



WOMAN EXPLORE

# Frequently Asked Questions

MENTAWAIS SURF RETREAT WITH SERENA ADAMS

## How much do I need to pay to secure my place on the retreat?

You only need to pay 30% deposit at the time of booking to secure your place and ensure it is not sold to anyone else. For full details, please refer to Woman Explore's [Terms and Conditions](#).

## When is the remaining balance due?

The remaining balance is due by Tuesday 27 July 2027. This is because all the logistics and inclusions for the retreat must be confirmed and paid for in advance of the retreat commencing. With any group travel, there are multiple elements that must be confirmed well in advance of the retreat commencing, to ensure the experience is high quality and seamless for everyone.

## Is there a payment plan I can utilise if I'd like to pay in installments?

Yes, Woman Explore offer this service at no additional cost! To help you to manage your payments, your retreat cost can be split into 3 payment amounts with the final amount due 90 days before the retreat. Contact the team at Woman Explore on [hello@womanexplore.com](mailto:hello@womanexplore.com) and they will send through payment plan information specific to you.

## Can I stay extra nights at the hotel or arrive earlier than the retreat start date?

Yes, if you'd like to stay additional nights you can email the team at Woman Explore on [hello@womanexplore.com](mailto:hello@womanexplore.com) and they will coordinate your requirements with the hotel and confirm the additional costs.

## If needed, can I join the retreat after it starts or leave early?

Unfortunately, due to the retreat being located on a boat it can make it hard to join late or leave early. Contact the team at Woman Explore on [hello@womanexplore.com](mailto:hello@womanexplore.com) for further information. Depending on your arrival or departure date, they will endeavor to assist you as much as is practical.

## Where do I fly to in the Mentawais to join the retreat?

You'll need to fly into Minangkabau International Airport, in Padang. When you confirm your flight details Woman Explore will ensure a transfer is organised for you from the airport to the hotel.

## What time can I check-in to the hotel?

Guests can check in to the hotel on the first night from 2:00 pm daily. If you arrive earlier, drop your bags with reception and enjoy a relaxing afternoon by the pool. Please note: dinner is not included on this first night.

## Do I need to arrange airport or boat transfers?

Airport transfers are included in this retreat, along with transfers from the hotel to the boat and from the boat to Minangkabau International Airport. To ensure the the team at Woman Explore have your correct arrival and departure information please ensure you complete the [Traveller Details Form](#).

## Is there WIFI on the boat to stay in touch with family or my business?

On the boat there is no access to WiFi and there will be limited to no mobile phone service. At the hotel on the first night of the retreat, WiFi is included.

## Do I need to get travel insurance for this retreat?

Definitely! To attend any Woman Explore retreat you must secure your own travel insurance. Guests require this to protect against unexpected events such as trip cancellations, delays, medical emergencies and loss of belongings during their trip. This information needs to be provided before commencing your retreat via the [Traveller Details Form](#).

## Can the chefs on the boat cater for allergies?

Yes, with prior notification (minimum three weeks) the team on the boat can accommodate most dietary requests. Please reach out to the team at Woman Explore on [hello@womanexplore.com](mailto:hello@womanexplore.com) and they will work with you.

### **What currency is used in the Mentawais, and do I need to bring cash with me?**

The local currency is the Indonesian Rupiah (IDR), though USD is sometimes accepted at surf resorts and charter boats. We recommend bringing Indonesian Rupiah, as ATMs are only available in Padang before departure. Most resorts and boats accept credit cards, but cash is useful for small purchases, tips, and remote areas.

### **Are there any age restrictions to attend this retreat?**

To attend this and any Woman Explore retreat, guests must be over 18 years of age.

### **What should I pack for my trip to the Mentawais?**

The Mentawai Islands have a relaxed, tropical vibe, so lightweight, comfortable clothing is best. Most of your time will be spent surfing, lounging by the beach, or enjoying boat life, so pack bikinis, shorts, rash guards and breathable casual wear. Evenings are laid-back, but you may want to bring a casual dress or relaxed outfit for dinners and social gatherings.

### **What are the 'must-bring' items I should add to my packing list for this retreat?**

We recommend packing reef-safe sunscreen, as protecting the ocean is essential, and some areas may ban harmful sunscreens. A wide-brim hat, polarized sunglasses, and a rash vest or sun shirt are key for long days in the sun. Bring multiple swimsuits, surf wax for tropical waters, a reusable water bottle, and a dry bag to protect your belongings while on the boat. Since ATMs are only available in Padang, having some cash in Indonesian Rupiah (IDR) for small purchases and tips is also a good idea.

### **What power points or plugs are used in the Mentawais?**

The Mentawai Islands use Type C power sockets, with a standard voltage of 230V and a frequency of 50Hz. A universal adapter is recommended if your devices use a different plug type.

### **What is the weather like in the Mentawais in Oct / Nov?**

The Mentawai Islands have a tropical climate with warm temperatures and high humidity year-round. In October, expect daily temperatures ranging from 25°C (77°F) to 31°C (88°F). This month sits in the tail end of the dry season, meaning mostly sunny days with light winds and occasional tropical showers. Surf conditions remain consistent and powerful, with lighter crowds compared to peak season.

### **Can I bring duty-free alcohol on board?**

Yes, you can bring duty-free alcohol on board. We recommend purchasing it at the airport before departure, as alcohol options may be limited or more expensive in remote areas. Please pack bottles securely to prevent breakage during transit.

### **Which airlines allow surfboards as part of their checked baggage to Minangkabau International Airport?**

Several airlines allow surfboards as part of their checked baggage allowance when flying to Minangkabau International Airport (PDG) in Padang. Below are some of the airlines:

- Virgin Australia – 23kg checked baggage allowance, accepts surfboards up to 9 feet.
- Singapore Airlines – 25kg checked baggage allowance, accepts surfboards up to 9 feet.
- Malindo Air – 20kg checked baggage allowance, accepts surfboards up to 8 feet.
- Garuda Indonesia (ex Sydney or Melbourne only) – 30kg checked baggage allowance, accepts surfboards up to 9 feet.

We recommend checking directly with your airline before departure, as baggage policies may change. Always pack your board securely to prevent damage in transit.

### **Am I required to tip in the Mentawais?**

Tipping is not mandatory but is greatly appreciated. As a guide, USD \$5–\$10 per day per guest is a good starting point, especially for boat crew and surf guides.

### **Do I require any vaccinations to travel to the Mentawais?**

It's recommended to check with your doctor about vaccinations before traveling to Indonesia. Mosquito-borne diseases such as dengue and malaria exist, so mosquito repellent and protective clothing are advised. Check official government travel advice for further details.

### **What if I missed some of the retreat activities, can I get a refund on those?**

Unfortunately, refunds are not available for missed activities or unused portions of the retreat, as most arrangements are booked and paid for in advance.

### **What time is check-out on the last day?**

We'll be disembarking the boat at 8:00 am, before heading to the Airport. Ensure your flights home are booked after 12:00pm, to ensure you have enough time to catch your flight. If you have any questions, reach out to the Woman Explore Team.

### **What happens if I need to cancel my booking?**

Retreat payments are generally non-refundable. Deposits may be refundable within 14 days of booking, except for bookings made within 14 days of departure, which are non-refundable.

### **Can I transfer my booking to another trip?**

Transferring to another retreat may be possible if requested in writing at least 120 days prior to departure. Any price difference must be covered by the guest.