



WOMAN EXPLORE

Frequently Asked Questions

SURF RETREAT, SERENA ADAMS, SEMINYAK - BALI

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 22 December 2025. This is because all of 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 with the resort 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 instalments?

Yes, Woman Explore offer this service at no additional cost! To help you to manage your cashflow, 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 and they will send through payment plan information specific to you.

Can I stay extra nights at the resort 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 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?

Yes, you can join late or leave early. Contact the team at Woman Explore on hello@womanexplore.com for further information. Depending on your arrival or departure date there may be a minimal change to the price. They will endeavour to assist you as much as is practical.

Where do I fly to in to Bali to join the retreat?

You'll need to fly into Ngurah Rai International Airport / Denpasar airport. When you confirm your flight details via the [Traveller Details Form](#), Woman Explore will ensure a transfer is organised for you from the airport to the resort.

What time can I check-in to the hotel?

Guests can check in from 3:00 pm daily. If you arrive earlier, drop your bags at reception and enjoy some time in this wonderful city.

Do I need to arrange airport transfers?

No, Airport transfers are included in this retreat. 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 Wi-Fi at the hotel to stay in touch with family or my business?

Yes, a Wi-Fi connection is available throughout the hotel including in the conservatory and co-working spaces. There is also mobile reception should you need to make or receive calls.

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](#).

Does the resort have a spa and/or massage facilities?

Yes, the resort has a spa and wellness centre on-site that provides a full range of treatments and massages. Indulge in relaxation and rejuvenation with their luxurious spa services, designed to pamper you from head to toe during your stay.

Does the retreat cater for food allergies?

We strive to accommodate all dietary needs and preferences, including food allergies, to ensure everyone can enjoy our offerings safely and deliciously. Please ensure you add any dietary requirements into the [Traveller Details Form](#).

What currency is used in Bali, and do I need to bring cash with me?

The official currency used in Bali is the Indonesian Rupiah (IDR). While card payments are becoming increasingly common in Bali, especially in tourist areas, it's still advisable to carry some cash with you for smaller purchases and in case you encounter establishments that only accept cash. Additionally, having some local currency on hand can be convenient for tipping and transactions in more remote areas where card acceptance may be limited.

Are there any age restrictions to attend this retreat?

To attend a Woman Explore retreat, guests must be over 18 years of age.

What should I pack for my trip to Bali?

When preparing for your trip to Bali, it's essential to pack light and breathable clothing suitable for tropical weather. Don't forget to include swimwear, sunglasses and sunscreen for beach days. Comfortable sandals or flip-flops are a must for exploring the island's beautiful beaches and temples. Bring insect repellent, a light rain jacket or umbrella for brief showers, and a refillable water bottle to stay hydrated. Additionally, pack any necessary medications, travel adapters and a hat for sun protection.

What is the weather like in Bali?

Bali enjoys warm and tropical weather year-round, with temperatures ranging from around 75°F to 90°F (24°C to 32°C). The island experiences two main seasons: the dry season (April to October) and the wet season (November to March). In March, the wet season winds down, with warm days, high humidity and occasional tropical downpours.

Am I required to tip in Bali?

In Bali, tipping is not mandatory but is appreciated for good service. While many restaurants and hotels include a service charge, it's customary to leave a small tip for exceptional service, typically around 5 to 10% of the bill. Similarly, tipping is appreciated for tour guides, drivers and spa therapists. When tipping in Bali, it's best to use cash in the local currency (Indonesian Rupiah) rather than credit cards. Ultimately, tipping is at your discretion and should reflect your level of satisfaction with the service received.

What power points or plugs are used in Bali?

In Bali, the power points or plugs used are typically the two-pin plug type commonly found in Europe. These are plug types C and F, with two round pins. The voltage supply in Bali is 230V, operating at a frequency of 50Hz. You can access more information [here](#).

Do I need a visa to visit Bali?

Whether you need a visa to enter Bali depends on your nationality and the purpose of your visit. As of now, many travellers can enter Indonesia visa-free for short stays (usually up to 30 days) if they are from countries participating in the visa exemption policy.

It's essential to check the latest visa regulations and requirements from the [Indonesian Government](#), embassy or consulate in your country, as these can change. Be sure to have a valid passport with at least six months of validity remaining and a return ticket to ensure a smooth entry into Bali.

What language is spoken in Bali?

The official language of Bali is Indonesian, although Balinese is also spoken by the local population. English is widely spoken in tourist areas and establishments, especially hotels, restaurants and shops. While basic English communication is generally sufficient for travellers, learning a few Indonesian phrases such as greetings and simple expressions can enhance your cultural experience and interactions with locals.

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

Unfortunately refunds are not able to be given for missed services or unused portions of the retreat. This is because most activities, accommodation and events are paid for well in advance of the trip.

What time is check-out on the last day?

Guests are required to checkout at 12:00 pm. If your flight or transportation isn't scheduled until later, feel free to drop your bags at reception and take advantage of the hotel facilities whilst you wait.

What happens if I need to cancel my booking?

Payments for the retreat are generally non-refundable. Deposits are the exception and they are 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 or retreat date may be possible, with requests required in writing at least 120 days prior to departure. Any price difference must be paid by the customer.