



## **Shems Moon Villa – Practical Information**

Thank you for booking with us! We are looking forward to welcoming you. In order to organize your stay most efficiently, note the information below.

Course of your stay:

- After confirming your reservation, you will receive a link covering all our services.
- Once your choices have been made, you will receive a quote
- Note your choices should be final within two weeks of your arrival
- At airport arrival, the drivers will meet you with the SHEMS MOON sign
- When you arrive at the villa, our team will take care of your stay

During your stay at the villa, we provide:

- Meals
- Entertainment
- Activities
- Airport and city transfers
- Tours

Accommodation:

- The villa has 18 rooms and suites. The quotation is made on the basis of 10 double rooms for 20 people.
- 8 additional rooms and extra beds are available upon request, and will be quoted as extras.
- The check-in starts at 3:00 p.m. and check-out is 11:00 a.m
- Early check-in and late check-out are possible depending on availability for an additional fee
- Our rooms are non-smoking, please smoke in the terraces of the rooms

Organization of services and activities

- For an efficient organization of your stay, we recommend a single interlocutor for our exchanges.
- Please send service bookings no later than two weeks before your arrival.
- Activity timings will be confirmed with the staff once you arrive at the villa.
- We offer massages and hammams at the villa, please let us know the days you want to book this service, you could then specify the treatments to the manager. Two people can be on the same time slot.
- The villa offers several activities and excursions to discover Marrakech. You can access the activities under the document "Activities list" under the link provided. Once you have made your choices, the quote will be updated accordingly. Cancellations or modifications must be made 72 hours before your arrival.
- Note the transfer to these activities is included in the price quoted
- Please share your flight information for airport transfers. The drivers will meet you when you leave with the villa sign.
- We offer a choice of service providers for your evenings: DJs, fire eaters, local folk troupe, oriental dancers. For security and insurance reasons we do not accept other service providers.
- Please note that we only organize the services taken at the villa and not external services

### **Food and drinks:**

-MEAL SCHEDULE:

Lunch: 8:30 a.m. - 10:30 a.m. / Lunch: 12 p.m. - 2:30 p.m. / Dinner: 7 p.m. - 9 p.m.

-The villa has a catering service. Please book your meals before your arrival. Once the final quote has been approved, no changes are possible as all meals are prepared specifically for your group.

-We kindly ask you to choose a single menu per meal for the whole group. The menus are accessible through the link provided

-We do not have a kitchen for domestic use, it is not possible for you to prepare your own meals.

-The villa has a license allowing the sale of alcohol. You will be offered two options: order your alcoholic drinks at the villa or bring your own drinks. In the latter case, a corkage fee will be charged.

-We will provide you 2 fridges - one at the bar and another in the restaurant area for self-service.

#### **Villa maintenance:**

-Cleaning is done daily in the rooms and common areas.

-We provide pool and bedroom towels.

-We have two baby beds, they are available upon request.

-We adopt an eco-responsible approach within the villa, and will be grateful if you turn off the air conditioning, as well as the lights in the rooms when you leave. We are in an arid region, we recommend that you reuse your towels if they are not dirty and make a responsible use of water.

#### **Equipment:**

	Quantity	Fee
Pool table	1	Free
Pétanque	1	Free
Yoga mat	17	Free
Mixing table (USB port)	1	Chargeable
Sound system(USB port)	2	
Vidéo projection and screen	1	Chargeable

#### **Payment terms:**

-30% To confirm your reservation

-40% by bank transfer, 3 weeks prior to your arrival

-30% cash upon arrival at the villa.

-Tourist tax is 2.5 Euros/night

## FREQUENTLY ASKED QUESTIONS

**1. Is the villa fully privatized or will other guests be present and how far is the property from Marrakesh?**

The villa is fully privatized for each group, the property is 25 minutes far from Medina and Marrakesh center.

**2. Does the villa take care of transfers?**

We have a transfer service.

**3. How are the rooms laid out?**

We have rooms in the main building and others around the pool

**4. Do the rooms have air conditioning or heating?**

Yes

**5. Do you have towels in the rooms and swimming pool?**

Yes

**6. Is the pool heated?**

No

**7. What does half board include**

-Breakfast + lunch or (dinner)

-A choice of menu varieties per day except festive menu

**8. What does the full board include?**

-Breakfast + lunch + dinner

-A choice of menu varieties per day except festive menu

**9. Can we choose several menus per meal?**

Only one menu per meal

**10. Do you have a cot**

we have 2 cots

**11. What is the meal rate for children?**

Child -3 years free

**12. Is the water drinkable?**

No, the water is not drinkable. We put two small bottles free of charge every day in the rooms

**13. Is there a hair dryer in all the room?**

Yes, we have in some rooms, not in all.

**14. Does the WIFI have a good speed?**

The WIFI has a good speed, enough to work

**15. Do you sell alcohol at the villa?**

Yes, and we have a license for this.

**16. Can we bring Alcohol?**

You can bring alcohol and pay a corkage to the villa.

**17. What is the city tax?**

City tax is a tourist tax and is mandatory for all the guests and it's paid to the municipality.

**18. Can people decide on spa treatments when there rather than in advance?**

Yes, just inform the day you would like to have treatment.



## ROOMS DETAILS

**ALL ROOMS HAVE THEIR OWN BATHROOM**  
(excluding suite 3 rooms which have a shared bathroom)

ROOMS NAME	DESCRIPTION	DETAILS	ROOMS LOCATION	BEDS	BATHROOMS	PPL	EXTRA BEDS
1	SUITE		main building	1 double bed	opened with shower curtain	2	
2	SUITE		main building	1 double bed	opened with shower curtain	2	
3	SUITE (WTH 2 ROOMS)	ROOM 1	main building	1 double bed	closed with door	2	
4		ROOM 2		2 twin bed		2	
5	SUITE		main building	1 double bed + sofa	opened with shower curtain	2	2
6	ROOM		main building	2 twin bed	closed with door	2	
7	ROOM		main building	1 double bed	closed with door	2	
8	SUITE		around the pool	1 double bed + sofa	opened	2	2
9	SUITE		around the pool	1 double bed + sofa	opened	2	2
10	SUITE		around the pool	1 double bed + sofa	opened	2	2
11	ROOM		around the pool	2 twin bed	closed with door	2	
12	ROOM		around the pool	2 twin bed	closed with door	2	
13	ROOM		around the pool	2 twin bed	closed with door	2	
14	ROOM		around the pool	1 double bed	closed with door	2	
15	ROOM		around the pool	2 twin bed	closed with door	2	
16	ROOM		around the pool	1 double bed	closed with door	2	
17	ROOM		around the pool	1 double bed	closed with door	2	
18	ROOM		around the pool	2 twin bed	closed with door	2	
	TOTAL					36	8



