

FAQ

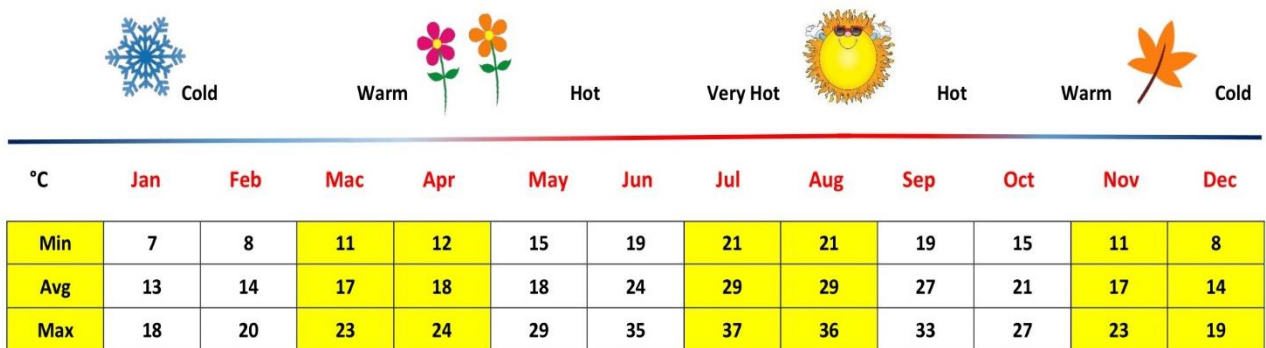
What language is spoken in Morocco?

The primary language of Morocco is **Arabic** and **Berber**. **French** is considered the third unofficial language of Morocco and it is often used in business and government and remains the language used in Higher Education. **Spanish** is also spoken in the north of Morocco. While **English** is rapidly becoming the second foreign language of choice among educated youth and spoken in popular tourist area.

Morocco time zone

Morocco no longer utilizes daylight saving time. The government of Morocco announced that effective October 27, 2018 the country changed time zones and will observe **GMT/UTC + 1h year round**. Thus, Morocco is **7 hours behind** of Malaysia & Singapore.

Weather in Morocco



Clothing in Morocco

Morocco is deemed an open and liberal country. There are no strict rules with dressing. However, women have to respect the general clothing norms, which is **covering** the knees and breast and **avoiding tight or transparent outfits**.

During **winter**, we highly recommend you to wear **layers of clothes** to keep yourselves warm all the time. The average daily temperature is about 12 °C.

Air can be dry all year round, **moisturiser and lip balm** are the must. Maybe some face mask to relax your skin at night. To protect your skin, **sunscreen, umbrella and hat** is important all year round.

Morocco2u Your Premier Tour Operator
Head Office: 23, Derb Salji Batha, Fes, Morocco.
Tel: (+60)133697813
Web: www.morocco2u.com
Email: enquiries@morocco2u.com



Good walking and stable footwear are a must as most of the time visiting requires walking in cobblestone, narrow and steep alley way, uneven pathway/tar road, soft and sandy sand dunes.

What is the currency used in Morocco?

The national currency is the **Dirham** (MAD) and it is officially designated as a closed currency, meaning it cannot be exchanged or purchased outside of Morocco. Thus, Dirham can only be bought once you arrive in Morocco. **Euros** and **dollars** (US and CAD) are widely accepted in Morocco. Moroccan Dirham is issued in banknotes (20, 50, 100 and 200 Dirham) and coins (1, 5, and 10 Dirham, and 5, 10, 20 and 50 centimes).

Exchanging money in Morocco?

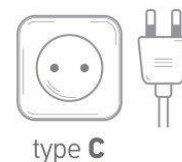
You can exchange your euros or dollars to dirhams at a Bureau de Change in the **airport** or port, or at a **bank**. The main banks in Morocco: Banque Commercial du Maroc (BCM), Banque Marocaine du Commerce Extérieur (BMCE), Banque Marocaine du Commerce et de l'Industrie (BCMI) and Credit de Maroc (CDM) can be found at the major cities Casablanca, Rabat and Marrakech. You can also find ATMs in the town and cities of Morocco. However, carry enough cash for your trip, as you may not be able to find an ATM to withdraw cash easily. Money changers are best avoided if you are approached in the street with tempting preferential rates.

Can I use my credit cards easily?

You can use credit and debit card in in towns and tourist areas in **Morocco**. Visa and Mastercard are most widely accepted. However, it is advisable to carry **cash** for shopping in the **souks** and **small shops**.

What kind of plug/voltage is there in Morocco?

The voltage in Morocco is mostly 220V, 50 Hz (**two pin round plugs**).



International calling information

Country Phone code: **212**

It is safe to drink the water in Morocco?

Avoid drinking tap water in Morocco. Bottled water (small) is easily available on all tourist destination for about 4-5 dirham each.

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What is the food and drink like in Morocco?

Delicious and famous Moroccan cuisine are tangine, couscous, kefta, kebab and pastila. Moroccan mint tea is a very popular drink! Kindly take note that the mint tea is brewed from green tea leaves and served with sugar. It's a very sweet drink!

Vegetarian meal is available for vegetarian. Please inform us one month before the date of travel. Vegetarian in Morocco means vegetable no meat, garlic and onion are considered as vegetable.

Alcohol and smoking

Alcohol is not easily available, but it is sold in big supermarket, hotel and restaurant with permit. Avoid going out alone to bar, nightclub or drinking club. **Not advisable** to purchase open packet cigarettes to avoid being contaminated by harmful substances. Also, **avoid** accepting a complimentary cigarette offered by a stranger.

Shopping in Morocco

Argan oil, rose essence product, Berber's carpet, pottery, crystal, saffron, herbs and spices, handmade Moroccan colourful lanterns, tagine pots, nuts and dried food, dates, leather products such as jacket, slipper, and handbags are some of the popular items in Morocco.

Phone and internet services in Morocco

Internet access can be readily found in **hotel**. Occasionally, you can find free wi-fi in public places. While it is not easy to find internet access in rural areas, most of the time during the travel, internet connection might not be strong. SIM card is available for **free** at major international airport with passport registration for foreigners. You will need to top up for data and calls.

Accommodation in Morocco

Please **check your room thoroughly upon check in** including hot water, air-conditioner/heater and lighting. All complaints shall be notified immediately to the front desk of the hotel or the riad manager. Hair dryer and kettle might not be a standard item provided by the accommodations. Advisable to bring your own toiletries too.

The services in Morocco

Slow service is a norm in Morocco as it is a developing country and modern amenities are still being built or are non-existent in many places outside the city. It does not matter whether you are at roadside, 5 star situation, accommodation and restaurant. Moroccan takes life easy, happy and stress free. So, if you need anything, kindly **be patient and be prepared to wait**. Remember laughter speaks the same language everywhere.

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Public toilet in Morocco

Public toilet in Morocco is **not easily available**. Especially when we travel from states to states, mountain pass and the Sahara plain. If you really need to go the toilet but there is no stop available, you may use what the Moroccan called, the “Berbers’ style”. Guests are advice to bring own wet tissues and tissue.

Night-time in Morocco

With the exception of all major cities with modern infrastructure, you will experience dark surrounding illuminated by little lighting. If at any time, the travelling was disrupted by unforeseen circumstances and needed to continue the journey after dark, please **stay calm**.

Parking in Morocco

Parking are **not easily** available in major cities in Morocco. Parking for transport especially coach, bus or van has to be park at destination location which is sometimes a bit far away from drop off point. As such it is essential for guests to be ready for pick up.

Is it allowed to photograph people’s portraits in Morocco?

Preferably, ask the person before taking the photo. Some local people do not like to be photographed. Yet, some others may ask for a fee before taking the photo (ex; snake charmers and single artistic performers in Marrakech and Fes). We understand how it is splendid some photos would be about people, especially with typical Moroccan clothing or style, but we recommend **asking permission before taking a photo**.

Tipping in Morocco

Tipping is important as it is a **common practice** in Morocco, especially anyone that provides you with good service. Tipping fees for driver and guide very much depend on the group size, advisable 4 euro per pax per day for both driver and guide. However, Tipping for porter service (10-20dirham), toilet stop (around 2 driham) and etc is encouraged.

Arrival procedures

Arrival card must indicate **telephone number** and **address** of your **first night stay** which the card will be provided by major airlines during your flight to Morocco.

Upon arrival, your passport will be stamped, and the entry number will be on the stamp (6 numbers). Please provide your leader/tour guide the number for the record.

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Departure procedure

Guest without air ticket is not allowed to enter any airport terminal in Morocco. All luggage will be scanned upon entrance. If you have difficulties carrying your luggage, porter service is available for a fee of about 40 dirham.

Departure card only available on the departure hall before entrance to the immigration. Kindly fill it up on the table provided before proceeding for immigration clearance.

Is it suitable to travel Morocco if you have major health issue?

Long driving distance is required while travelling in Morocco and thus **not advisable** to travel Morocco if you have major health issue.

Do Morocco2u guides and drivers speak English?

Our guides and driver speak understandable English with local slang.

Morocco2u drivers and tour guides

Our drivers are **licensed** with years of experience in Morocco's curving mountain roads as well as off road driving. Drivers cannot act as a guide in the cities. All our local tour guides are **registered national tour guide** and thus is qualified to accompany us for the whole tour. For private tour, your driver guide will drive you to all the places of interest as per itinerary and make sure your meals and accommodation are in order and also help you in anyway if necessary. He will also answer all your question to his best ability but for heavy history tour in Marrakech, Fes, Atlas Film Studio and Hassan II Mosque, a specialize guide will be there to guide you on the ancient Medina Tour, the largest film studio and the interior of the Africa largest mosque. The driver guide does not necessary follow and accompany you to visit all monuments. Guest shall go and enjoy the monuments or scenery on their own. During the drive, if you would like to stop for pictures, toilet break or to buy something specific, kindly request it to your driver guide.

What kind of vehicle do Morocco2u provide?

All vehicles during excursion are tourism registered.

Number of guest	Type of vehicle
2 - 4 pax	4 X 4 Mitsubishi
5 - 6 pax	7 Seats MPV
7 - 12 pax	18-Seater Minibus

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13 – 22 pax	Tour Bus of 26-Seater
23 – 46 pax	Tour Bus of 48 Seater

How many people are in each tour?

Depending on which type of tour you book with us. Private tour can start from 2 to 10 pax or more. Group tour usually is from 20 to 40 pax. Customer can customize their tour with us.

How many kilometres we will travel each day?

Usually we travel **200km to 400km** each day depends of the trip. Exact travel distance refers to your itinerary.

Are there any rest stops along the way?

Of course! We will stop for pictures, toilet, or just to take in the view.

Do I need travel insurance?

All guest **must** travel with insurance as local hospitals have limited diagnostic capability. Private clinics can be expensive, evacuation can cost a lot, and luggage can disappear or damage, so insurance is a good idea.

What do I do if I'm sick?

Visiting doctors are available at almost all overnight cities. Charges for doctors visit is around 50 euro without medication. Medication can only be bought with prescription in pharmacies. Opening hours for most of the pharmacies is from about 9am to 5pm and it is closed on Sunday. **If you need a doctor, please contact your tour guide/driver guide, the front office or the hotel manager.**

What to do if you have an accident?

Depending on where the accident happened, please **immediately inform** the correct personnel so that immediate medical attention can be provided. For example, if the accident happened in the hotel, please inform the hotel manager/front office or whoever is available. If is during the tour, kindly inform your tour guide/tour manager or tour leader.

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What should you do if you are detached from the group and without any form of telecommunication?

Best suggestion is to stay at where you are and wait for our tour guide to find you. Or, you can look for hotel nearby to help to call our **emergency hotline 0666383669**.

Camel ride in Sahara Desert

Camel ride is around 30-45 minutes. Guest that would not like to join the camel ride shall inform us **one week before departure** and no changes can be made day after. We will arrange a 4x4 to ferry you into the camp.

Guest that join the camel ride must **listen carefully to the instruction** on how to sit on the camel by the camel man.

Overnight in Sahara Desert

The camp is a group of Berber tents in the middle of the dunes. We provide each couple with a private tent with private bathroom. **Electricity and hot shower is available** in the tents. However, **heater is not available** and thus it is advisable to bring body and hand hot pad and thick jacket to keep yourselves warm during the night especially winter time.

For 2 days 1 night excursion, guest must pack an **overnight luggage bag**. Your luggage bag will be lock in the coach, please be responsible for your own valuable. Applicable only for group tour. For private tour, all your luggage will be ferry to your camp.

Please **do not come out from your camp** during **sandstorm** which the electricity in your camp might be disrupted.

What is pre-tour briefing Morocco, and do I have to attend?

You are given a pre tour briefing, preferably **one week before departure** and it will take **1.5 hours**. This is a detailed information about the tour itinerary, etc to help you get the most out of your travel to Morocco. Enquiries, and doubts will be answered for your complete understanding of the tour itinerary.

Morocco2u **requires all travellers on our tours to attend** a pre-tour briefing. The briefing is an important part of the tour and tour experience. Please factor it into your travel plans.

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Embassy in Morocco

Country	Phone Number	Email	Address
United States	(212)(37)-76-22-65	ircrabat@usembassy.ma	2 Avenue de Mohamed El Fassi, Rabat, Kingdom of Morocco
Bangladesh	00212-37-766713/31	bdoot@mtds.com	25, Avenue Tarik Ibn Ziad Rabat, Morocco
Canada	(011 212) 37 68 74 00	rabat@dfait-maeci.gc.ca	13, bis rue JaÅfa-as-Sadik Agdal, Rabat
Chinese	+212-7-7754056	AMBACHIMA@ACDIM.NET.MA	16 Avenue Ahmed Balafrej Souissi, Rabat Royaume Du Maroc
France	037 68.97.00	-	B.P. 602 - Rabat - Chellah 3, rue Sahnoun – Agdal, Rabat
Greece	(0021237) 638964	ambagrec@iam.net.ma	5 Km Route des Zaers Villa Chems, Souissi, Rabat
Italy	+212 37 706 597	ambraba@iam.net.ma	2, Zankat Idriss Al Ahzar, Rabat
Malaysia	(212-537)658 324, (212-537)658 355	mwrabat@maghrebnet.net.ma	No. 17 Avenue Bir Kacem, Soussi, Rabat, Kingdom of Morocco



Free cabin baggage allowance

Airlines	Economy Class	Business Class	First Class
Saudi Arabian Airlines	1 X 7kg (65 X 45 X 25 cm)	1 x 9kg 65 x 45 x 25 cm	1 x 9kg 65 x 45 x 25 cm
Emirates	1 x 7kg	2 x 7kg	2 x 7kg
Etihad	1 x 7kg (50cm x 40cm x 25cm)	1 + 1 = 12kg (50cm x 40cm x 25cm)	1 + 1 = 12kg (50cm x 40cm x 25cm)

Free checked baggage allowance

Airlines	Economy Class	Business Class	First Class
Saudi Arabian Airlines	2 x 23kg 158cm	2 x 32kg 158cm	2 x 32kg 158cm
Emirates	30kg (up to 10pcs, each must less than 32kg)	40kg (up to 10pcs, each must less than 32kg)	50kg (up to 10pcs, each must less than 32kg)
Etihad	30kg (each must less than 32kg)	40kg (up to 10pcs, each must less than 32kg)	-

*All information provided are general, for accuracy, please check with your carrier.

Visa Requirement

Please note that Citizens of the following countries **do not need** a visa to enter the Kingdom of Morocco and may stay up to 90 days:

Algeria	Hong Kong	Peru
Andorra	Hungary	Philippines
Argentina	Iceland	Poland
Australia	Indonesia	Puerto Rico
Austria	Ireland	Qatar
Bahrain	Italy	Romania
Belgium	Ivory Coast	Russian Federation
Brazil	Japan	Saudi Arabia
Bulgaria	Kuwait	Senegal
Canada	Latvia	Singapore (Singaporean nationals may stay up to one month without visa)
Chile	Libya	Slovakia
Republic of Congo	Liechtenstein	Slovenia

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Croatia	Lithuania	South Korea
Cyprus	Luxemburg	Spain
Czech Republic	Mali	Sweden
China	Malta	Switzerland
Denmark	Malaysia	Tunisia
Estonia	Mexico	Turkey
Finland	Monaco	United Arab Emirates
France	Netherlands	United States of America
Germany	New Zealand	United Kingdom
Great Britain	Niger	
Greece	Norway	
Guinea (Conakry)	Oman	

Guide for Expenses in Morocco

Description	Cost (Dirham)
A Good Meal (Soup/Salad + Main Dish + Mint Tea + Fruits)	80 -100
Mineral Water (small bottle)	4
SIM Card (5GB Data)	80
Small Souvenir	20-30
Leather Goods	1000-3000
Entrance Ticket	
Casablanca – Hassan II Mosque	120
Marrakech – Jardin Majorelle	70+30 (museum)
Marrakech – Bahia Palace	70
Marrakech – Saadian Tombs	70
Marrakech – Madrassa Ben Yussof	70
Volubilis – Roman Ruins	70
Fes – Madrassa Bouina	20
Ouarzazate – Atlas Film Studio	80
Essouira – Skala Fortress	10
Optional Activities	
Casablanca – Rick’s Café (Reservation)	600
Marrakech – Chez Ali Performance Dinner	500
Marrakech – Horse Carriage Ride (Min 2 pax)	400
Fes – Traditional Hamman (Min 2 pax)	350
Fes – Special Chef dinner in Riad Medina (Min 2 pax)	200
Sahara – Moroccan Wine	250

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