

# MOROCCO PLANNING GUIDE

A flight attendant's guide to cuisine, hotels, airports, health, security, and country requirements in Morocco.

## Your creativity and knowledge make the trip.

Due to its scenic location, diverse culture, and historic attractions, Morocco is a major tourist hot spot, making it a popular destination, year-round, for business aircraft operators worldwide.

We recognize the critical role you play as a vital member of the crew. To help you avoid the unexpected and manage expectations when traveling to Morocco, while delighting your passengers along the way, we have developed this planning guide.

Enclosed you'll find tips to help you plan for visas, airports, hotels, health, and security from Universal Weather and Aviation, Inc., as well as a guide to Moroccan cuisine from Air Culinaire Worldwide, a Universal® company.

We hope this information is useful in helping you navigate local cultures in Morocco and its unique operational requirements.

And, as always, know that you're not alone, and we are here for you whenever you need us.

***"Akush, Amur, Agllid"***

*– "God, Homeland, King" – Morocco's National Motto*



A Universal Weather and Aviation, Inc. company

# You navigate a complex world.

## Avoid the unexpected. Manage expectations.

Below is a list of important operational considerations when planning a trip into, within, or out of Morocco.

### HOTELS

Confirm the following with your hotel prior to booking:

- Meets western standard for 4- and 5-star accommodations
- Location
- Grocery stores or markets nearby
- Restaurant options at or near hotel
- Advance booking requirements (critical if stay coincides with major local events)
- Minimum number of stays needed for booking
- Down payment or pre-payment requirements
- Lead time to arrange direct bill for rooms through 3rd party
- Cancellation policy
- Availability of courtesy transportation
- Rate cap limitations on rooms
- Lead time required by hotel restaurant to order catering
- Room refrigerator requirements
- Rewards program information on file with hotel for elite status qualification and points

### COUNTRY

Be aware of the following recommendations and requirements before operating to Morocco:

- Visa requirements for crew and passengers. Note – visas cannot be arranged on arrival.
- Crew documentation needed upon arrival (licenses, IDs, passports, visas, etc.)
- Customs and immigration regulations and clearance process for crew and passengers
- Pet entry regulations and documentation requirements
- Country regulations for de-catering and disposing of trash
- Country health briefing (should be obtained in advance)
- All flights to and from Israel are prohibited.

### SECURITY

Research the following information prior to your trip:

- Security considerations for city, including tourist destinations, restaurants, and markets
- Areas in city that should be avoided
- Public transportation (not recommended)
- Things to avoid doing while at destination (e.g., walking alone, cultural differences, etc.)
- Security intelligence reports you should acquire to understand potential risks (e.g., city, hotel, country)
- Tour guides pre-arranged (recommended)
- Payment options for hotel incidentals and tourist destinations you plan to visit (credit card fraud is high)
- Cultural norms based on religious beliefs and political views

### AIRPORT

Confirm the following information prior to your trip:

- Airport operating hours
- Ground handler operating hours, meeting point, and phone numbers
- Customs, Immigration, and Quarantine (CIQ) clearance procedures
- Regulations for crew bringing aboard catering for departure
- Fluid limitations if bringing own catering (e.g., from a restaurant) for departure
- Restricted food items (e.g., agricultural restrictions)
- Ability to store food items on aircraft, with ground handler, or with caterer
- In-flight catering delivery time (particularly, how far in advance catering is recommended to be delivered)
- Ramp access availability (when needed during your stay and on day of departure)

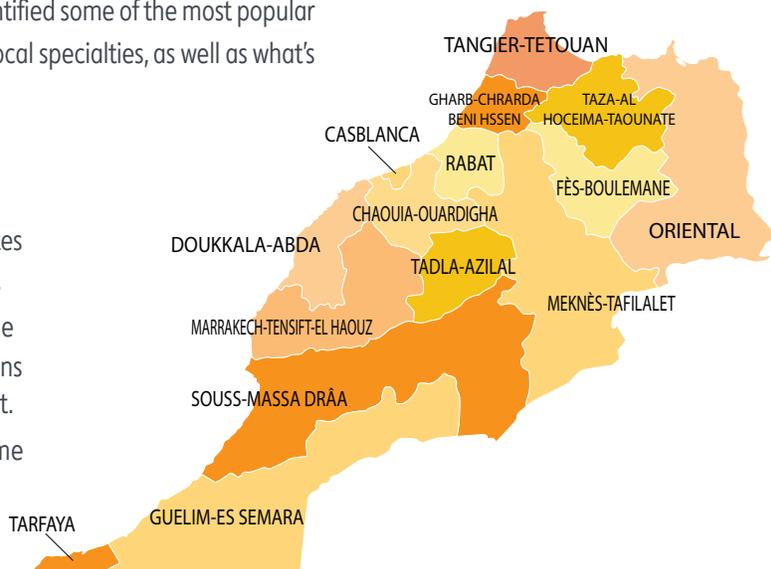
This information was provided by Universal Weather and Aviation, Inc. If you have questions or need trip support assistance with any of the above, contact us at: **N. America** +1(800) 231-5600, ext. 3300 or **Worldwide** +1(713) 944-1622, ext. 3300.

# Moroccan Cuisine

Moroccan cuisine is influenced by Morocco's geographical location of having both Atlantic and Mediterranean coastlines. The combination of the spices and herbs that Moroccans use for cooking creates unique culinary experiences. Here, our executive chefs have identified some of the most popular local dishes. We recommend that you consult with your caterer about local specialties, as well as what's available and in season.

## Meal Schedule:

- Breakfast is typically light and includes bread items, such as baguettes or croissants, and tea, but you also might see fruit, yogurt, and eggs.
- Lunch is served between Noon and 2:00 p.m. – this is considered the longest and most important meal of the day. The meal usually begins with hot and cold salads, followed by a tajine, couscous, and dessert.
- Dinner time coincides with later European hours and can fall anytime between 7:00 and 10:00 p.m. For a formal meal, a lamb or chicken dish is served, followed by couscous accompanied by meat and vegetables. Bread is served with all meals and is often used as a utensil. A cup of mint tea will be served as the last part of the meal.



## Traditional Dishes:

- **Couscous** – This dish is made of semolina (granules of durum wheat) which is steamed. It is traditionally served with a meat or vegetable stew spooned over it.
- **Pastilla** – This traditional Moroccan dish is an elaborate meat pie traditionally made of squab or shredded chicken.
- **Kalinti** – This flan or quiche-like dish is made from chickpea flour and eggs. It's typically sold by the slice as a street food.
- **Tajine** – A slow-cooked stew, typically made with sliced meat, poultry, or fish together with a variety of vegetables or fruits.
- **Harira** – Consists of a tomato base soup with lentils, chickpeas, rice, and a small amount of meat. Usually served with hard boiled eggs and dried fruits.
- **Shakshouka** – This dish consists of eggs poached in a sauce of tomatoes, chili peppers, onions, and spiced with cumin.
- **Beghrir** – Pancakes made from semolina. They are usually served dipped in a bubbling hot syrup of butter and honey.
- **Baklava** – A traditional dessert. It is a rich, sweet pastry made of layers of phyllo dough filled with chopped nuts and sweetened with syrup or honey.
- **Sfenji** – Considered a street food, these Moroccan doughnuts are made by deep frying sticky, unsweetened yeast dough. Served either plain or dusted with sugar.

This information was provided by Air Culinaire Worldwide. If you have questions or need catering assistance, contact us at: **N. America** +1 (800) 247-2433 or **Worldwide** +1 (813) 449-6000.