Payment failed	The card payment did not go through. Nothing was charged.

Payment is shown separately as **Paid**, **Awaiting payment**, **Refunded** or a partial refund.

Rescheduling

1. In **My Bookings**, click **Reschedule** on the booking.
2. Pick a new date from the available dates (and a start time if you want).
3. Click **Confirm**. The request goes to your host and the booking shows **Awaiting host approval**.
4. You receive an email when the host accepts or declines. The price stays the same.

> GOOD TO KNOW
> **Reschedule rules**
> Requests are free up to **48 hours** before the experience, and each booking can be rescheduled at most **twice**.
> If the host does not answer within **48 hours**, the request expires and your original booking stays as it is. You can cancel a pending request at any time.

2.5 Cancellations and refunds

The same cancellation policy applies to every experience on NMorocco. Hosts cannot change it.

Type of experience	Full refund if you cancel	Cancelling later
Day trip or activity (under 24 hours long)	at least **24 hours** before the start	no refund
Multi-day tour (24 hours or longer)	at least **7 days** before the start	no refund
Same-day booking (booked on the day of the tour)	not refundable	no refund

1. In **My Bookings**, click **Cancel**.
2. The window shows **Full refund**, **Partial refund** or **No refund**, based on the policy and the time left before your experience.
3. Click **Yes, cancel** to confirm, or **Keep booking**.

Refunds go back to the card you paid with. The website says to allow **3 to 6 days** for it to appear, depending on your bank.

TIP

Try a message first

Late, weather, a change in group size? Most problems are solved with a quick message to your host. The cancel window offers a **Message host** button for this reason.

GOOD TO KNOW

If the host cancels

If your host cancels, you always receive a **full refund**.

Self-service cancellation is no longer possible more than 2 days after the tour date. After that, contact NMorocco support.

2.6 Reviews

- Reviews open once your booking is **Completed**, after the experience date.
- NMorocco emails you an invitation to review, with a direct link that **does not need a login**, plus up to two reminders.
- You can also click **Review** on the booking in **My Bookings**.
- Give a rating from 1 to 5 stars, write what you loved and what could be better, and add a photo if you like (up to 8 MB).
- Reviews are published on the experience page, and the host can reply publicly.

Reviews are the most useful information for the next traveller. Specific details such as punctuality, the vehicle, the food, or how the host handled a problem help other travellers most.

2.7 Calendars for guests

Guests don't have a separate calendar on NMorocco. To keep your trip in your own calendar, use **Add to calendar** on the confirmation page or in **My Bookings**: **Add to Google Calendar**, or **Apple / Outlook (.ics)**. The event contains the experience, date and start time.

PART 3

Host Guide

From application to first payout: your profile, building a listing, calendars, bookings and getting paid.

- Applying and your host profile
- The host dashboard, tab by tab
- The 10-step experience builder
- Going live: the checklist
- Availability and calendar sync
- Bookings, reschedules and cancellations
- Earnings and payouts (84%)
- Reviews and messages

3.1 Becoming a host

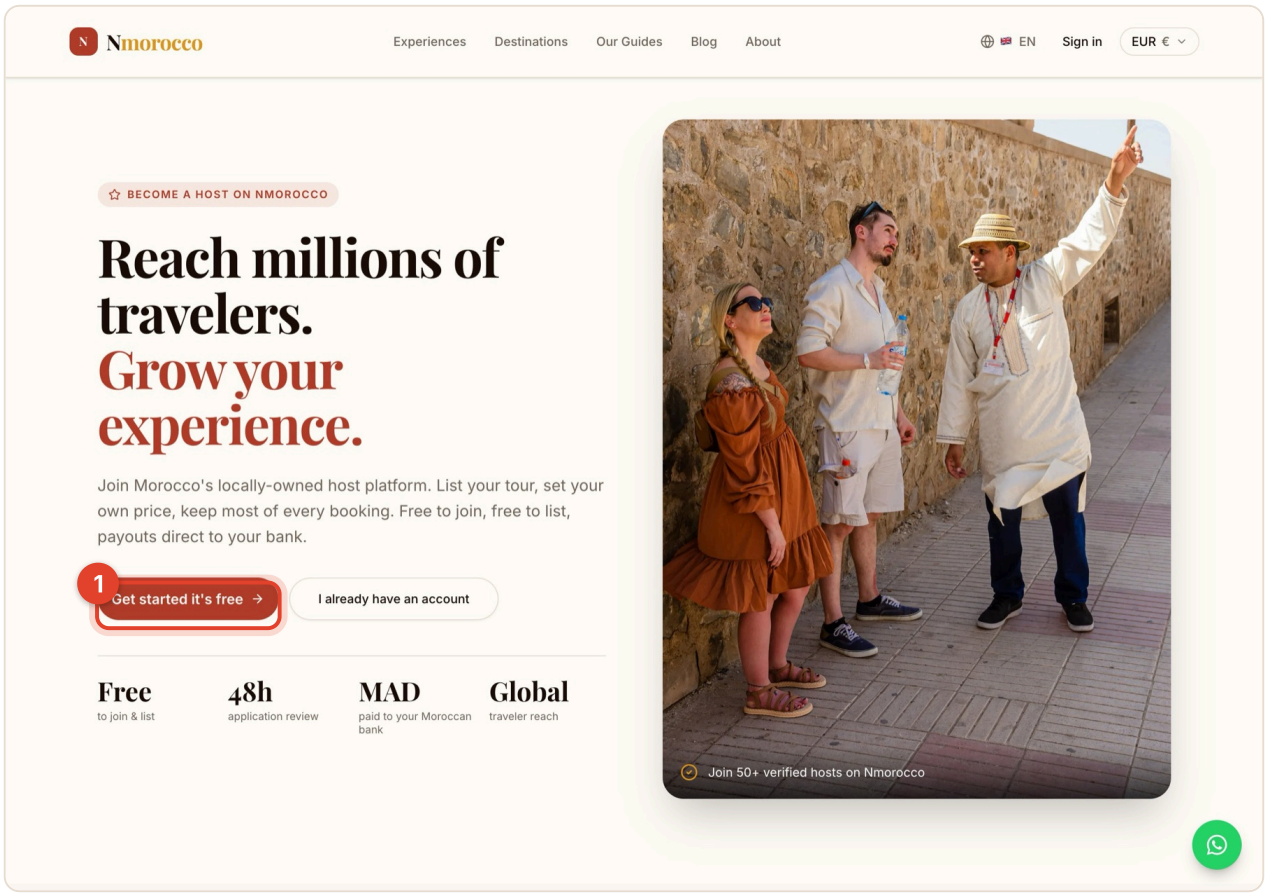


Figure 8. The Become a Host page. Click **Get started, it's free** to apply. Screenshot of nmorocco.com, November 2026.

1. Open **Become a Host** from the footer or the menu (`nmorocco.com/become-a-host`).
2. Sign in or create an account.
3. Fill in the application: who you are, your city, the languages you speak and the experiences you run.
4. Submit. The team reviews every application **within 48 hours** and emails you the result.
5. Once approved, the **host dashboard** opens at `/dashboard` and your sidebar shows **Verified Host**. Until then it shows **Pending approval**.

Completing your host profile

Open **Dashboard → Profile Settings**. Guests book people they trust, so take ten minutes here.

- ✓ A clear **profile photo** of your face (JPG, PNG or WebP, up to 5 MB).
- ✓ A **bio** that tells your local story: where you are from, how long you have guided, what you love showing people.
- ✓ The **languages** you speak.
- ✓ Your **phone number**. Also verify your **WhatsApp** number in **Account Settings** (`/settings` → WhatsApp → **Send code**, then enter the 6-digit code); guests then see a **Chat on WhatsApp** button after they book.

TIP

Example bio

Born and raised in Marrakech, I have guided travellers for years and love showing the side of my city most visitors never see: the food, the souks and the stories behind them.

GOOD TO KNOW

Verification

Your host account is approved by the NMorocco team. Each experience is approved separately. Before your first payout you also upload a photo of your **national ID card (CIN)** in **Earnings**.

3.2 The host dashboard

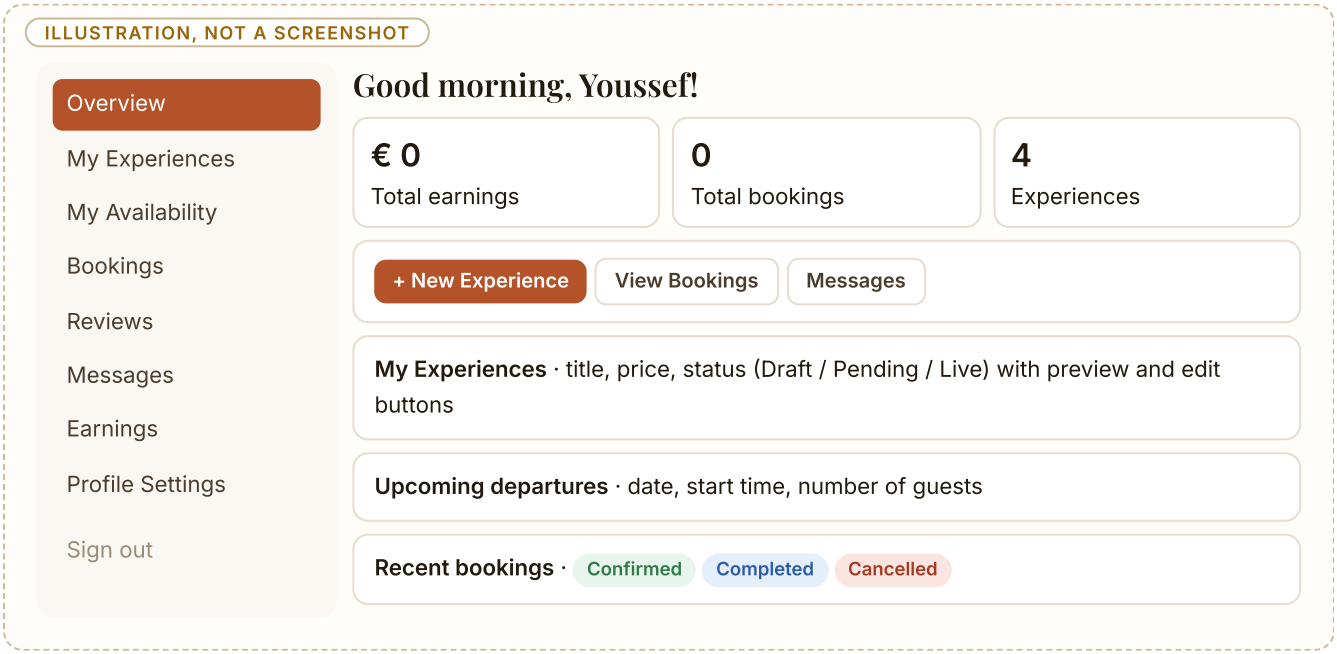


Figure 9. Layout of the host dashboard (Overview). The left sidebar holds every section; on a phone it opens from the menu button.

Tab	What it does	Why it matters
Overview	Greeting, totals (earnings, bookings, rating, experiences), shortcuts, your experiences, upcoming departures and recent bookings.	Your daily starting point.
My Experiences	All your listings with status (Draft, Pending approval, Live, Paused). Create, edit, preview, manage photos.	Where listings are built and changed.
My Availability	Calendar of departures, start times, capacity, sold-out and closed days, guest lists. The **What's left to go live** checklist is at the top.	Guests can only book open dates.
Bookings	Every booking with guest, group size, date, time, pickup and payment status. Accept or decline reschedule requests.	Prepare each departure.
Reviews	Reviews of your experiences, with a reply box.	Replies build trust.
Messages	Conversations with guests, tied to their booking.	Fast replies win bookings.

Tab	What it does	Why it matters
Earnings	Balance, bank details, ID upload, payout requests and history.	How you get paid.
Profile Settings	Photo, bio, languages and phone. (WhatsApp is verified in Account Settings.)	What guests see about you.

3.3 Creating an experience

Go to **Dashboard → My Experiences → New Experience** (or `/dashboard/experiences/new`). The builder has **10 steps**. Your work is saved as a draft as you go; **Save & exit** lets you come back later, and a banner offers to **Resume** or **Discard** an unfinished draft.

Step	What you fill in	Rules and tips
1 · Category	Food, Desert, Adventure, Culture, Nature, Photography, Artisan or Wellness.	Pick the closest match; travellers browse by category.
2 · Basics	**Title** and a one-line **tagline** shown on cards, with a live card preview.	Be specific: travellers search by keywords.
3 · Location	**City** and **meeting point**: search an address or click the map to drop a pin.	The meeting point is sent in the guest's confirmation email.
4 · Schedule	**Day Trip** (up to 12 hours) or **Multi-Day Tour** (2+ days); duration; difficulty; min and max guests; for multi-day: accommodation, meals and a **day-by-day itinerary**; start times: **Fixed** (up to 3 per day) or **Flexible**.	Fixed start times that are too close together block each other; the builder warns you.
5 · Languages	Every language you guide in.	Shown on the listing and offered at checkout.
6 · Description	What happens, in order, and what makes it special.	Mention places, food, people and context. 150+ words is recommended.
7 · Included	Included, not included, guest requirements, and **FAQs**.	Being clear here prevents disputes.
8 · Pricing	Prices, child and infant rates, **private group** price or **group tiers**, **Private only**.	See *Pricing* below. The cancellation policy is shown here and cannot be changed.
9 · Photos	A **cover photo** and up to **9 gallery photos** (JPG, PNG or WebP, max 10 MB each).	Real, landscape, daylight photos with people perform best.
10 · Review	A summary, your expected payout per booking, and hints if the listing could be stronger.	Click **Submit for review**.

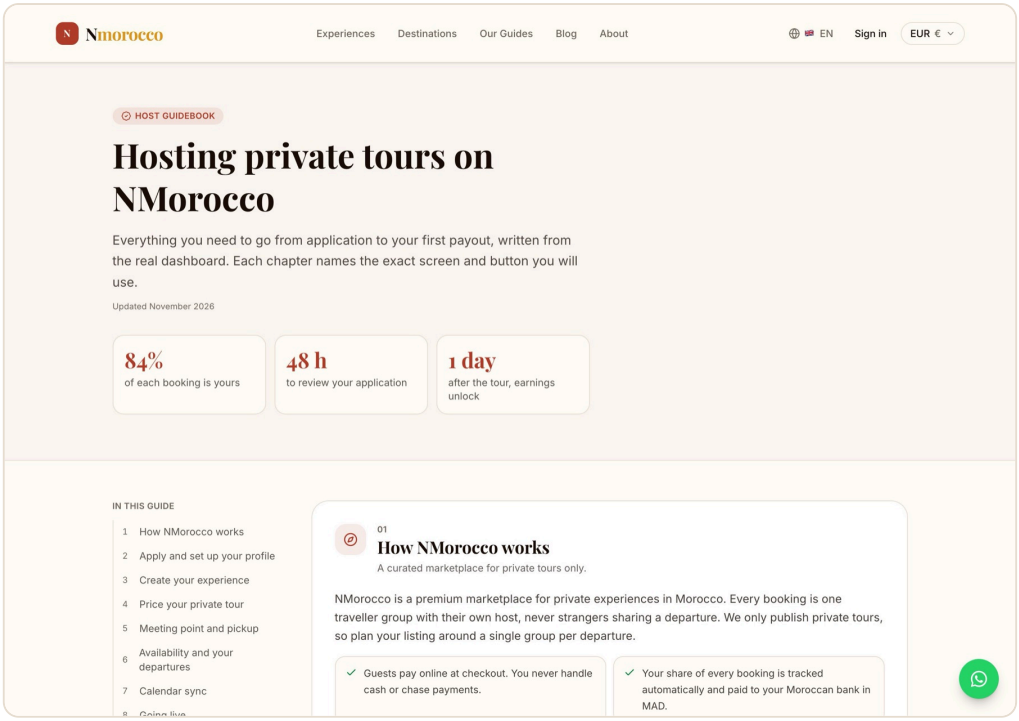


Figure 10. The public Host Guidebook at nmorocco.com/host-guide summarises these steps and is kept up to date with the platform rules. Screenshot of nmorocco.com, November 2026.

Pricing a private experience

NMorocco publishes **private experiences**. In step 8, switch on **Offer a private tour option** and **Private only (no shared bookings)**. Then either set one **private group rate**, or turn on **tiered pricing for private groups**: each tier is the total price for a range of group sizes.

Group size	Example total price
1 to 2 guests	€120
3 to 6 guests	€180
7 to 10 guests	€260

- Put every cost into the price: fuel, driver, entrance fees, meals you include.
- Optional **extras** (a camel ride, a cooking add-on) can be offered at checkout.
- A **child** rate with an age range, and free **infants**, can be added.
- Guests pay no fees on top. NMorocco's commission comes out of the booking total.

> GOOD TO KNOW
> **These prices are only an example**
> Compare similar private experiences and price what you actually deliver.

Writing a good title and description

Good	Avoid
Private Marrakech Food Tour with a Local Guide	*Best Tour Ever*
Private Agafay Desert Sunset and Dinner from Marrakech	*Amazing Activity*

TIP

Example description (opening)

Eight days on the roads most visitors never see. Your private driver takes you from Marrakech over the High Atlas to the lakes of Imilchil, down through the Todra Gorge and along the palm groves of the Draa Valley. Every day can be changed: stay longer where you like and stop wherever you want for photos, tea or a walk.

Photos that sell

- ✓ Landscape (horizontal) photos, in daylight.
- ✓ Real moments of your experience, with people enjoying it.
- ✓ A cover that shows the main highlight at a glance.
- ✓ 5 or more photos; no stock images, logos or heavy filters.

After you submit

The NMorocco team reviews each new experience; the builder says this usually takes **1 to 2 business days**. You receive an email when it is approved. **Approved is not the same as live**: the experience goes live once the checklist in 3.4 is complete.

3.4 Going live and managing experiences

At the top of **My Availability** you will find **What's left to go live**. A listing becomes bookable only when every item is done:

- ✓ Your host account is approved
- ✓ The experience is approved by the NMorocco team
- ✓ It has a title, a price and photos
- ✓ A calendar is connected (Google Calendar or an iCal link)
- ✓ You confirmed your availability is correct (**Open all dates** / **Verify now**)
- ✓ You pressed **Publish**

You want to...	Do this
Edit text, prices, inclusions	**My Experiences → Edit** on the listing. Changes to a live listing are saved straight to it.
Change photos	**My Experiences → Photos**: upload, reorder or choose a new cover.
Change capacity or start times	**My Availability**, or the availability page of that experience.
Pause a listing	Use the publish switch. Pausing hides it from search but keeps bookings and reviews.
Delete a listing	Possible only while it has **no bookings**. Otherwise it is archived (hidden) instead, so guests never lose a booking.
Preview	The eye icon opens the listing as guests see it.

3.5 Availability and your calendar

Open **Dashboard → My Availability**. The calendar shows each departure and the bookings on it.

- Add or remove **start times** and set how many guests a departure can take.
- Mark a whole day **Sold out** or **Not operating** in one tap. Made a mistake? Press **Undo**.
- Open a departure to see its **guest list**: names, adults and children, pickup address and language.
- A departure with bookings cannot be deleted, so a confirmed guest never disappears.
- Travellers can only book days that are open, and new departures are generated automatically from your schedule.

> GOOD TO KNOW
> **One group at a time**
> By default you can host one private group at a time. If you run several vehicles and drivers, contact NMorocco and the team will allow that many overlapping bookings.

Four kinds of calendar

Calendar	What it is
Booking calendar	Your bookings by date, in **My Availability** and **Bookings**.
Availability calendar	Which dates and start times guests can book.
Google Calendar sync	Two-way: NMorocco bookings are added to your Google Calendar, and busy times in Google block those times on NMorocco.
iCal feeds	Import: paste an .ics link (Airbnb, Booking.com, Vrbo, Outlook) to block its busy days. Export: your private NMorocco link, which you add to Airbnb so NMorocco bookings block Airbnb.

Connect Google Calendar

1. Go to **My Availability → Integrations** (`/dashboard/availability/integrations`).
2. Click **Connect Google Calendar**, choose your Google account and approve access.
3. From now on, confirmed bookings appear in Google Calendar, and your busy times there block NMorocco.
4. To disconnect, use the disconnect option on the same page. If NMorocco loses access, you get an email with a **Reconnect Google Calendar** button.

Connect Airbnb or any iCal calendar

1. Copy your calendar's export link. It usually ends in `.ics`. Airbnb: *Listing → Availability → Calendar → Export Calendar*. Booking.com: *Calendar → Sync calendars → Export calendar*. Vrbo: *Calendar → Import/Export → Export*.
2. Paste it into **Add an iCal URL** and save. Busy days are imported (the page shows how many).
3. Copy your private **NMorocco calendar link** and import it into Airbnb, so NMorocco bookings block Airbnb too.

GOOD TO KNOW

How often it syncs

iCal calendars are re-imported about **every 15 minutes**; **Sync now** forces an update. If the last sync was more than a day ago, the page tells you. Hosts without Google Calendar get a short reminder email on Mondays.

Avoiding double bookings

- ✓ Connect Google Calendar or every other channel's iCal link.
- ✓ Close days you are not working as soon as you know.
- ✓ Keep start times and capacity realistic.
- ✓ Check **Integrations** after changing anything in Airbnb or Google.

3.6 Managing bookings

Each new booking reaches you by **email**, by **push notification** in the NMorocco app, and in your Google Calendar if it is connected. Open **Dashboard → Bookings** to see the guest, group size, date, start time, pickup address, language and payment status.

Status	Meaning for you
Confirmed	Paid. Prepare the departure.
Completed	The tour date has passed. Earnings unlock the day after the tour.
Cancelled	Cancelled by the guest, by you or by NMorocco. The guest's refund follows the policy.
Pending / Expired / Payment failed	Not paid. No action needed; the date is released automatically.

Preparing for an experience

- ✓ The day before, message the group with the exact time and meeting place or pickup.
- ✓ Check the guest list for children, language and pickup address.
- ✓ Use **Message** on the booking so the conversation stays linked to it.

Reschedule requests

A guest can ask to move a booking. Accept or decline it in **Bookings**. Requests expire after **48 hours** and the price stays the same.

Cancellations

- Guests cancel from **My Bookings**. Full refund up to 24 hours before a day trip or 7 days before a multi-day tour; later cancellations and same-day bookings are not refunded.
- If **you** cancel, the guest always gets a **full refund** and the booking earns nothing. Message the guest first and cancel only when you truly cannot run the tour.

A guest's phone number and email are visible to you only when you share a booking. Keep conversations and payments on NMorocco; it protects you if there is ever a dispute.

3.7 Earnings and payouts

NMorocco keeps a **16% commission** on each booking, and you receive **84%**. The commission covers card processing and the bank transfer, so nothing else is taken from your share. Bookings are paid in euros; payouts go to **Moroccan bank accounts in dirhams (MAD)**, converted at the market rate **minus a 9% currency margin** on the day you request the payout.

Example: a €1,000 booking

Guest pays	€1,000.00
NMorocco commission (16%)	– €160.00
Your share (84%)	€840.00
In MAD at an example market rate of 10.90	9,156.00 MAD
Currency margin (9%)	– 824.04 MAD
You receive	**≈ 8,331.96 MAD**

10.90 MAD per euro is only an illustration. The real rate changes daily and is shown when you request.

Example: a €100 booking

Guest pays	€100.00
NMorocco commission (16%)	– €16.00
Your share (84%)	€84.00
In MAD at an example market rate of 10.90	915.60 MAD
Currency margin (9%)	– 82.40 MAD
You receive	**≈ 833.20 MAD**

Same illustration rate as the example on the left.

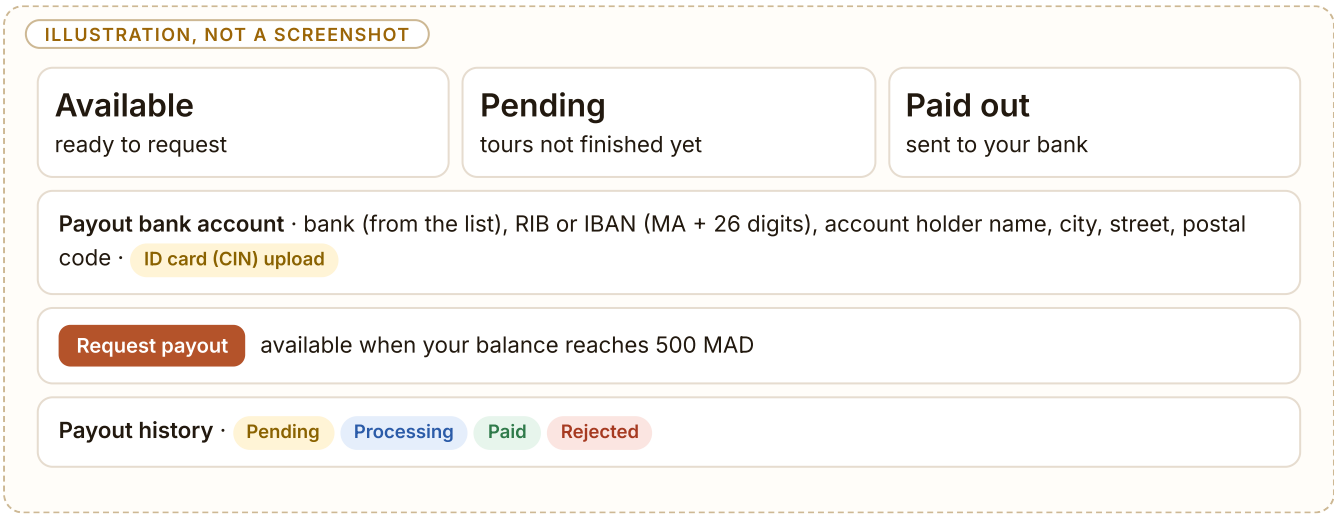


Figure 11. What you find in Dashboard → Earnings.

Set up payouts and request one

1. Open **Dashboard → Earnings** and add your bank: choose it from the list, enter your **RIB or IBAN** (MA followed by 26 digits) and the **account holder name exactly as your bank has it**, plus your address.
2. Upload a photo of your **national ID card (CIN)**. It is needed once, before your first payout.
3. Earnings from a booking become **available the day after the tour**.

4. When your available balance reaches **500 MAD**, click **Request payout**. NMorocco sends it to your bank through Wise; follow it in **Payout history**.

Payout status	Meaning
Pending	Request received.
Processing	The transfer has been sent and is on its way.
Paid	The money has been sent to your bank.
Rejected	Something is wrong, usually the bank details. Correct them and request again.

IMPORTANT

Most failed payouts have one cause

A wrong RIB, or a holder name that does not match your bank's records. Check both carefully.

3.8 Reviews and messages

After a completed tour, each guest is emailed an invitation to review, with a direct link that needs no login and up to two reminders. Reviews are published on your listing straight away. Reply from **Dashboard → Reviews**: a short, warm, specific reply (especially to a critical review) shows future guests how you treat people.

Dashboard → Messages holds all guest conversations. **Message** on a booking opens a conversation tagged with the tour and date. Guests are notified by email and push.

PART 4

Affiliate Program Guide

Earn 5% on bookings you bring to NMorocco, with referral links and printable QR cards.

- What the program is
- Applying: creators and hotels/riads
- The affiliate dashboard
- Creating referral links
- QR cards: download, print, display
- How a booking is credited to you
- Commission statuses and payouts

4.1 What the affiliate program is

Affiliates recommend NMorocco experiences and earn a **5% commission** on every booking made through their link or QR code. The traveller pays the normal price; the commission is paid by NMorocco.

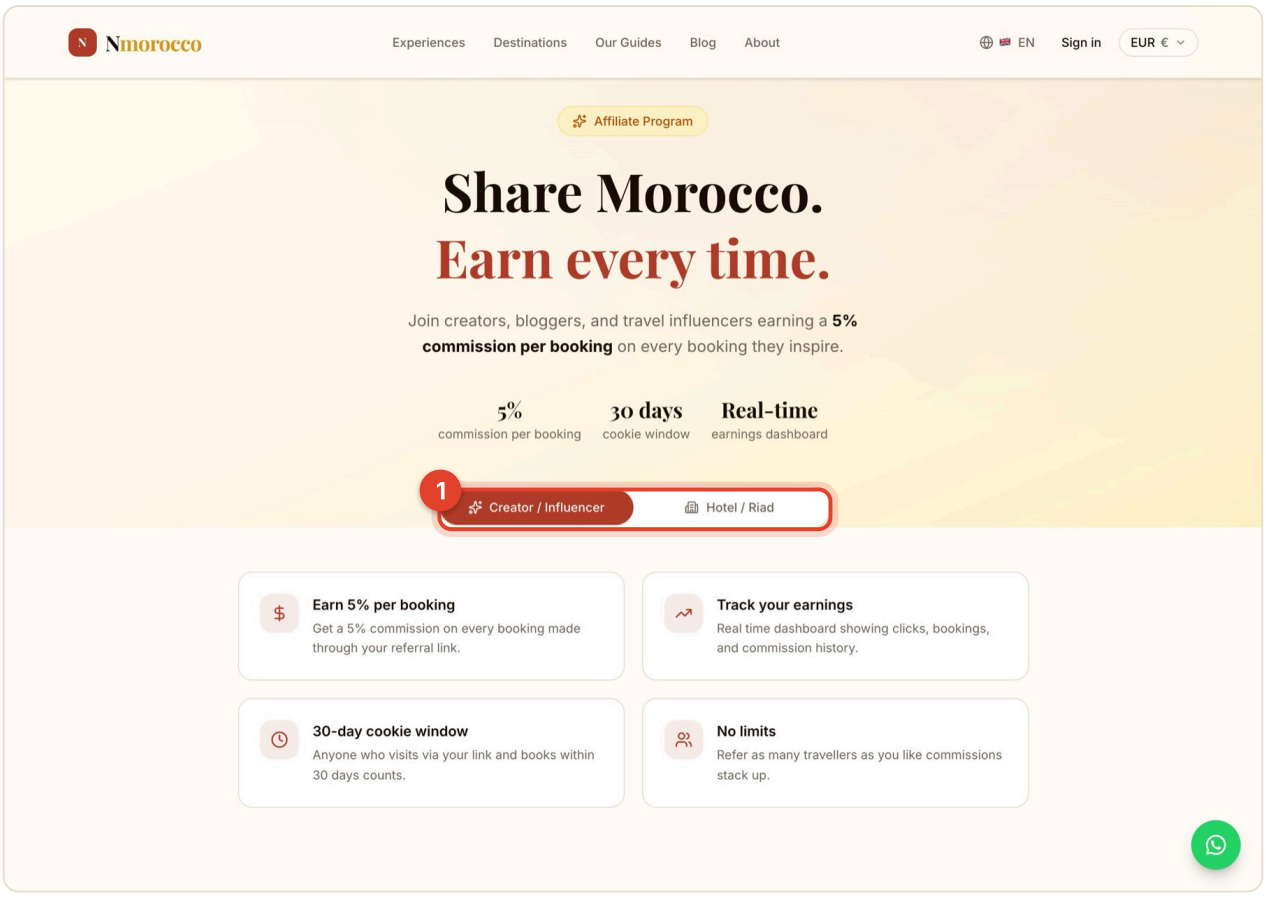


Figure 12. The Affiliate Program page. Choose **Creator / Influencer** or **Hotel / Riad** to apply. Screenshot of nmorocco.com, November 2026.

	Program rule
Commission	**5%** of the amount the traveller paid
Tracking window	**30 days** from the first click on your link, on the website and in the apps
Payout	By **Wise** to your **Moroccan bank account**, in dirhams (MAD), whenever you request it. No minimum.
Who can join	Creators, bloggers and travel businesses (**Creator / Influencer**), and hotels, riads and guesthouses (**Hotel / Riad**). No minimum audience; joining is free.
Links per affiliate	Up to **10** referral links, one per channel

4.2 Applying

1. Open **Affiliate Program** in the footer (`nmorocco.com/affiliate`) and sign in or create an account.
2. Choose your track: **Creator / Influencer** (name, platforms, audience size and location, website or main profile, how you will promote NMorocco) or **Hotel / Riad** (property name, type, number of rooms, where guests come from, website, and where you will display your QR code).
3. Submit. The team reviews every application **within 48 hours** and replies by email.
4. Once approved, your affiliate dashboard opens at **Dashboard → Overview** (`/dashboard/affiliate`).

Before approval, the dashboard shows *This section is only available to approved affiliates* with a link back to the application.

4.3 The affiliate dashboard

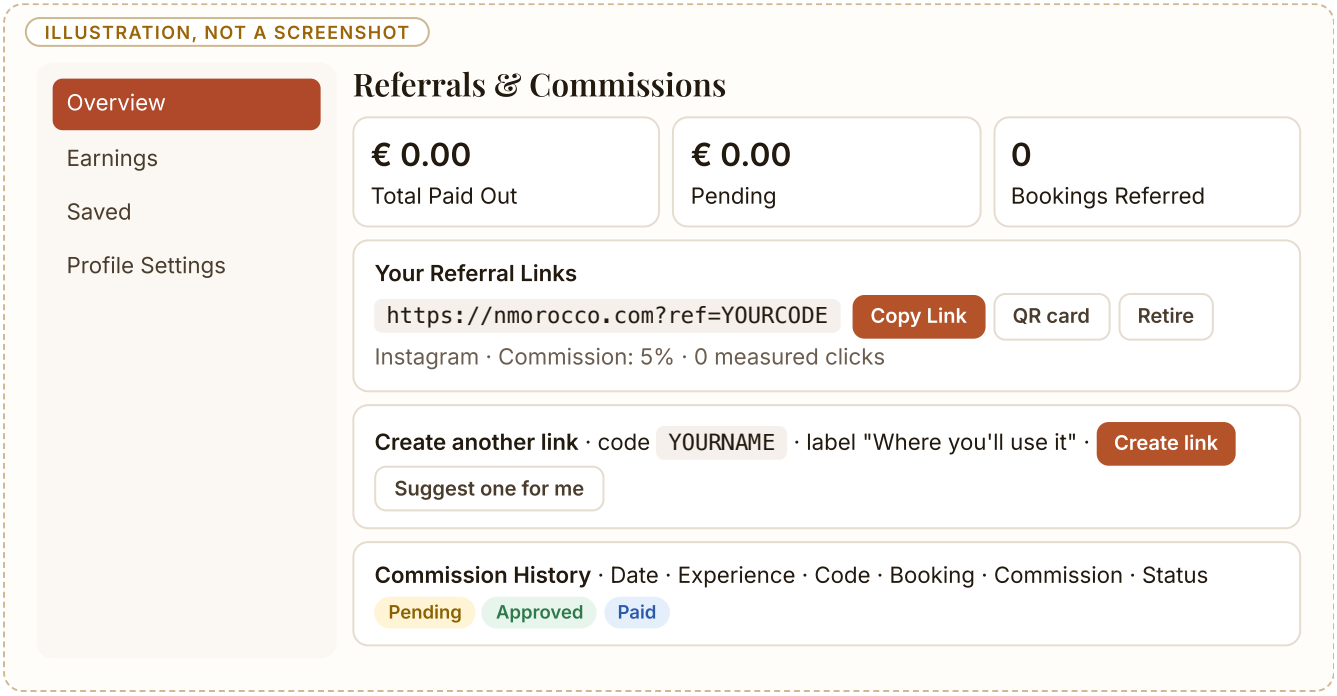


Figure 13. Layout of the affiliate dashboard: totals, your referral links with Copy Link and QR card, and the commission history.

Section	What it shows
Total Paid Out	Commissions already paid to you.
Pending	Commissions waiting for approval.
Bookings Referred	Paid bookings credited to your links.
Your Referral Links	Each link with its label, commission rate and **measured clicks**, plus Copy, QR card, Retire / Reactivate and Delete.
Commission History	Date, experience, code, booking, commission and status for each referred booking.
Earnings (sidebar)	Your bank details and **Request payout**.

Earnings are shown in the currency each booking was paid in (normally euros).

4.4 Creating and sharing referral links

1. Open the affiliate dashboard. The first time, click **Generate My Referral Link**.
2. To add more, use **Create another link**: type your own code (3 to 20 letters and numbers, no spaces) or click **Suggest one for me**, and add a label for where you will use it, such as *Instagram*.
3. Click **Create link**. Your link looks like `https://nmorocco.com?ref=YOURCODE`.
4. Click **Copy Link** and paste it in your bio, posts, stories, emails or website.
5. Use a separate link per channel. **Measured clicks** per link show which channel works best.

GOOD TO KNOW

Any page works

You can add `?ref=YOURCODE` to any NMorocco address, for example a specific tour: `https://nmorocco.com/en/experiences/essaouira-day-trip-from-marrakech?ref=YOURCODE`.

IMPORTANT

Codes cannot be renamed

Links already shared must keep working, so a code never changes. To stop using one, click **Retire** (you can **Reactivate** it later). **Delete** is only possible for a link that has never produced a booking or commission.

How a booking is credited to you

1 · Click — A traveller opens your link or scans your QR code. ›

2 · Remembered — Your code is stored in their browser for 30 days. ›

3 · Booking — They book and pay on nmorocco.com within those 30 days. ›

4 · Commission — 5% of the amount paid is recorded as Pending.

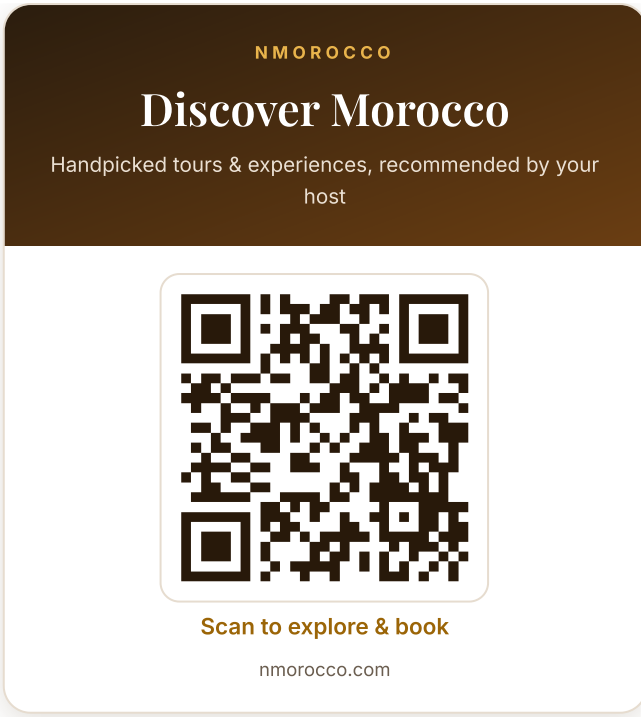
- The **first** referral link a traveller opens is the one that counts during those 30 days.
- **Signed in?** When the traveller is signed in on the website, the referral is also saved on their NMorocco account for 30 days, so a booking they make later in the app, or on another device, is credited to you.
- **In the apps** (iPhone 1.0.3 and Android 1.8.8 or later): a referral link or QR code that opens the app is remembered and sent with the booking. On Android, the code also survives installing the app from the website's Google Play button.
- The referral is lost only if the traveller was never signed in on the website, cleared their cookies, and booked from somewhere else.
- You never earn commission on your own bookings.

4.5 QR codes

Every referral link has its own **QR card**: a printable card with your QR code that opens your link when scanned. It is made for hotel rooms, receptions and printed material.

1. Open the affiliate dashboard and find the link you want under **Your Referral Links**.
2. Click **QR card**. A window shows the card with your QR code.
3. Click **Download PNG** to save the image (named `nmorocco-qr-YOURCODE.png`), or
4. Click **Print card** to open a print-ready card headed *Discover Morocco* with *Scan to explore & book*. Print it on card stock, or save it as a PDF from the print dialog.
5. Place the card where travellers can scan it with their phone camera.

The card text follows the language of your dashboard (English, French, Spanish, German, Italian or Arabic).



Example. A mock-up in the style of the printed QR card. The QR code points to the placeholder link https://nmorocco.com?ref=YOURCODE, not to a real affiliate.

Where to use QR codes

Place	Idea
Hotels and riads	A card on the bedside table and at reception; a QR on the welcome sheet or Wi-Fi card.
Restaurants and cafés	A table stand or a sticker by the till.
Travel agencies and tourist shops	A poster by the counter; a QR on receipts or bags.
Printed material	Flyers, brochures and business cards (keep the QR at least 2.5 cm wide).
Social media	Post the PNG in stories, or use the plain link in your bio, which is easier to tap on a phone.

TIP

Use one link per place

Create a separate link for each location (for example *Reception* and *Rooms*) and print a card for each. The click counts then tell you which placement works.

4.6 Commissions and payouts

Pending	The booking was paid. The commission waits until the day after the trip, exactly like the host's earnings.
Approved	Automatic, the day after the trip, when the booking was completed with no cancellation, refund or dispute. Ready to withdraw.
Paid	Included in a payout that has been sent.
Cancelled	Automatic, as soon as the booking is cancelled or refunded (fully or partly). Your other earnings are not affected.

If a booking is disputed after its commission was approved, the commission goes back to **Pending** until the dispute is settled.

Example: a referred €1,000 booking

Traveller pays	€1,000.00
Your commission rate	5%
Your commission	**€50.00**

The traveller pays the same price whether or not they came through your link.

Requesting a payout

1. Open **Earnings** in the affiliate sidebar.
2. Add your **payout bank account**: a Moroccan bank from the list, IBAN (28 characters starting with MA) or RIB, the account holder's name, city, street and 5-digit postal code.
3. When you have approved commissions, click **Request payout**. The window shows the bank account it will be sent to; add a note if needed and confirm. All approved commissions are included and converted to dirhams at the rate of the day.
4. The request shows as **Pending**, then **Processing**, then **Paid**. Only one request can be open at a time. If a request is rejected, its commissions return to Approved and can be requested again.

MONEY

How you are paid

Every payout is sent by **Wise** to your **Moroccan bank account**, in dirhams (MAD). You choose when: request it whenever you have approved commissions. There is no minimum amount.

PART 5

Bookings, Payments and Cancellations

How one booking moves through the platform, from the guest's click to the host's payout.

- The booking lifecycle
- Booking and payment statuses
- The cancellation policy
- Refunds and payment problems

5.1 The life of a booking

Stage	What happens	Who sees it
1. Booking created	The guest chooses date, group and options, and a **Pending** booking holds the slot during payment.	Guest
2. Checkout	The guest pays on Stripe's secure page, in euros.	Guest
3. Payment confirmed	Stripe confirms; the booking becomes **Confirmed** and the payment **Paid**. If an affiliate link was used, a 5% commission is recorded as Pending.	Guest, host, affiliate
4. Notifications	Guest confirmation email; host email and push; Google Calendar event if connected.	Guest, host
5. Before the trip	Reminder messages; the host contacts the group.	Guest, host
6. Experience	The tour takes place.	Guest, host
7. Completed	After the tour, the booking becomes **Completed** automatically.	All
8. Host earnings	The host's 84% becomes available the **day after the tour**; payout on request from 500 MAD.	Host
9. Affiliate commission	Approved automatically the day after the trip (cancelled automatically on a refund); paid by Wise on request.	Affiliate
10. Review	The guest is invited to review, with up to two reminders.	Guest, host

5.2 Statuses at a glance

Booking status	Payment status	Meaning
Pending	Unpaid	Waiting for payment
Confirmed	Paid	Booked and paid
Completed	Paid	Experience has taken place
Cancelled	Refunded / partial refund / Paid	Cancelled; refund per policy
Expired	Unpaid	Never paid; slot released
Payment failed	Unpaid	Card declined; nothing charged
Disputed	Paid	Under review by NMorocco (rare)

5.3 The cancellation policy

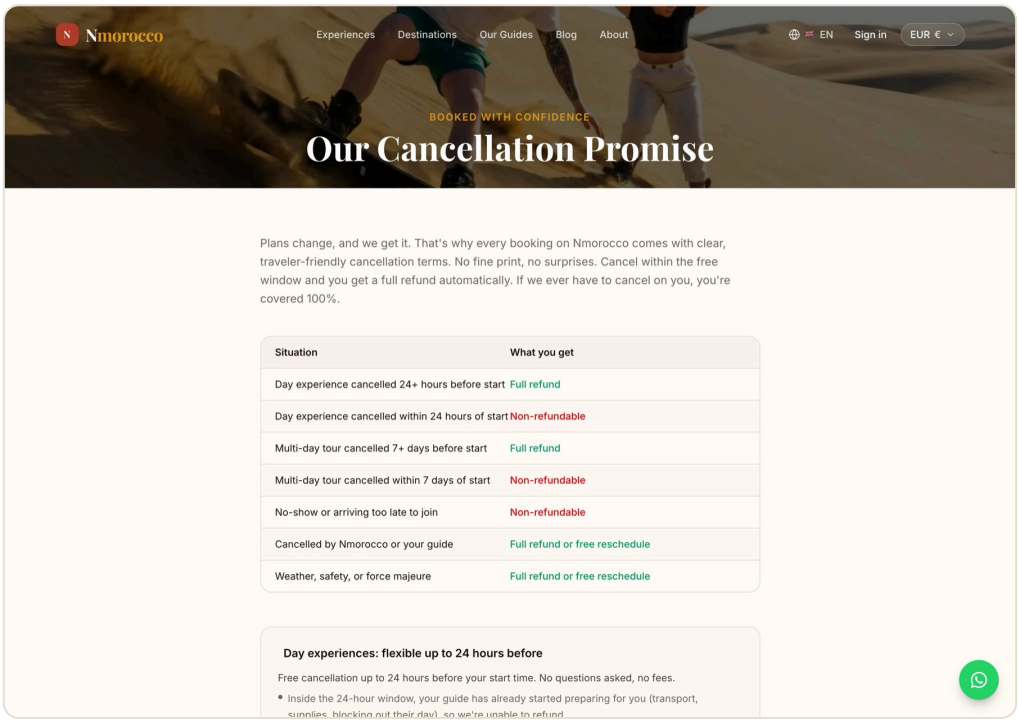


Figure 14. The Cancellation Policy page (footer → Cancellation Policy). Screenshot of nmorocco.com, November 2026.

	Day trips and activities	Multi-day tours
Definition	Shorter than 24 hours	24 hours or longer
Full refund	Cancel 24 hours or more before the start	Cancel 7 days or more before the start
Later cancellation	No refund	No refund
Booked on the day of the tour	Not refundable	Not refundable
Host cancels	Full refund	Full refund

The policy is the same for every listing and cannot be changed by hosts. The cancel window in **My Bookings** always shows the exact refund before you confirm.

5.4 Refunds and payment problems

Problem	What to do
Card declined	Nothing is charged. Try another card, or check with your bank that online payments in euros are allowed.
Charged twice	Usually one charge is a temporary hold that disappears. If two bookings were confirmed, contact support with both booking references.
Paid but no booking visible	Check that you are signed in with the email you used at checkout, and look for the confirmation email. If you booked as a guest, use **Save your booking** or contact support.

Problem	What to do
Refund not received	Allow 3 to 6 days. Then contact support with the booking reference.

PART 6

The Mobile Apps

NMorocco on iPhone and Android, for guests and hosts.

- Installing and signing in
- Booking on your phone
- Hosting from your phone
- Notifications
- App and website differences

6.1 Installing the app

1. On iPhone, open the **App Store**; on Android, open **Google Play**.
2. Search for **NMorocco** and install it (free).
3. Open the app and sign in with the same account you use on the website, or create one.

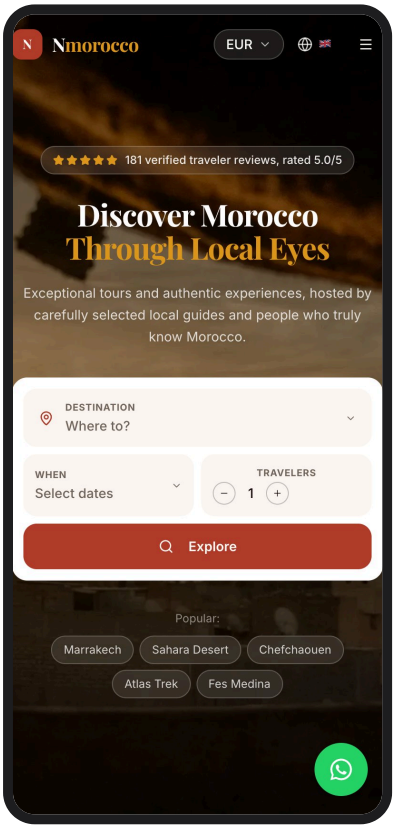


Figure 15. The website on a phone: home and search. Screenshot of nmorocco.com, November 2026.

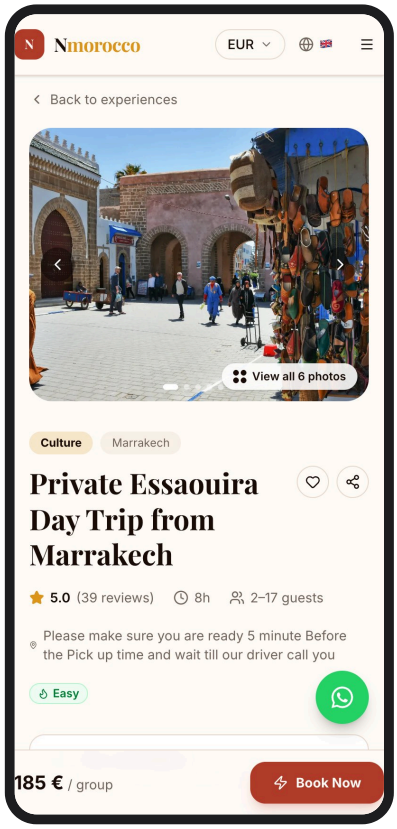


Figure 16. An experience page on a phone. Screenshot of nmorocco.com, November 2026.

The pictures above show the mobile **website**. The native apps have their own screens with the same features described below.

6.2 What you can do in the apps

Feature	Apps	Website
Search, browse destinations and experiences	Yes	Yes
Book and pay	Yes	Yes
My bookings, reschedule, cancel, review	Yes	Yes
Messages with hosts	Yes	Yes
Push notifications (bookings, messages, reminders)	Yes	No (email only)

Feature	Apps	Website
Host: bookings, agenda/availability, guest lists, sold-out days	Yes	Yes
Host: create and edit experiences, photos	Yes	Yes
Host: earnings	Yes	Yes
Affiliate dashboard	Yes	Yes
Affiliate referral tracking (bookings credited to a link)	Yes (iPhone 1.0.3, Android 1.8.8 and later)	Yes
Google Calendar / iCal setup	Partly	Yes (Integrations page)

GOOD TO KNOW

Notifications

Allow notifications when the app asks. Guests are notified of messages and upcoming trips; hosts of new bookings, messages and reschedule requests. If your session expires, the app asks you to sign in again; your data is not lost.

PART 7

Troubleshooting and FAQ

Quick answers to the questions guests, hosts and affiliates ask most.

7.1 Guests

Q I cannot log in.

Use the same method you signed up with (Google, LinkedIn, Facebook, X or email). For email accounts, use **Forgot password?**. Check that your email address was confirmed.

Q My payment failed.

No money was taken. Try again with another card, or ask your bank to allow online payments in euros. The booking is released if not paid.

Q I paid but cannot see my booking.

Sign in with the email used at checkout and open **My Bookings**. Check your inbox for the confirmation. If you booked as a guest, use **Save your booking** on the confirmation page, or contact support with your payment receipt.

Q How can I contact my host?

My Bookings → Message Supplier, or **Chat on WhatsApp** when shown. The confirmation email also contains the host's phone number.

Q Can I cancel?

Yes, from **My Bookings → Cancel**. Full refund 24 hours before a day trip or 7 days before a multi-day tour; same-day bookings are not refundable.

Q How do I change my reservation?

Use **Reschedule** (free up to 48 hours before, at most twice). To change the number of guests, message your host or contact support.

7.2 Hosts

Q My experience is not visible.

Check **What's left to go live** in **My Availability**: the experience must be approved, have a title, price and photos, a connected calendar, verified availability, and be published. A paused listing is hidden.

Q I cannot publish my experience.

The checklist names the missing item. The most common are no connected calendar and availability not yet verified.

Q I cannot update my calendar.

Open **Integrations**. Reconnect Google if access was lost; for iCal, check the link ends in .ics and press **Sync now**. Days with bookings cannot be deleted.

Q I received a booking but no notification.

Check your spam folder and that notifications are allowed for the NMorocco app. Every booking is always listed under **Bookings**.

Q My payout has not arrived.

Check the status in **Earnings**. **Rejected** usually means a wrong RIB or a name that does not match the bank. **Processing** transfers normally arrive within a few working days; contact support if one takes longer.

Q How can I change my prices?

My Experiences → Edit → Pricing. New prices apply to new bookings; existing bookings keep the price paid.

7.3 Affiliates

Q Where is my referral link?

Dashboard → Overview of the affiliate dashboard, under **Your Referral Links**. If you see *only available to approved affiliates*, your application is still under review.

Q How do I generate a QR code?

Click **QR card** next to a link, then **Download PNG** or **Print card**.

Q My referral clicks are not showing.

Clicks are counted when the page loads in a normal browser. Your own repeated clicks and visits with blocked cookies may not be counted.

Q Someone booked but I did not receive a commission.

The booking must be made within 30 days of their first click on your link, and the commission appears as Pending only once it is paid. A traveller who opened your link in a browser and booked in an older app version without signing in on the website cannot be credited. If you believe a booking was missed, contact support with the date and experience.

Q When can I receive my earnings?

Commissions are approved automatically the day after the trip. Then click **Request payout** in **Earnings**: we send it by Wise to your Moroccan bank account, in MAD, with no minimum.

Q How do I update my payout details?

Earnings → payout bank account. Update it before requesting a payout; a request already sent keeps the details it was sent with.

PART 8

Best Practices

What works best for guests, hosts and affiliates on NMorocco.

8.1 For guests

- **Choose by what is included**, not just the price: transport, entrance fees, meals and pickup change the real cost.
- **Read recent reviews** for punctuality, the vehicle and the guide's language.
- **Add a WhatsApp number** at checkout and reply to your host's message the day before.
- **Prepare**: comfortable shoes, sun protection, cash for tips and small purchases, and layers for the mountains or the desert at night.
- **Book early** in spring and autumn, when the best dates fill quickly.

8.2 For hosts

- **Reply fast.** Quick answers win bookings.
- **Keep your calendar true.** An accurate calendar prevents cancellations.
- **Invest in photos.** They are the first thing guests judge.
- **Be specific.** A detailed description means fewer questions and fewer refunds.
- **Price the full experience** and compare with similar private tours. Change prices once you have reviews.
- **Confirm the day before** with the exact time and place.
- **Ask for reviews** in person at the end of the day; the invitation email follows.
- **Reply to every review**, especially the critical ones.

8.3 For affiliates

- **Recommend experiences you know.** Link straight to a specific tour you would book yourself.
- **One link per channel or placement** so you can see what works.
- **Hotels and riads:** QR cards in rooms and at reception, plus a mention by staff at check-in, work better than a card alone.
- **Social media:** show the experience (photos, a short story) and put the link in your bio or stories.
- **Timing matters:** share before travel seasons and holidays, when people plan trips.
- **Be transparent** that you earn a commission. It builds trust.

PART 9

Support and Contact

How to reach the NMorocco team, and what to include so we can help quickly.

9.1 Contact channels

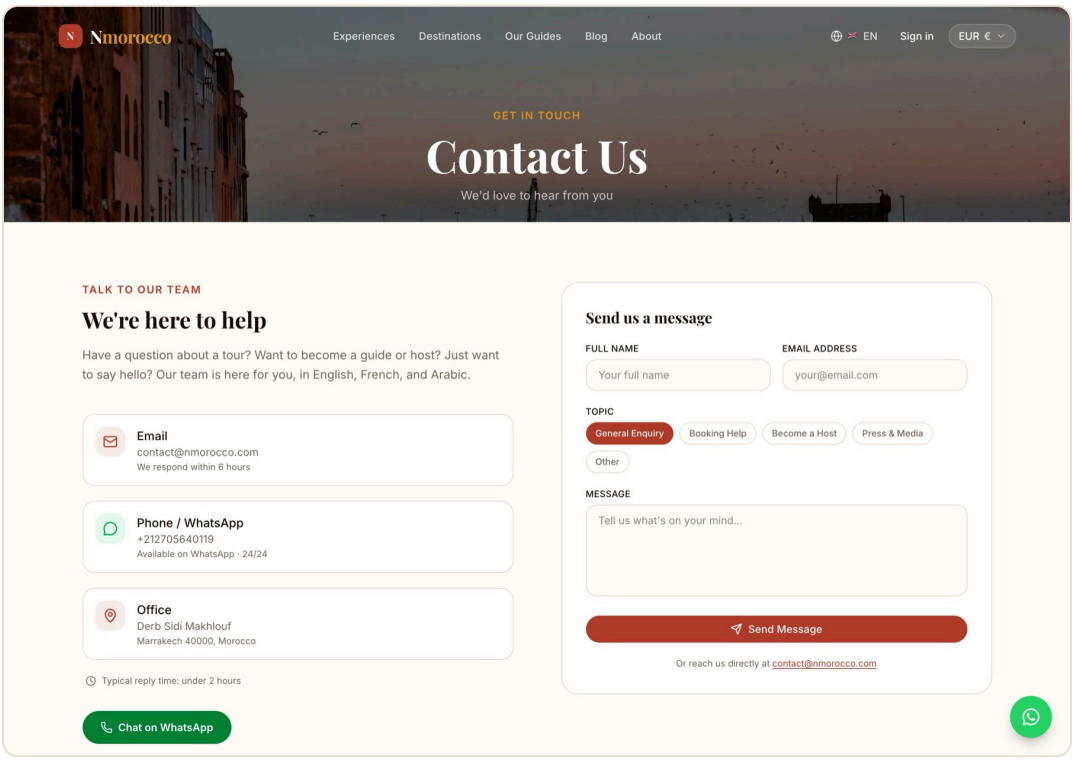


Figure 17. The Contact page (footer → Contact Us). Screenshot of nmorocco.com, November 2026.

Channel	Best for
WhatsApp **+212 705 640 119**	Urgent questions, especially on the day of a trip
Email **contact@nmorocco.com**	Detailed requests, refunds, payouts
Contact form	General questions
Help Center (`/help`)	Answers by topic, any time
Host Guidebook (`/host-guide`)	Host rules and how-tos

9.2 What to include in a request

- ✓ Your name and the email of your NMorocco account
- ✓ The **booking reference** (on the confirmation page and email)
- ✓ The experience and date
- ✓ What happened, and what you expected
- ✓ A screenshot if something looks wrong
- ✓ Never send your password or full card number. NMorocco will never ask for them.