



WOMAN EXPLORE

Frequently Asked Questions

BYRON BAY SURF RETREAT, CRYSTALBROOK BYRON

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 90 days from the start of the retreat. 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 installments?

Yes, Woman Explore offer this service at no additional cost. The cost of the retreat can be split into 3 payment amounts with the final amount due 90 days before the retreat. Contact our team on 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, 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.

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 Byron Bay to join the retreat?

To join the retreat in Byron Bay, fly into Ballina Byron Gateway Airport (BNK)—just 30 minutes away and the closest option, with direct flights from major Australian cities. You can also fly into Gold Coast Airport (OOL), about 45 minutes away, or Brisbane Airport (BNE), which is around two hours from Byron. All three airports offer transport options to Byron, including shuttles, taxis and rental cars.

Do I need to arrange airport transfers?

Airport transfers are not included, so you'll need to arrange your own transport to Byron Bay. We're happy to help—contact us to arrange airport transfers at an additional cost. Alternatively, rideshare services like Uber are available from Ballina Airport (approx. \$60 AUD) and Gold Coast Airport (approx. \$120 AUD), depending on traffic and availability.

Is there Wi-Fi or mobile phone coverage the lodge in order to stay in touch with family or business?

Yes, a Wi-Fi connection is available throughout the hotel including in the pool, restaurant 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 hotel 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](#).

Are there any age restrictions to attend this retreat?

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

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

The official currency used in Australia is the Australian Dollar (AUD). Most shops, restaurants and venues accept card payments, including contactless. However, it's a good idea to carry a small amount of cash for markets, tips or small purchases in more casual spots. ATMs are widely available, and many local businesses also accept Apple Pay and Google Pay.

What should I pack for my trip to Byron Bay?

When preparing for your trip to Byron Bay, pack light and comfortable clothing suitable for a coastal climate. Include swimwear, sunscreen and sunglasses for beach days, plus a hat for sun protection. Bring casual shoes or sandals for walking, and a light jacket or jumper for cooler evenings. Depending on the season, a rain jacket or umbrella may come in handy. Don't forget any medications, a reusable water bottle and a travel adapter if you're visiting from overseas.

What is the weather like in Byron Bay?

Byron Bay enjoys a mild, coastal climate year-round, with summer temperatures averaging 20°C to 28°C (68°F to 82°F) and winter temperatures around 11°C to 20°C (52°F to 68°F). Summer (December to February) is warm and humid, perfect for beach days, while winter (June to August) is cooler and drier. Spring and autumn offer a pleasant mix of sunshine and mild temperatures, making Byron Bay a great destination any time of year.

What power points or plugs are used in Australia?

In Australia, the power points use plug type I, which has two flat pins in a V-shape and a grounding pin. The voltage supply is 230V and operates at a frequency of 50Hz. If you're visiting from overseas, you may need a travel adapter to use your devices. You can access more information [here](#).

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.