

Shems moon

AN INTIMATE MOROCCAN EXPERIENCE

Thank you for booking with us.

We are very much looking forward to welcoming you to **Domaine Shems Moon**.

To help you organize your **stay, event, or seminar** smoothly, please find all the **practical information** below.

1-Before Your Stay

After confirmation of your reservation, you will receive a **dedicated link** presenting all our available services, including **event planning, seminar arrangements, and group activities**.

Once you have selected your **services, event or seminar needs, and activities**, we will send you an **updated quote**.

All choices must be **finalized no later than 30 days before arrival** to ensure proper organization.

2-Arrival & Welcome

Upon arrival at the **airport**, our drivers will meet you holding a **SHEMS MOON sign**.

Once you arrive at the **domaine**, our team will welcome you and ensure that **your accommodation and event arrangements run smoothly throughout your stay**.

3-Accommodation

The domaine offers **19 rooms and suites**.

The **initial quotation** is based on **10 double rooms (20 guests)**. **9 additional rooms and extra beds** are available upon request and will be quoted as **extras**.

- **Check-in:** from **3:00 PM**
- **Check-out:** by **11:00 AM**

Early check-in and late check-out may be possible depending on availability (**additional fee applies**).

All rooms are **non-smoking**. Smoking is permitted on **room terraces only**

4-Types of Stays We Host

Domaine Shems Moon is perfectly suited for:

- **Seminars & corporate stays**
- **Team-building programs**

- **Professional group events**
- **Birthday celebrations**
- **Family reunions**
- **Private group stays with friends**
- **Special occasions and private events**

5-Services Available During Your Stay

We can organize and provide:

- **Meals** adapted to your schedule or event program
- **Entertainment**
- **Activities**
- **Airport & city transfers**
- **Excursions and tours**
- **On-site wellness services** (massages & hammam)
- **Evening event entertainment**

6-Organization of Services, Events & Activities

To ensure a **smooth and well-coordinated stay**:

- We recommend appointing **one main contact person** for all communications.
- **Service, seminar, or event-related bookings** must be confirmed **no later than two weeks before arrival**.
- Activities and services will be confirmed **once payment has been made**.
- **Activity and event schedules** will be reconfirmed with the staff upon arrival at the domaine.
- Changes or cancellations for meals must be made **at least 72 hours in advance**.
- All activities booked and confirmed cannot be canceled within 7 days of your arrival.

7-Wellness Services

- **Massages and hammam treatments** are available on-site.
- Please inform us in advance of your **preferred dates**.
- Treatment details will be confirmed with the **domaine manager**.
- **Several guests** can be treated at the same time slot.

8-Excursions & Activities

- A full list is available in the document **“Activities List”** via the provided link.
- Once your selections are made, your **quote will be updated**.
- **Modifications or cancellations** must be made at least **72 hours in advance**.
- **Transfers (for excursions) are included** in the quoted price.

9-Airport Transfers

- Please share your **flight details in advance**.
- Drivers will meet you at arrival holding a **Shems Moon sign**.

10-Evening Entertainment

We offer selected **professional providers**, including:

- **DJs**
- **Fire performers**
- **Local folk troupes**
- **fire show**

For **insurance and security reasons**, external providers are **not permitted**. Please note that we organize **only services taking place on the domaine** and do not arrange external services.

11-Domaine Maintenance

- Daily cleaning of rooms and common areas
- Pool towels and bedroom towels provided
- Two baby cots available upon request

We follow an **eco-responsible approach** and kindly ask guests to:

- Turn off air conditioning and lights when leaving rooms
- Reuse towels when possible
- Use water responsibly, as we are located in an arid region

12-Equipment Available

Equipment	Quantity	Fees
Pool table	1	Free
Pétanque set	1	Free
Yoga mats	17	Free
Mixing table (USB port)	1	Chargeable
Sound systems (USB port)	2	Chargeable
Video projector & screen	1	Chargeable

13-Meals Schedule

Breakfast: 8:30 AM – 10:30 AM

Lunch: 12:00 PM – 2:30 PM

Dinner: 8:00 PM – 9:30 PM

14- Payment Terms (for booking)

- **30% deposit** to confirm the reservation
- **60% by bank transfer** three weeks before arrival
- **10% in cash upon arrival** at the domaine
- Tourist tax: **3€ per person per night**

We look forward to welcoming you to Domaine Shems Moon for a memorable stay.

THE DOMAINE LIVE STYLE

Welcome to our **exceptional estate located 25 minutes from Marrakech**, set in the heart of **30,000 m² of natural surroundings**. It combines the **privacy of a private estate** with the **services of a hotel**.

The property is rented **exclusively on a full privatization basis**, with no shared spaces and no other guests.

The estate is particularly well suited for **corporate groups** (seminars, team-building, retreats), as well as **family stays, birthdays, and private events**.

The accommodation

The property can accommodate **up to 38 guests**, with a flexible layout:

At the estate, spacious living areas have been designed to bring together groups, families, and teams in a **warm and inspiring atmosphere**. Every moment spent at the estate becomes a time for sharing, working, or relaxing, depending on your wishes.

In terms of flavors, enjoy an **authentic Moroccan cuisine**, prepared on request by our on-site team using **fresh, local ingredients**, for a true culinary immersion.

For well-being, everything is in place: relax by the pool, enjoy a moment of pure relaxation in the **Moroccan hammam**, or indulge in a **massage** in a calm and elegant setting.

The surrounding desert landscape invites contemplation, reconnection with nature, and complete rejuvenation.

Features

- **Full privatization** for an intimate and exclusive experience
- **200 m² swimming pool** and garden to relax and enjoy the Moroccan climate
- **Hammam and massages** for unforgettable wellness moments
- **Local cuisine on request** (not included), for authentic meals
- **Nearby activities and excursions**, suitable for groups
- **On-site assistance** by our team for a worry-free stay

For seminars and retreats

- Modular spaces for meetings or workshops
- **High-speed satellite Wi-Fi**, suitable for seminars, with presentation equipment available
- Screen
- Projector
- Tables for team working
- Possibility to organize **team-building activities, workshops, or private evenings**

IMPORTANT

To offer you an authentic immersion in the Moroccan art of living, our staffed villa **does not allow self-catering**.

A **chef is present on site** and offers tailor-made dining, with carefully designed menus to introduce our guests to refined Moroccan cuisine.

A **fully equipped bar** is available. Bringing outside beverages, whether alcoholic or non-alcoholic, is not permitted (**a corkage fee may apply**).

To ensure the comfort and serenity of all guests:

- **All-male groups are not accepted**
- Stays are reserved for guests **aged 25 and over**
- **Local external guests are not permitted**
- All evenings and events must be **organized exclusively by the villa**, to guarantee a perfectly coordinated and stress-free experience
- Any **unauthorized party or event is strictly forbidden** and may result in additional charges

Guest access

- Petanque court
- Large outdoor swimming pool
- Air conditioning & Wi-Fi
- Non-smoking rooms
- Free parking
- Safe, hairdryer

Frequently Asked Questions

1. Is the villa fully privatized? Will there be other guests? How far is it from Marrakech?

Yes, the villa is **fully privatized for each group**. There are **no shared spaces and no other guests** on the property.

The domaine is located approximately **25 minutes from the Medina and Marrakech city center**.

2. Do you offer airport or city transfers?

Yes, we offer a **private transfer service** upon request.

3. How are the rooms arranged?

The rooms are located both in the **main building** and in separate units **around the swimming pool**.

4. Do the rooms have air conditioning and heating?

Yes, all rooms are equipped with **air conditioning and heating**.

5. Are towels provided in the rooms and at the pool?

Yes, **bath towels and pool towels** are provided.

6. Is the swimming pool heated?

No, the swimming pool is **not heated**.

7. What does the half-board package include?

- **Breakfast + lunch or dinner**
- A **daily choice of menus**, excluding festive or special event menus

8. What does the full-board package include?

- **Breakfast, lunch, and dinner**
- A **daily choice of menus**, excluding festive or special event menus

9. Can different menus be selected for the same meal?

No, **one menu is selected per meal for the entire group**.

10. Do you provide baby cots?

Yes, we have **two baby cots available**, subject to availability.

11. What are the meal rates for children?

Meals are **free for children under 3 years old**.

12. Is the tap water drinkable?

No, tap water is **not drinkable**.

We provide **two complimentary small bottles of mineral water per room, per day**.

13. Is there a hair dryer and a safe in every room?

Yes Hair dryers and s safe are available in all **rooms**.

14. Is the Wi-Fi reliable?

Yes, we provide **"starlink"** Wi-Fi offering high-**speed internet** suitable for remote work and video calls.

15. Do you sell alcohol at the villa?

Yes, alcohol is available for purchase on-site. The villa holds a **licensed authorization**.

16. Can we bring our own alcohol?

Yes, guests may bring their own alcohol. A **corkage fee** will apply.

17. What is the city tax?

The city tax is a **mandatory tourist tax**, payable by all guests and collected on behalf of the municipality.

18. Can spa treatments be booked on-site rather than in advance?

Yes, spa treatments can be booked **during your stay**. Simply inform us of the day you wish to schedule your treatment.

Additional Questions Guests Often Ask

19. What are the check-in and check-out times?

- **Check-in:** from **3:00 PM**
- **Check-out:** by **11:00 AM**

Early check-in and late check-out may be available upon request and subject to availability.

20. Is the villa suitable for seminars or corporate retreats?

Yes, the domaine is fully equipped for **seminars, workshops, and corporate retreats**, including Wi-Fi, screens, projectors, and modular workspaces.

21. Are outside caterers or service providers allowed?

No, for quality, security, and insurance reasons, **all services must be organized by the villa**.

22. Can we organize private events or parties?

Yes, **private events are welcome**, provided they are organized and supervised by the villa team.

Rooms Details

The domaine offers **19 rooms and suites** with a total base capacity of **38 guests** (2 guests per room).

-All rooms have a private bathroom, except Rooms 3 and 4, which are part of the same suite and share one bathroom.

Room	Type	Location	Beds	Bathroom	Capacity
1	Room	Main building	1 double bed	Open bathroom (shower curtain)	2
2	Room	Main building	1 double bed	Open bathroom (shower curtain)	2
3	Room	Main building	1 double bed	Shared bathroom (closed)	2
4	Room	Main building	2 twin beds	Open bathroom (shower curtain)	2
5	Room	Main building	1 double bed + sofa	Open bathroom	2
6	Room	Main building	2 twin beds	Closed bathroom	2
7	Suite	Main building	1 double bed	Closed bathroom	2
8	Suite	Around the pool	1 double bed + sofa	Closed bathroom	2
9	Suite	Around the pool	1 double bed + sofa	Closed bathroom	2
10	Suite	Around the pool	1 double bed + sofa	Closed bathroom	2
11	Room	Around the pool	2 twin beds	Closed bathroom	2
12	Room	Around the pool	2 twin beds	Closed bathroom	2
13	Room	Around the pool	2 twin beds	Closed bathroom	2
14	Room	Around the pool	2 twin beds	Closed bathroom	2
15	Room	Around the pool	2 twin beds	Closed bathroom	2
16	Room	Around the pool	1 double bed	Closed bathroom	2
17	Room	Around the pool	1 double bed	Closed bathroom	2
18	Room	Around the pool	2 twin beds	Closed bathroom	2
19	Room	Main Building	1 double bed	Closed bathroom	2

Extra Beds

Up to **2 extra beds** may be added upon request in selected rooms (subject to space and configuration). These will be quoted as supplements.

Suggested Room Allocation – Seminars & Corporate Groups

To ensure comfort, privacy, and a professional balance within your group, here is a recommended room distribution used for corporate stays and seminars.

1-Executive / Management Rooms *(Private, more comfortable layouts – ideal for directors, speakers, VIPs)*

Room	Type	Beds	Location
1	Suite	Double bed	Main building
2	Suite	Double bed	Main building
5	Suite	Twin beds	Main building
8	Suite	Double bed + sofa	Pool area
9	Suite	Double bed + sofa	Pool area
19	suite	Double bed + sofa	Main building

2-Standard Participants (Twin Sharing) *(Ideal for colleagues sharing)* Perfect for team members sharing rooms comfortably.

6, 11, 12, 13, 15, 18, 14	Twin beds	Main building & pool area
Rooms	Beds	Location

3-Double Occupancy Rooms *(For couples or single occupancy upgrade)*

Rooms	Beds	Location
5, 10, 16, 17, 7	Double bed	Main building & pool area

4-Special Configuration Room

Room	Type	Note
3	Suite with 2 rooms	Shared bathroom (ideal for close colleagues or assistants)

Extra Beds: Extra beds may be added in selected rooms for assistants or coordinators if needed (subject to space and comfort).

Room plan

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