

ROOM & KEY CARD

When leaving the room the fridge remains active.

- Tea and coffee facilities are replenished daily.
- 1.5L bottle of water per person on daily basis.

SAFE

We kindly ask that all valuables are placed inside the safe inside the wardrobe, as the hotel cannot accept any responsibility for the loss of these. Please leave open upon departure day.

TELEPHONE

Please contact reception by dialling 0. Available 24/7

RECEPTION

Our 24 hour service will assist with all general questions, and provide relevant information such as directions, limo reservations, bedding, porter service etc.

Check in 14:00 Checkout is 12.00pm. Late checkout is subject to availability and with extra charge.

INTERNET

Please activate your Wi-Fi to use the free Orange Wi-Fi Star network - no password input necessary. Remember to turn off data roaming to avoid network charges from your carrier.

POOL & BEACH AREA

You will find pool/beach towels inside your room, changed upon request during your daily turndown service, please leave on the bathroom floor if you request a change. Outside of this time please ring reception.

The reservation of sunbeds is not permitted, and staff are authorised to remove items from sun loungers after extended periods of non-occupancy.

LAUNDRY & DRY CLEANING

There is a laundry bag inside the wardrobe, of which is a flat rate of 20 Euro per bag, laundered and ironed. For individual items please fill the Laundry List.

RESTAURANTS & BARS

Al Warda

Breakfast	07:00-10:00
Lunch	12:30-14:30
(location is subject to management decision)	
Dinner	18:30-21:00

Fayrouz Pool Bar

Drinks Service	09:00-00:00
Late Breakfast	10:30-11.30
Tea Time	16:00-17:00

El Negma Beach Bar

Drinks Service and Snacks	09:00-18:00
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El Khayam Lobby Bar

Drinks Service	24 hours
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Dress code:

For dinner gentlemen are required to wear casual long trousers and ladies to dress modestly

A LA CARTE RESTAURANTS

1 free dinner per stay from one of the following Restaurants: Nino's, Amaya, Makai Tukai, Sofra, Beach Restaurant and Aqua Restaurant
Restaurants within the heart of Madinat Makadi. Please use the touch screen in reception for menus and reservations.

Al Yasmin Restaurant prior reservation through the reception

Allergies and dietary requirements - please notify Guest Relation Manager

ENVIRONMENTAL AWARENESS

We are extremely aware of our environment and as such make great efforts to support all areas where possible, for more information please refer to our Environmental boards and information channel no.1



Kindly scan the below QR code for In-Stay survey

SERVICES

Free of Charge

- Upon request 1 day in advance - Book via reception
 - Wake up call
 - Lunch box
 - Tennis court (floodlights: 100 LE/hr)

Sports and Entertainment are on hand with a wide variety of activities to get involved in. Please see our Info boards for a full breakdown.

- ATM located in Souk Makadi, beside La Loca Disco and Jaz Aquaviva Resort

Extra Charge

- Room service
- Limousine service
- International telephone calls for 2 Euro/minute. Direct dial 9
- Doctor and Pharmacy
- Diving center, surf center and water sports
- Golf course

TAKE CARE

Please act with caution whilst here; we suggest you to follow some simple practices:

- Avoid direct sunlight especially between 11.00-15.00. We can reach temperatures of 45+ which causes burning and severe dehydration.
- Drink water continuously. Water is provided in all bars and dehydration causes severe stomach upset, dizziness, nausea and headaches
- Always use sunscreen with sunblock to avoid sunburn. Wear a headgear in the sun.
- Avoid sudden changes in temperature (from warm to cold and vice versa). Give your body a few minutes to get used to the new temperature.
- Please be aware the sun here is very strong, act with great caution.
- Avoid midday exposure and burning.
- Be aware of sudden temperature changes which can cause health issues Please do not leave your air conditioning in the room colder than 25 degrees.
- Dehydration is a concern, please drink water continuously throughout the day.
- Please note that due to fire regulations, smoking of hookahs / shisha in the room is not allowed.
- The use of third-party providers outside the hotel (shops, limousines, etc.) is at your own responsibility.