



WOMAN EXPLORE

Frequently Asked Questions

SURF RETREAT, SERENA ADAMS, MOROCCO

How much do I need to pay to secure my place on the retreat?

You only need to pay 30% deposit at the time of booking to secure your place and ensure it is not sold to anyone else. For full details, please refer to Woman Explore's [Terms and Conditions](#).

When is the remaining balance due?

The remaining balance is due by 30 June 2025. This is because all of the logistics and inclusions for the retreat must be confirmed and paid for in advance of the retreat commencing. With any group travel, there are multiple elements that must be confirmed with the resort well in advance of the retreat commencing, to ensure the experience is high quality and seamless for everyone.

Is there a payment plan I can utilise if I'd like to pay in instalments?

Yes, Woman Explore offer this service at no additional cost! To help you to manage your cashflow, your retreat cost can be split into 3 payment amounts with the final amount due 90 days before the retreat. Contact the team at Woman Explore on hello@womanexplore.com and they will send through payment plan information specific to you.

Can I stay extra nights at the resort or arrive earlier than the retreat start date?

Yes, if you'd like to stay additional nights you can email the team at Woman Explore on hello@womanexplore.com and they will coordinate your requirements with the hotel and confirm the additional costs.

If needed, can I join the retreat after it starts or leave early?

Yes, you can join late or leave early. Contact the team at Woman Explore on hello@womanexplore.com for further information. Depending on your arrival or departure date there may be a minimal change to the price. They will endeavour to assist you as much as is practical.

Where do I fly to in to Morocco to join the retreat?

You'll need to fly into Agadir-Al Massira Airport. When you confirm your flight details via the [Traveller Details Form](#), Woman Explore will ensure a transfer is organised for you from the airport to the resort.

What time can I check-in to the hotel?

Guests can check in from 3:00 pm daily. If you arrive earlier, drop your bags at reception and take advantage of the resorts amazing facilities.

Do I need to arrange airport transfers?

No, Airport transfers are included in this retreat. To ensure the the team at Woman Explore have your correct arrival and departure information please ensure you complete the [Traveller Details Form](#).

Is there Wi-Fi at the hotel to stay in touch with family or my business?

Yes, a Wi-Fi connection is available throughout the hotel including in the communal areas. There is also mobile reception should you need to make or receive calls.

Do I need to get travel insurance for this retreat?

Definitely! To attend any Woman Explore retreat you must secure your own travel insurance. Guests require this to protect against unexpected events such as trip cancellations, delays, medical emergencies and loss of belongings during their trip. This information needs to be provided before commencing your retreat via the [Traveller Details Form](#).

Does the resort have a spa and/or massage facilities?

Yes, the resort has an amazing spa and wellness centre on-site that provides a full range of treatments, massages and even a moroccan hammam. Indulge in relaxation and rejuvenation with their luxurious spa services, designed to pamper you from head to toe during your stay.

Does the retreat cater for food allergies?

We strive to accommodate all dietary needs and preferences, including food allergies. Please ensure you add any dietary requirements into the [Traveller Details Form](#).

What currency is used in Morocco, and do I need to bring cash with me?

The official currency used in Morocco is the Moroccan Dirham (MAD). While card payments are widely accepted, especially in tourist areas, it's recommended to carry some cash for smaller purchases and places that may not accept cards. Additionally, having local currency available can be helpful for tipping and transactions in less urbanised regions where card usage might be limited.

Are there any age restrictions to attend this retreat?

To attend a Woman Explore retreat, guests must be over 18 years of age.

What should I pack for my trip to Morocco?

When preparing for your trip to Morocco, it's important to pack light and breathable clothing suitable for the diverse climate. Remember to include comfortable walking shoes for exploring cities and ancient sites, as well as modest attire for visiting mosques and religious sites. Don't forget essentials like sunscreen, sunglasses and a refillable water bottle. Additionally, consider packing insect repellent, a scarf for covering shoulders and a hat for sun protection.

What is the weather like in Morocco?

Morocco experiences varied climates depending on the region, but generally, it enjoys warm and sunny weather throughout the year. In September, temperatures range from approximately 68°F to 82°F (20°C to 28°C) in Agadir, with pleasant conditions for outdoor activities and sightseeing. September marks the end of the summer season, offering milder temperatures and fewer crowds, making it an ideal time to visit.

Am I required to tip in Morocco?

Tipping in Morocco is not obligatory but is appreciated for good service. While some restaurants and hotels may include a service charge, it's customary to leave a small tip for exceptional service, usually around 5 to 10% of the bill. Similarly, tipping is welcomed for tour guides, drivers and other service providers. When tipping in Morocco, it's preferable to use cash in the local currency (Moroccan Dirham) rather than credit cards. Ultimately, tipping should reflect your satisfaction with the service received and is at your discretion.

What power points or plugs are used in Morocco?

In Morocco, the power points or plugs commonly used are the two-pin plug types C and E, which are also standard in Europe. These plugs feature two round pins and operate on a voltage supply of 220V with a frequency of 50Hz. For further details, you can [refer to this resource](#).

Do I need a visa to visit Morocco?

Most visitors to Morocco, including citizens of the United States, Canada, the United Kingdom, Australia, and most European countries, do not require a visa for stays of up to 90 days for tourism purposes. However, it's essential to verify the visa requirements based on your nationality before traveling to Morocco. If you plan to stay longer than 90 days or engage in activities other than tourism, you may need to apply for a visa in advance.

What language is spoken in Morocco?

The official language of Morocco is Arabic, while Berber languages are also spoken by the local population. Additionally, French is widely used in business, government, and education. In tourist areas and establishments, including hotels, restaurants, and shops, English and Spanish are commonly spoken. While basic English or French communication is generally sufficient for travellers, learning a few Arabic or French phrases can enrich your cultural experience and facilitate interactions with locals.

What if I missed some of the retreat activities, can I get a refund on those?

Unfortunately refunds are not able to be given for missed services or unused portions of the retreat. This is because most activities, accommodation and events are paid for well in advance of the trip.

What time is check-out on the last day?

Guests are required to checkout at 11:00 pm. If your flight or transportation isn't scheduled until later, feel free to drop your bags at reception and take advantage of the hotel facilities whilst you wait.

What happens if I need to cancel my booking?

Payments for the retreat are generally non-refundable. Deposits are the exception and they are refundable within 14 days of booking, except for bookings made within 14 days of departure, which are non-refundable.

Can I transfer my booking to another trip?

Transferring to another retreat or retreat date may be possible, with requests required in writing at least 120 days prior to departure. Any price difference must be paid by the customer.