

PREPARING FOR YOUR STAY

We are delighted that you have chosen to stay with us at Kasbah Tamadot. We hope that the information below answers many questions you may have about your forthcoming visit to Morocco, however please do not hesitate to get in touch with us if you have any more.

Health and Immigration - Kasbah Tamadot is in a malaria free area and no inoculations are required. The only thing we would strongly suggest you bring to protect yourself is a good sunscreen!

EU passport holders with a passport valid for at least 6-months beyond your return date do not require a visa to enter Morocco for tourist purposes. If you hold a passport from outside the European Union we strongly recommend that you check with your nearest Moroccan Embassy.

What to Wear - The atmosphere at Kasbah Tamadot is casual and informal; however you may choose to wear 'smart-casual' attire to dinner. Jacket and tie are never necessary, but feel free to dress up if you wish! Although Morocco is a Muslim country men and women are welcome to wear shorts, t-shirts and swimwear around the pool area and so on.

When visiting areas outside our hotel it is helpful to be mindful of local customs. Morocco is a liberal Muslim country and locals are used to seeing tourists, including women, and are known for their welcoming and friendly attitude toward visitors to their country. We would recommend that women avoid revealing attire if they wish to observe local custom. Please call us if you would like any further information about this.

If you wish to go walking, don't forget to pack a good pair of trainers (sneakers), sunhat, sunglasses and plenty of sunscreen! To help you plan what to pack, please take a look at www.bbc.co.uk/weather for average weather conditions in Marrakech. Be aware that Kasbah Tamadot is approximately 5 degrees cooler than Marrakech. These are average weather conditions and are only to be taken as a guide.

What is supplied at Kasbah Tamadot? - In your room we supply shampoo, conditioner, shower gel, body lotion, bath foam, a hairdryer, direct dial phone, air-conditioning/ heating, mini-bar including some complimentary items, bottled water and bathrobes. Electric Blankets for the winter and Berber Capes are also available for cool nights. Pool towels are provided and we sell sunscreen, cameras and memory cards in case you need them. We also have GHD professional hair straighteners which are available on request. A guest computer provides internet access free of charge.

There are a number of board games and an infinite supply of playing cards.

The gift shop has a small supply of local clothes and jewellery and the library has books for you to take out and enjoy. Please feel free to take a book home if you are half way through it, but please donate another one or leave unwanted books for future guests.

KASBAH TAMADOT

SIR RICHARD BRANSON'S MOROCCAN RETREAT

Kasbah Tamadot is a very tranquil hotel and although the rooms have Bose CD Wave Radios they do not have televisions. Televisions are available if you require one together with a DVD player. We have an extensive CD and DVD library for you to choose from, or alternatively bring your favourite CDs with you to enjoy.

Eating and Drinking at Kasbah - Breakfast is included within your accommodation rate and this is served in the Kanoun Restaurant or on the terrace next to the pool bar (weather permitting) from 7.30 until 10.30. Your breakfast includes fully cooked dishes and we recommend you try the delicious Moroccan specialties. Please let us know if you would like an earlier breakfast delivered to your room.

Lunch is usually a very casual affair from the snack menu around the pool or at the pool bar (weather permitting). There are shaded and non shaded areas available and lunch is served from 12pm until 3.30pm - plenty of time to gather some rays and then enjoy a light meal with local wine. Please ask us if you would like your lunch served privately.

Afternoon Tea: Tea, coffee and sweet treats will be served in the library each afternoon between 4.00 and 5.30pm (usually offered in the winter months only – please check with your reservations office for details).

We have designed the following dining experiences for you during your stay. Each afternoon, you will receive a note in your room confirming the pre-dinner drinks and dinner location, as with so many stunning locations around Kasbah Tamadot we like to 'mix it up' and offer the opportunity to enjoy as many of them as possible.

Monday Experience a traditional **Berber Feast, buffet style** (cost 450dhms). You can enjoy these local delicacies whilst listening to the traditional Moroccan music of Elhiba.

Wednesday Our chefs will serve a delicious **7 course Berber Tasting Menu** (cost 550dhms), offering you a taste of traditional Morocco with a difference! You can also choose to pair these delicious dishes with some amazing Moroccan wines (cost 485dhms).

Thursday Join us for a **complimentary glass** of bubbly, wine or a soft drink between 7.30pm and 8.30pm! It's a great opportunity to meet your fellow guests, and of course ask us anything you would like to know. Our chefs will then serve a delicious **North African-influenced Buffet** while traditional Moroccan music is performed by one of our local bands. Please note the bar will be open as normal for you to sign other drinks to your room if you prefer.

Saturday Our chefs will serve a delicious **7 course French International Tasting Menu** (cost 550dhms). Wines can also be paired with the meal for a cost of 485dhms.

KASBAH TAMADOT

SIR RICHARD BRANSON'S MOROCCAN RETREAT

Our à la carte menu is served on Tuesday, Friday and Sunday evenings in Kanoun Restaurant. If you would prefer the à la carte menu instead of the above dining experience, please just ask your waiter on the evening.

We would be delighted to talk to you about any dietary requirements you may have or any special requests. We also recommend you try the local Moroccan wines. They are of great quality and represent good value when compared to the cost of imported wines to Morocco.

Leisure activities on site - Apart from the beautiful outdoor infinity pool there is also an indoor swimming pool, two tennis courts, a well equipped gym, Asounfou Spa which also includes a sauna and the most wonderful Hammam.

All treatments can be booked in advance or upon arrival at Kasbah Tamadot. We would recommend that you discuss treatments you would like upon your arrival at the hotel so as to avoid any disappointment.

You are welcome to join in on our complimentary walks:

Thursdays and Sundays at 9.30am - enjoy a walk with Mohammed lasting up to three hours.

You are also welcome to join the organised activities (150dhms per person):

Tuesdays and Fridays at 11.00am - enjoy a trip to the Eve Branson Foundation workshops in the local villages to discover all the charitable work taking place – all spearheaded by Richard's mum (*a charge of 150dhms will apply, all of which goes to the Eve Branson Foundation*).

Saturday at 10.00am & 12.00pm - enjoy the hustle and bustle of the local market in Asni.

Other excursions you may be interested in...

Ar'med walk with lunch - enjoy lunch at the highest cafe in North Africa! We will drive you to Imlil where you will join a guide with mules to walk up to Armed, a village 2000m high, and enjoy a family style lunch overlooking Mount Toubkal! 650 dhms per person.

Quad biking in the Ouirgane Valley – please chat to reception for more information.

Leisure activities off site - This information sheet would be too long if we put everything here. There are the most wonderful treks available with departure from Kasbah. This can be a simple 3-4 hour walk in the hills or can stretch to an overnight stay in a Berber Village. You can of course visit Marrakech to see the vibrancy and sheer mad pace of this city. All excursions can be booked when you arrive at Kasbah and the local Moroccan staff are the real experts when it comes to advice.

Language - Moroccans either speak Arabic or Berber, and most also speak French. Some speak all three! Many Moroccans who come into contact with visitors speak English and so it is generally easy to get by if you don't speak any of the local languages.

KASBAH TAMADOT

SIR RICHARD BRANSON'S MOROCCAN RETREAT

Virgin Unite - We would like to suggest you read about **Virgin Unite** in Marhba which ties in with the Eve Branson Foundation. You will find the Virgin Unite shop located behind the tennis courts just outside the rear gates of the Kasbah. One hundred percent of the takings for the items made by locals in the nearby villages goes directly to them. All other items are bought locally in Morocco and 30% of the takings from these also go to the local community.

Currency and Ways to Pay

- The local currency is the Moroccan Dirham (MAD).
- It is not possible to obtain Dirhams outside Morocco. There are cash machines at the airport and in central Marrakech.
- At Kasbah Tamadot you can use your credit card to pay your bill and change Sterling or Euros into Dirhams. We will also accept Euros or Sterling to settle your bill, however we may have to give your change in Dirhams.
- It is illegal for a hotel to change Dirhams to another currency and you can only change the money back at the airport if you have a receipt from a registered Bureau de Change.
- Most restaurants and even some of the market stalls in the larger souks accept credit cards. Many places will also take Euros as payment, however your change will most likely in Dirhams. In smaller places or remote areas you will find it much easier to have Dirhams.
- If you are carrying currency to the value of 10,000 Dirhams or more (approximately €1000) on arrival into Morocco, we strongly recommend you declare this at Customs.

Gratuities

- A service charge is not added to bills at Kasbah Tamadot and any tipping is entirely at your discretion. If you do decide to tip we suggest that you leave one amount at Reception or with the General Manager on departure. This is then divided equally amongst all the staff at Kasbah. Please speak to the General Manager if you require any further guidance on this matter, and once again we want to reiterate that it is entirely up to you as to whether you wish to tip or not.
- Please note that in the souks if you take a photograph of an entertainer such as a snake charmer or dancer, they will expect a small payment as this is how they make their living. As a guide you should expect to pay anything from MAD10.00 to MAD50.00 depending on how long they spent entertaining you and how many people are in your party. If spending times in the souks it pays to have small change available so you can make the most of these photo opportunities!
- Outside Kasbah Tamadot, tipping is generally expected in restaurants, bars, taxis and so on. As a guide this should be 10-20% of the cost of the service.

KASBAH TAMADOT

SIR RICHARD BRANSON'S MOROCCAN RETREAT

Our Recommendations - All of the Virgin Limited Edition team has travelled to Morocco and here are some tips they have to help you get the most out of your visit.

Craig's Tips

- Moroccan food is amazing - don't be afraid to try as many different dishes as possible.
- Take time to talk to our local staff, they are lovely people and really enjoy conversation with our guests.
- Watch the sun! It can get very powerful very quickly, so even if you want a tan please be safe by using a sunscreen and wearing a sunhat if you will be outside for a while. For the same reason, carry water if you are out and about in the sun to keep you hydrated.
- If you have time a visit to the beautiful Berber mountain village of Imlil is a must! It is only about 20-minutes from Kasbah by car and from here you can take a guided walk. And if you aren't feeling too energetic you can hire a mule to carry you!

Katya's Tips

- If you get time a visit to a souk! You can buy some really beautiful things including clothes, crockery, ornaments – just about anything. They are also wonderful places to buy spices, and these are generally at a fixed price so no bargaining!
- If you visit Marrakech, try to make sure you are at the Djeema el Fna for sunset. It is amazing to sit on one of the café terraces overlooking the square and watch the sunset behind the mosque whilst listening to the call to prayer, and experiencing the sights, smells and sounds of the square coming alive for the evening ahead.
- The location of Kasbah Tamadot is incredibly beautiful and peaceful so make sure you take time to just sit around and indulge in it.

Joe's Tips

- If you are up for a true Moroccan experience, visit the souk in Asni on Saturday mornings. It is a genuine local market where farmers and traders from the region come to exchange goods and purchase supplies. You will get harassed to buy things but don't be intimidated, the locals are lovely but desperate to make a sale! And if you do visit you must see the Donkey Park...kind of like a car park for everyone's mules!!! Also watch out for the local dentist, who is also the local barber...
- When bargaining in the souks try not to get too hung up on whether you feel you are being overcharged or not! Try to enjoy the experience and pay whatever it is worth to you. Consider how much you would be prepared to pay for it at home and then try to think how much you are prepared to pay for it in Morocco.
- Ask our staff about taking a short walk up the hill behind Kasbah Tamadot. It only takes around 30-minutes and the views are amazing. From here you can take fabulous photos of Kasbah Tamadot back dropped by the mountains.