

# **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 12<sup>th</sup> of June 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 can't pay the deposit in time, but can pay before the full amount date, is that o.k?
9. Is the £40 (U.K) / \$67 (US) deposit an additional cost on top of the room cost?
10. I'm booking internationally; I need your IBAN number and other bank details?
11. 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 2 days, or another specified amount of time?
2. Can I stay longer after the retreat?
3. What dates will the scholars arrive?

### **3. LOCATION / COACH**

1. Is the location far from the airport?
2. I'm coming from up north or internationally (not London.) My plane comes after the coach departure time by 5 minutes should I risk it?
3. Is there parking at the retreat?
4. What is the best airport to fly to and from?
5. What are the coach times?

### **4. ROOMS**

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. Can I sleep outside?
5. Are the rooms safe?
6. What are the dorm beds like?

### **5. BOOKING 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. Are the timings strict for the itinerary?
6. I see on the first day you have scheduled a walk. 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 4 days worth of accommodation and full board service (all meals provided.) Plus coach fee is included. The price does not include the additional activities please refer to the PDF for prices.

3. How much is the price of the flights? Flights are up to the individual to find, a coach will be provided at Murcia airport, God willing. However if you shop around early you can get good deals. Prices vary with different airline providers the earlier you book the cheaper it is. It ranges from 90 -130 pounds. (U.K prices.)

Websites that might be of interest to book tickets with:

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

[www.ryanair.com](http://www.ryanair.com)

[www.skyscanner.net](http://www.skyscanner.net)

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

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. 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.

***£40 (U.K) \$67 (US) Deposit is due the 19<sup>th</sup> May 2014  
to ensure your place (no refunds)  
Full amount due 12<sup>th</sup> June 2013 (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 12<sup>th</sup> of June 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 can't pay the deposit in time, but can pay before the full amount date, is that o.k? Please email us and we will make sure your booking is not low priority.

9. Is the £40 deposit an additional cost on top of the room cost? The £40 is deductible from the overall cost of the retreat. Say your room is £265 you will only need to pay £215 remaining.

10. 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.

11. I see some of the activities are listed in pounds in the PDF, but I only brought Euros, what should I do? The pound and the euro are almost identical in exchange rate so activities listed as £10 can be paid 10 Euros instead, God willing.

## **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 Murcia at 7:15pm on the 19<sup>th</sup> of June and will leave just before 2pm on the Monday the 23rd of June. 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. The retreat has kindly stated guests who want to stay for the Ramadan period can do, for a reduced rate Alhamduillah. Contact details of Alqueria de Rosales can be found online.

3. What dates will the scholars arrive? Shaykh Babikir and Imam Abdul Latif will be present for the whole duration, God willing.

## **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 is the closest airport to the retreat. Other airports vary in distance.

2. I'm coming from up north 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. Is there parking at the retreat? Yes you can park at the retreat if you hire a car.

4. What is the best airport to fly to and from? The nearest airport to the retreat is Murcia and is 2 hours away. This is where our coach will be departing from, so unless you seek alternative means of traveling to the retreat we recommend Murcia.

5. What are the coach times? Our coach will leave Murcia at 7:15pm on the 19<sup>th</sup> of June and will leave just before 2pm on the Monday the 23rd of June. 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.

## 4. ROOMS

1. Can my extra friend stay in my double room, can she 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 book form.
4. Can I sleep outside? Although we have one night where we sleep under the stars, the terrain is rugged with animals roaming around. It is also very dangerous so please refrain from going off without informing us.
5. Are the rooms safe? Every room has it's own key and the complex is locked at night. We also are secluded in the mountains so no passing pedestrians to worry about.
6. 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.

## 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.
2. I'm listed as a group on the booking form? How do I pay for my part of the room? We advise those in groups to name their transactions, made in the bank or online by their **group leaders full name**. So we can associate the payment with each group on our statements.
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 Shaykhs, we ask you to respect and honor them and turn up on time or not to walk in half way 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. Are the timings strict for the itinerary? The retreat is a vigorous retreat aimed to rejuvenate the mind, body and soul, God willing. Due to the short 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.
6. I see on the first day you have scheduled a walk, do I have to go? The walk on the first day is 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. 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? Sorry it is 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, or 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.
5. Can I hunt in the forest? Simple answer no, this is private land and property please respect it.
6. Can I pick the fruits off the trees to eat? Yes please feel free.
7. Do I have to be Muslim to attend? No, everyone is welcome.
8. Are the additional activities free, what are the prices? Each activity varies in price; please see PDF for more details.
9. 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.**