



FREQUENTLY ASKED QUESTIONS QUESTIONS

1. PRICE

1. Is the price negotiable for families, children and the elderly?
2. What is included in the price?
3. How much is the price of the flights?
4. I don't have money right now can I pay in installments?
5. I paid, but I can't come can I get a refund?
6. I can't pay the full amount before the 16th of August can I still attend?
7. I am not going by coach but by car, do I still have to pay for the coach in my fee?
8. I'm booking internationally; I need your IBAN number and other bank details?
9. Are activities free?
10. I see some of the activities are listed in pounds in the PDF, but I only brought Euros, what should I do?

2. DATES

1. Can I come for another specified amount of time e.g just two days?
2. Can I stay longer after the retreat?
3. What dates will the scholar arrive?
4. I'm confused why are there two dates for departure the 23rd & the 26th?

3. LOCATION / COACH

1. Is the location far from the airport?
2. I'm coming from outside London or internationally. My plane comes after the coach departure time by 5 minutes should I risk it?
3. My planes delayed, how will you know?
4. Is there parking at the retreat?
5. What is the best airport to fly to and from?
6. What are the coach times?
7. I arrive before the coach departs but it's a short time, how big is the airport and how long does it take to collect baggage?

4. ROOMS / CAMPING

1. Can my extra friend stay in my double room, can she sleep on the floor / bring a sleeping mat?
2. Can I change rooms?

3. My parents are elderly do you have any flexible spaces that can deal with their mobility?
4. For camping do we have to bring our own tents and sleeping bag. What should I bring?
5. Can I sleep outside if i haven't requested to camp?
6. What is the temperature like at night?
7. Are the rooms safe?
8. What are the dorm beds like?
9. What toiletries should I bring? Does the retreat provide towels?

5. BOOKING FORM / PAYMENT FORM

1. I'm booking as a group, how should I fill in the booking form?
2. I'm listed as a group on the booking form. How do I pay for my part of the room?
3. I have filled in the form, but haven't heard anything has my application been accepted?

6. FOOD

1. I'm allergic / can't eat certain foods, who do I tell?
2. I'm a Vegetarian / Vegan, who do I tell?
3. Is tea, coffee, and snacks free?
4. Can I keep snacks in my room?

7. CLASSES, ITINERARY & ACTIVITIES

1. Can I miss the classes / do I have to attend all of the lectures?
2. Can I record the lectures?
3. Are activities compulsory?
4. I don't attend Dhikrs do I have to partake?
5. I don't see the itinerary, what is the structure like?
6. Are the timings strict for the itinerary?
7. I see scheduled walks on the itinerary. Do I have to go?

8. COMMON QUESTIONS

1. Can I bring my children?
2. Is there a crèche service / activities for children?
3. Can I speak to the Sheikh privately or schedule a time?
4. Can I ride the horses?
5. Can I climb the mountains?
6. Can I hunt in the forest?
7. Can I pick the fruits off the trees to eat?
8. Do I have to be Muslim to attend?
9. Are the additional activities free, what are the prices?
10. Are there other places to visit near Rosales?

ANSWERS

1. PRICE

1. Is the price negotiable for families, children and the elderly? The price is fixed and is not negotiable unfortunately. As the cost is per head. Children under the age of 6 are free.

2. What is included in the price? Included is 7 or 5 nights worth of accommodation and full board service (all meals provided.) Plus coach fee and excursions is included. The price does not include the additional activities please refer to the PDF for prices. Also the price does not include excursion prices to the Alhambra for those staying 5 nights only.

3. How much is the price of the flights? Flights are up to the individual to find, a coach will be provided at Alicante airport, God willing. However if you shop around early you can get some decent deals. Prices vary with different airline providers the earlier you book the cheaper it is. It ranges from 150 - 200 pounds. (U.K prices.)

Websites that might be of interest to book tickets with:

<http://www.momondo.co.uk>

www.ryanair.com

www.skyscanner.net

<http://www.edreams.co.uk>

<https://www.easyjet.com/en/>

Here is our suggestion of flights for those we are attending the full duration that fits in with the coach timings. Taken from momondo.co.uk

Full duration (7 days): 23rd - 30th August. London - Alicante

London (LON), United Kingdom → Alicante (ALC), Spain | 23 Aug | 30 Aug | 1 passenger

Trip type: Return trip | Ticket class: Economy | Direct preferred | Include nearby airports

3 filters applied: 4 results match your filters. CLEAR ALL FILTERS

Airline	From	Time	Class	To	Time	Duration	Price
easyJet	LTN	06:05	Economy	ALC	09:45	2h 40m DIRECT	188 GBP
easyJet	ALC	21:55	Economy	LGW	23:35	2h 40m DIRECT	188 GBP
easyJet	LTN	06:05	Economy	ALC	09:45	2h 40m DIRECT	191 GBP
easyJet	ALC	21:25	Economy	SEN	23:05	2h 40m DIRECT	191 GBP

Coach leaves 12pm Alicante on the 23rd and leaves Rosales 3pm at the retreat on return.

Five days: 26th 30th of August 2017. **London - Murcia**

The screenshot shows a flight booking interface for a return trip from London (LON) to Murcia (MJV) on August 26th and 30th, 2017. The trip type is 'Return trip', the ticket class is 'Economy', and there is 1 passenger. The interface displays two Ryanair flights: an outbound flight from London (STN) at 17:00 to Murcia (MJV) at 20:45, and a return flight from Murcia (MJV) at 21:10 to London (STN) at 22:55. Both flights are direct and take 2h 45m. The price is 151 GBP. The interface also includes a 'Time of day' slider for both outbound and return flights, a 'See details' button, and a 'Go to site' button.

Coach leaves 10:15pm Murcia on the 26th and leaves Rosales 3pm at the retreat on return.

Please note for group 1 and group 2 you will be departing from different airports.
Those for full duration: Alicante
Those for 5 days: Murcia

4. I don't have money right now can I pay in installments? As long as you pay all the money before the deadline that's o.k. However each time you make a part payment you will have to fill in the payment form so we aware of all the transactions. After the dates set we can't offer this service, as we have to pay the retreat directly and can't chase up payments later on. Any part installment payments will not be refunded. So please make sure you can come! Full amount due 16th August 2016 (no refunds)

5. I paid, but I can't come can I get a refund? Sorry we have a no refund policy. So please don't rush into booking if your situation seems easily changeable. Please note that all money that isn't refunded will be used for charitable donations, God willing.

6. I can't pay before the 16th of August can I still attend? Unfortunately we have a cut off date because we have to pay the retreat before we leave. So we can't accept people after this date.

7. I am not going by coach but by car, do I still have to pay for the coach in my fee? We can substitute 1 or 2 activities for you for free, God willing to cover that expenditure.

8. I'm booking internationally; I need your IBAN number and other bank details? Please email us and we will send you the necessary details. God willing.

9. Are activities free? Activities are not included in the price. Each activity roughly cost 10 Euros. But will be confirmed before travel.

10. I see some of the activities are listed in euros but I only brought pounds, what should I do? We advise you to take a little bit of spending money to use for excursions and activities.

We will have about 4 - 5 different activities that need to be paid for (if you wish to attend). Prices will be sent prior to departure.

2. DATES

1. Can I come for 2 days, or another specified amount of time? Yes this is very possible. But please be aware our coach will leave **Alicante** at midday on Wednesday 23rd & 3pm on the 30th (**for group 1**) back to Alicante. And will leave **Murcia** 10:15pm on Saturday 26th of August and leave 3pm back to Murcia (**for group 2**). So if you can't make these coach time slots please arrange for alternative use of transport. E.g. rental car, bus or taxi.

2. Can I stay longer after the retreat? You are free to do so if you email the retreat personally. However direct payment will need to be made to the hosts, as we will only cover you for the duration of your stay. Contact details of Alqueria de Rosales can be found online.

3. What dates will the scholar arrive? Shaykh Babikir will be there for the full duration.

4. I'm confused why are there two dates for departure the 23rd & the 26th? This year we have tailored the retreat so those who can't take many days off work have the options to come for a smaller duration. Both durations will be packed with great activities, excursions, seminars and workshops for both. So if you can only make a portion of the duration. That's perfectly fine. We will be having a refresher seminar once you arrive.

3. LOCATION & COACH

1. Is the location far from the airport? All details of location and alternative means of traveling to the retreat can be found in our travel PDF. The retreat is 2 hours from Murcia airport and Alicante airport. Other airports vary in distance.

2. I'm coming from outside London or internationally, my plane comes after the coach departure time by 5 minutes should I risk it? The coach will leave at specific times and will not wait around. We recommend people from outside London to catch earlier flights, to be on time for the coach.

3. My planes delayed, how will you know? Usually we always have someone situated at Murcia / Alicante Airport to receive and register the guests. So we will be aware if there are any delays to any flights. In this case the coach will wait. We will also send you a week before departure your flight information so incase of any delays we are aware.

4. Is there parking at the retreat? Yes you can park at the retreat if you hire a car.

5. What is the best airport to fly to and from? Alicante and Murcia are the closest options to Rosales.

6. What are the coach times? Our coach will leave Alicante at 12pm on the 23rd of August and 3pm on the 30th of August return to Alicante (group 1 - 7 days.) And 10:15pm from Murcia airport on the 26th of August and return on the 30th at 3pm to Murcia (Group 2.) So if you can't make these coach time slots please arrange for alternative use of transport. E.g. rental car, bus or taxi. The coach takes roughly 2 hours to the retreat and back to the airport.

7. I arrive before the coach departs but it's a short time, how big is the airport and how long does it take to collect baggage? Both airports are quite small and usually doesn't take no longer then 20 - 30 minutes to leave. Sometimes even quicker. Don't worry if this is the case we will know and will wait according to your flight details.

4. ROOMS

1. Can my extra friend stay in my double room, can they sleep on the floor / bring a sleeping mat? Unfortunately the amount of beds in the room is the amount of people that should stay in that room for health and safety. We can't make deductions in price and you will be charged the same as the person hiring that room, floor, bed, sofa etc. As we have to pay per head.

2. Can I change rooms? Once you are at the retreat this is possible if you wish to upgrade to a room. You can pay the difference and one of our hosts will show you to your new room, God willing.

3. My parents are elderly do you have any flexible spaces that can deal with their mobility? We have rooms situated on the ground floor that are ideal for some of our older guests. These are roomy and comfortable to get around alhamdulillah. Please just state so in your booking form.

4. For camping do we have to bring our own tents and sleeping bag. What should I bring? Everything is provided by Rosales tents and sleeping bags. And we also have extra blankets available for warmth. We also recommend to bring camping lights as it gets very dark near the camp site.

5. Can I sleep outside if I haven't requested to camp? It is possible but we can't make any changes in price or refunds once we are out there. The room or space you have chosen will be the fixed price. Just bear in mind sleeping randomly and not in the allocated tent areas is dangerous. The terrain is rugged with animals and insects roaming around. It is also very rural and rough. So please refrain from going off without informing us. Unless you are camping outside (which will be in a allocated safe area) and have booked this option we don't recommend it.

6. What is the temperature like at night? The temperature is very cold as we are in a mountainous terrain. We recommend bringing thermals and warm clothing to sleep in at night.

7. Are the rooms safe? Every room has its own key and the complex is locked at night. We also are secluded in the mountains so no passing pedestrians to worry about.

8. What are the dorm beds like? The dormitories are very spacious, the beds are bunk beds. Each room has 4/5 separate showers and separate toilets.

9. What toiletries should I bring? Does the retreat provide towels? The retreat does supply towels. We would however recommend you to bring your own toiletries. Even though they will provide a small amount of soap and shampoo.

5. BOOKING FORM (ONLINE)

1. I'm booking as a group, how should I fill in the booking form? Please elect one person in your group to fill it in for everyone. In the booking form we have a text box that states enter the names of all those who are in your group. So we will be aware of who everyone is attending. Even if they don't fill in the form. Please write names as written on their passports.

2. I'm listed as a group on the booking form? How do I pay for my part of the room? All participants must complete the payment form regardless if you are in a group. However if you are paying on behalf of someone or collectively that is fine just state so in the payment form. When you name your transaction simply list your FULL NAME. So we can associate it with you.

3. I have filled in the form, but haven't heard anything has my application been accepted? If you don't hear back from us that means your application has been accepted and we have the room available. If you receive an email it means there has been a clash in rooms and we may have to offer you another room available.

6. FOOD

1. I'm allergic / can't eat certain foods, who do I tell? Please inform us if you have any allergies (in the booking form only please) so that we can cater the meals in accordance.

2. I'm a Vegetarian / Vegan, who do I tell? That's fine, please just let us know (in the booking form only please) and we will make separate meals for our vegetarian / vegan guests.

3. Is tea, coffee, and snacks free? All refreshments need to be paid by individuals to the retreat itself, and will not be covered by us.

4. Can I keep snacks in my room? Snacks are perfectly fine, you can buy snacks from the local town; please inform us if you do leave the retreat, to visit the surrounding area.

7. CLASSES, ITINERARY & ACTIVITIES

1. Can I miss the classes / do I have to attend all of the lectures? We encourage all guests to attend all the lectures by our resident scholar and teachers. We ask you to respect and honor them by turning up on time or not to walk in halfway through the class. If you have young children that is fine. However if your children become restless we kindly ask that you take them outside of the lecture hall until they settle down so that they do not disrupt other attendees.

2. Can I record the lectures? You are free to record the lectures alhamdulillah.

3. Are activities compulsory? No, you can choose to attend varying activities or have it as free time to enjoy the grounds and relax.

4. I don't attend Dhikrs do I have to partake? It is up to the individual it is not compulsory to attend.

5. I don't see the itinerary, what is the structure like? The itinerary is in the PDF please refer to PDF for full schedule. Our retreats are not designed to be intensive and we usually have seminars in the morning, activities in the afternoon or free time, and evening reflections.

6. Are the timings strict for the itinerary? The retreat is aimed to rejuvenate the mind, body and soul, God willing. Due to amount of time. We ask everyone to kindly adhere to the time's set to make the most of the days and activities we have planned for everyone out there, God willing.

7. I see scheduled walks on the itinerary. Do I have to go? The walks are for everyone to explore the grounds together and the site. It is a chance for people to get to know one another and the scholars to introduce what they will be teaching. Also for the teachers leading activities to explain the differing activities taking place. It is mandatory that everyone does attend the first walk. We will also have cars to drive the elderly and those with children who can't walk long distances to the site. However if this is difficult for our elderly guests or those with children then they can stay at the site, God willing.

8. COMMON QUESTIONS

1. Can I bring my children? Yes children are encouraged to come to the retreat.

2. Is there a crèche service /activities for children? We may have the option of a creche service this year for a small extra fee (nothing too expensive.) We will let you know nearer to departure. If not then we apologise it will be up to the parents to look after their children. There is a small playing area with swings, for children, but they will need watched by parents.

3. Can I speak to the Shaykhs privately? You can go up to the Shaykhs directly. However it is preferred if you need to discuss something lengthy then to approach one of the hosts to arrange a private session if you need advise.
4. Can I ride the horses? Unless you have vast experience with riding horses and have travel and medical insurance then we can enquire for individuals directly. Guests can pet the horses but inexperienced horse riders should not attempt to.
5. Can I climb the mountains? You are free to roam the lands. Please be aware the terrain is rocky and can be very dangerous, we always recommend you going in pairs. Please refrain from going alone. We do not cover people's travel or health insurance so it is up to individuals to take care of themselves and their belongings.
6. Can I hunt in the forest? Simple answer no, this is private land and property please respect it.
7. Can I pick the fruits off the trees to eat? Yes please feel free.
8. Do I have to be Muslim to attend? No, everyone is welcome.
9. Are the additional activities free, what are the prices? Each activity varies in price; please see PDF for more details.
10. Are there other places to visit near Rosales? Please see PDF for information about the surrounding area. Please read our PDF if you still have some unanswered questions. We will be exploring the wider Andalucia for two excursions.