

## Dear guest:

The management of Sunny Days Hotels Group welcomes you and wishes you a pleasant stay. We are also pleased to provide the following information to you.

### A) Rooms Set-Up:

- Daily large bottle of water for superior rooms
- Daily Turndown service with good-night Kisses for VIP's
- Daily two large bottles of water for family rooms
- Tea & coffee set daily replenishment

### B) Meals:

#### **1- Hotels restaurant (Main Restaurant)**

Breakfast from 07.00 till 10.30  
 Lunch from 12:30 till 15:00  
 Dinner from 18.30 till 21:30 (**Daily theme nights**)Summer Time  
 Dinner from 18.00 till 21:00 (**Daily theme nights**)Wintertime

\*(Dress Code is applied)

#### **2- A La carte Restaurants**

Once per stay & according to the TO contract. Pre-reservation is required. If you would like to repeat your visit at any a la carte restaurant, Against \$11 per person.

Each a la carte restaurant will be closed once per week according to the theme nights at the main restaurant

- Al Dinte Restaurant
- Chopsticks Restaurant
- 4 Seasons Restaurant (Lebanese, Turkish, Grill, Egyptian )
- Senara Restaurant
- Burger land
- Grilled restaurant

\* **First Seat:** from 19:00 till 20:30

**Second Seat:** from 20:30 till 22:30

\*(Dress Code is applied)

\* It's not allowed to take any food or beverage outside the restaurant, if you have any special requirement, please contact our restaurant manager to assist you.

\* **Dress Code:** Smart casual is recommended; shorts and flip flops are not allowed in the evening in all the Restaurants

\* We are happy to consider allergies and intolerances, special nutritional needs and for any inquiries or assistance, please contact our Executive Chef to assist you.

\* Some items in the a la carte will be with extra charge

### C) Beverages:-

- **Lobby Bar** Opening 09.to 00.00
- **Beach Bar** opening 10.00 to Sunset
- **Pool Bar** opening 10.00 to Sunset
- **Lobby Bar** against charge 00. To 10.00 am
- All alcoholic drinks are served in glasses
- All alcoholic drinks are served in restaurants and bars only
- Alcoholic beverages are not served to children under 18 years of age
- No alcoholic drinks served around the pool
- No beverage glasses around the pool
- "All Inclusive" program is from 10:00 - 24:00 hrs. Soft drinks, Mineral water, local Beer, Egyptian Wine and all local spirits

served in glass and not bottles, as well as all local cocktails are all inclusive.

- Imported alcoholic drinks can be ordered throughout the hotel and will be against charge.

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\*Snacks 12:30-17:00

\*Tea Time 17:00 - 17:30

- **Room service: -via Call (4)**

### **Against Charge**

- **Service free of charge:**

- Free Sports Activities: Table Tennis - Baby Soccer - Volley Ball - Boccia - Water Ball - Water GYM – Darts
- Jacuzzi
- Gym Room (09:00-17:00), only 30 minutes is free of charge for each guest.
- Pools are opened till sun set.
- Aqua Park (10:00-13:00 & 15:00-17:00).
- Day & night entertainment activities.
- Free WIFI in the lobby without down loading .
- Kids Club :- Daily different program with activities from 10:00 to 12:30

- **Services at an additional cost:-**

- Telephone services
- Laundry and dry cleaning service
- A doctor clinic from 10:00-12:00 and from 18:00-20:00 and available 24 hours for emergencies against charge.
- The health club is available from 09:00-19:00
- Spa Facilities
- Beach Sport activities

- **Hotel entertainment team:-**

You can find all the information related to the daily activities, night shows and kids club for the hotel's entertainment team on the notice board located next to the main restaurant.

### **General Information:**

- Safe Box: Free of charge, the hotel cannot accept any liability for any loss of valuables or belongings not secured in the safe. Please leave your safe box open before departure
- Daily animation entertainment program, please do not miss to attend & participate for more information please contact the animation team.
- Kids under 11 yrs.', are requested to wear the floating arm
- Kids to be escorted and accompanied by the parents
- Mini Bar: For your comfort & leisure the hotel offers mini bars against charge.
- Bathroom amenities Shampoo; shower gel; condition will be refilled upon finishing.
- Breakfast & lunch boxes are to be ordered one day in advance before 20:00 at the reception.
- The reservation of sun beds is not allowed. The hotel reserves the right to remove and store any towels and personal belongings left unattended for more than 1 hour (to be kept by Lost & Found office).
- Dress Code: Smart casual is recommended; shorts and flip flops are not allowed in the evening in all the Restaurants and Lobby area.
- Check-In at 14.00 hrs.' and Check-Out: at 12:00 noon time, please return your key card and the towel cards during the check out.

**Kindly note that you will be charged extra for missing towel cards, early check in & late checkout - according to hotel availability**

- Room key: If you lose your room key, you will be charged EGP 500 against investigation
- Beach and pool towels: Beach towels are present in the room, and in case the towel is lost, an amount of 150 pounds will be collected for each towel.
- Not allowed to leave towels or personal belongings on the balcony or balcony railing.

- **For any help, queries or emergencies, dial # (0 or 2)**

**The hotel management wishes you a pleasant stay**