



## **RMR Goes Tropical FAQ's**

### **Do I have to be a Mama?**

Absolutely not! There is no requirement to have had children in order to be part of any Rustic Mama Retreat event. The only requirement for this vacation is to be over the age of 21.

### **Can my male partner or children join?**

We understand that you may want to vacation with your partner! We are not limiting this vacation to women only. Husbands, Boyfriends, Partners, etc are welcome to join you and take part in all group activities, excursions, meals and night time activities. The price remains the same per person.

For this trip only, we are opening it to children as well (accompanied by an adult of course). Children aged 8+ can join in on the fun. The rate for a child aged 8-16 is \$2200 pp. Ages 16+ are considered an adult by the resort and would be charged full adult price.

### **Do I have to share a room?**

The quoted price is for double occupancy of rooms. If you do not wish to share a room, you can upgrade to a solo room for an additional fee of \$550.

### **What if we are a group of 3 or 4 who want to share a room?**

We have a few rooms available that will fit 3-4 people. These rooms still only feature 2 beds, so you would be sharing. Just request a room for 3 upon registration. The price per person remains the same whether you have 2 or more people in the room.

### **What Airline is it? What time is the flight and how long is it?**

We will be traveling on Westjet Airlines (Sunwing) out of Pearson Airport. The flight will leave Toronto and is roughly 4 hrs long. Flight schedules are yet to be announced, but we will update you as soon as it becomes available. **Make sure you arrive at the airport at LEAST 3 hrs before your scheduled departure time.** Check in can take some time and we want to make sure we meet everyone at the gate before boarding to get you your wrist bracelets.

### **Is airport parking included?**

Parking at Pearson airport is not included in your registration. There are several parking lots nearby the airport for a variety of rates. If you are parking off site, be sure to leave additional time to arrive at the airport check-in as delays can occur. We will likely be able to provide discounted parking vouchers at Park n' fly closer to the trip date. If you need to book a hotel for the night before departure, we have arranged for a week of free parking if you stay at the Holiday Inn. Email [rusticmamaretreats@gmail.com](mailto:rusticmamaretreats@gmail.com) for more info.

### **Can I fly out of another airport?**

If you are unable to make it to Pearson Airport and wish to fly from another area of the country, you can contact us at [rusticmamaretreats@gmail.com](mailto:rusticmamaretreats@gmail.com) and get a quote to fly out of another airport, however there may be additional costs associated with this.

### **What if I only want to go for 5 days?**

The package includes airfare and accommodations based on 7 days. There is no 5 day option available as part of this group retreat.

### **Do you offer a payment plan?**

Absolutely! We want to make this affordable for everyone. \$300 is due upon registration, but once you are registered we can set up weekly, bi-weekly or monthly payment plans for the balance to make sure you are paid in full before the deadline.

### **What is the cancellation policy?**

**Your \$300 deposit registration fee + the \$42.50 industry fee are non-refundable.** Final payment is due October 1st 2026.

Any payments made before October 1st, 2026 above and beyond the deposit amount are 100% refundable. *(minus a \$100 cancellation fee)*

From October 1st to November 1st, 2026 all funds above and beyond the deposit are 50% refundable. *(minus a \$100 cancellation fee)*

As of November 2nd, 2026, the entire trip is non-refundable.

### **What is the “professional industry fee”?**

The industry fee of \$42.50 per person, is a mandated fee by the travel industry that Murdoch Travel must apply to all trips. We have no ability to adjust this amount and it is non-refundable.

### **Do you offer travel insurance?**

Of course we do. As part of your registration you will be asked if you want to add Travel Insurance. You can do so easily through Murdoch Travel at the time of registration. We highly recommend adding insurance. You are also welcome to purchase travel insurance through any other company you wish. Sometimes your credit cards may even offer this option if you use it to book your trip. Information on the travel insurance available through Murdoch Travel can be found here – <http://murdochtravel.ca/insurance>

### **What travel documents do I need?**

You need to have a valid Passport to travel to Mexico (valid for a minimum of 6 months after the date of arrival in Mexico) More information will be provided close to the date in case of changes in the rules that may occur.

### **What currency do I need to bring?**

In Mexico, USD is widely accepted throughout the resort and tourist shops.

### **Is tipping included?**

Tipping is not expected at the resort, however often people choose to tip bartenders, restaurant servers and housekeepers \$1 USD or so throughout the day, but this is not mandatory and is a personal decision.

### **Are there any hidden fees?**

No! The only fees not included in this package are any parking fees/transportation fees at Pearson Airport and any departure fees required to leave Mexico. If you choose to do any shopping or tip at the resort, those funds are your responsibility, but everything else is included in your package.

### **What's the deal with the group excursions?**

We have put together 2 fabulous group excursions for this trip! You can choose to either attend the ATV Adventure OR the Catamaran Snorkel Experience. The tickets to ONE excursion are included in your package deal. These excursions are subject to change and will be finalized prior to your final balance being due.

### **What if I want to do both excursions?**

Want to do both? That's great! You can add on the second group excursion for just \$100 pp.

### **What if I don't want to do the excursion?**

One of the two group excursions is included in your ticket price. If you don't wish to participate in the excursion that is completely fine. However, the packaged price can not be separated and the amount due would remain the same whether you choose to attend the excursions or not.

### **What do I need to pack?**

Don't worry! A suggested packing list will be sent to you along with a full schedule approximately 2 months before the Getaway date. You'll know exactly what to expect.

### **What happens once I register?**

First, smile your biggest smile knowing you are headed on one epic vacation with some incredible people! Then in the months leading up to the Getaway you will be added to a private Facebook group with all the other guests heading on

vacation with you so you can get to know them. Rustic Mama Retreats will be in contact via email, sharing lots of information on what to expect, tips for making the airport experience as smooth as possible, sharing a packing list and full itinerary and so much more! Remember, this is all planned for you, so just relax, pack your bags and get ready for a week of fun and sun!

Once you register, Murdoch travel will send you an official invoice that will require your approval to process.

### **Can I register if I don't have a passport yet?**

You can, and then provide passport details once you get it. However if it does not arrive in time, there is nothing that can be done and you will forfeit your booking.

### **Who is Murdoch Travel?**

Did you know that the Owner and Executive Director of Rustic Mama Retreats, Jennifer McKee, is a licensed Travel Agent? Well now you do! Jennifer works closely with Jeff Clarke, Owner of Murdoch Travel to arrange incredible trips around the world. Murdoch Travel was founded in 1989 and has spent decades creating successful vacations for Canadians. They are a proud member of the Travel Industry Council of Ontario (TICO) and Travelsavers and will be working hard behind the scenes to make sure every aspect of this Tropical Retreat goes off without a hitch!

Still have questions? Reach out to us at [rusticmamaretreats@gmail.com](mailto:rusticmamaretreats@gmail.com) and we will get back to you with the answers!