



All Inclusive

English

Dear Valued Guest,

It is our pleasure to welcome you in the Jasmine Palace Resort & Spa, whether you are traveling for business or pleasure, we are honored that you have selected our Hotel. Our professional and friendly staff is committed to ensuring that your stay is both enjoyable and comfortable.

All Inclusive Bracelet

On arrival you receive an all-inclusive bracelet. Please wear it for the duration of your stay; this will make it easier for our staff to recognize you as a hotel guest.

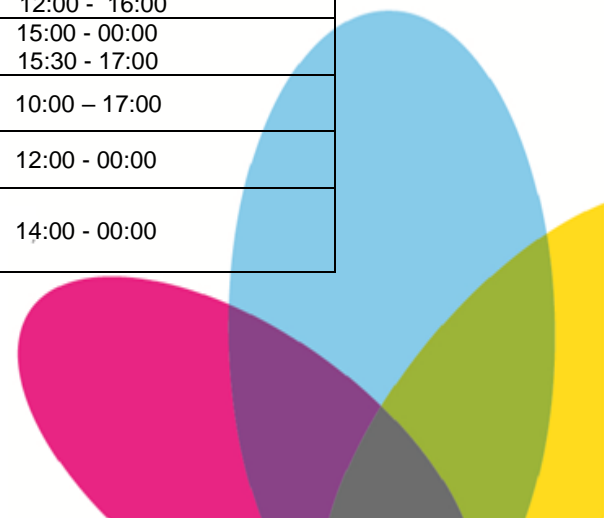
Restaurants:

Name	Opening hours
Dunes Main Restaurant (All Inclusive) Breakfast Buffet Late Breakfast Lunch Buffet Dinner Buffet Late Dinner Buffet	07:00 – 10:00 10:00 – 11:00 12:30 – 15:00 18:30 – 21:30 23:00 – 00:00
Om Ali Egyptian A La Carte Restaurant* (1 free visit per week) opened Monday, Wednesday, Thursday, Friday, Sunday	19:00 – 22:00
Mama Mia Italian A La Carte Restaurant* (extra charge)	19:00 – 22:00
Tiger Lilly Chinese A La Carte Restaurant* (1 free visit per stay)	19:00 – 22:00
Jabur Indian A La Carte Restaurant* (extra charge)	19:00 – 22:00
Smakmak Beach Bar Snack buffet (All inclusive) Sea Food A La Carte Restaurant* (extra charge)	12:30 – 17:00 19:00 – 22:00

***Note: All a la Carte Restaurants with reservation according to the availability.
Reservation with Guest Relations (10:00–12:00).**

Bars:

Name	Opening hours
“Jasmine “ Lobby Bar (All inclusive)	Open 24 hrs. From 10:00 – 00:00 all inclusive service From 00:00 till 10:00 water and hot drinks for free, the rest beverage with extra charge. No alcohol served between 06.00am - 10.00 am
Pool Café Bar (All inclusive)	Opening Hours: 10:00 - Sunset Tea Time with Assorted Cakes 15:00 - 17:00 Free sweet Crepe Station 15:00 - 17:00 Ice cream 12:00 - 16:00
Dunes Bar (All inclusive)	Opening Hours: 15:00 - 00:00 Tea Time with Assorted Cakes 15:30 - 17:00
Smakmak Beach Bar (All inclusive)	Opening Hours: 10:00 – 17:00
VIP lounge (free for Ultra All Inclusive)	Opening Hours 12:00 - 00:00
Hookah Café Shisha Corner (Extra charge)	Opening Hours 14:00 - 00:00



All drinks at the bars and restaurants are served per glass (there will be a charge for refilling bottles at the dispensers). According to the Local Law Alcoholic drinks will not be served to the children or the guest under 18 years old. All the international alcoholic, premium alcohol, Turkish coffee, Irish coffee and fresh juices are **extra charge**.

Mini bar in the room: one small bottle of water per person daily for free.

Wake-up call: Please contact the Reception or the operator on "0" for a wake-up call.

Lunchbox: A lunchbox for your excursions can be ordered for the next day at the Reception before 09:00 p.m. and to be collected before departure from the Reception.

Departure: On departure please leave your room by 12:00 otherwise there will be an automatic charge (35\$) to your room till 18:00 and (70\$) till 21:00 and remember to hand over the key, towel cards and All-inclusive bracelet to the Reception, as well as settling your account.

Luggage down: free service. Please contact the Reception on "0" and leave your luggage outside in front of your room.

Doctor / Pharmacy: The Clinic working hours: 10:00 – 13:00 and 18:00 - 22:00. The service is for extra charge. **Doctor visit to the room is against extra charge.**

For emergency cases please dial # 0

Limousine service: Please contact the Limousine Desk in lobby for more info and reservation.

Bazaars: There are two Bazaars area. The first is located in the main building next to the lobby bar, and the other outside of the Hotel.

Money exchange: ATM Machine available in the lobby area.

Dress code: Please notice that swimwear is not allowed in the Main Restaurants during the meals, and in the lobby area during the day.

Air-conditioning: It can be controlled from your room. To get the air-conditioning working, please place the power saver (Room Key) card into the switch next to the room door.

Electricity & voltage: The voltage at the hotel is 220V. When you enter the room, please place your key in the switch next to the room door.

TV Satellite: We offer many Satellite channels in many different languages. Enjoy the channel list next to your TV.

Safe Box: The digital safe is available at your room free of charge. You will find the instruction paper in your language on the safe. Kindly keep your safe door open before your check-out from the hotel.

The Management of Jasmine Palace Resort will not take any responsibility for any valuable things left out of your safe box.

Beach towels: The towel card, which you receive upon check-in, entitles you to get one towel each a day at one of our Towel Centers between 08:00 till sunset. Additional towel changes will be charged. Kindly be advised to give back the towel card upon check out at the Reception. A missing card or missing towel will be charged by 100 L.E.

Animation & sports: We offer an international Animation team. Please check the info board close to the lobby bar with our daily program from aerobics to shows or contact our Animation team.

Kids Club: Our children guests from 4 to 12 years are taken care by the Children's Animators.

"Locomotive" evening Disco: daily in the main building, drinks with extra charge.

Wi-Fi: is available only in the lobby, extra charge. Please, contact reception.

Laundry: We offer a laundry service at our hotel. Please take note of the price and schedule for collection from our Laundry list, which you can find in the cupboard as well as a Laundry bag.

Optional Service at additional charge: Limousine service, Clinic, Laundry service, Wi-Fi access, Room service, Health Club, Outgoing calls, Shisha Corner, A la carte Restaurants, Imported alcoholic drinks, Turkish coffee, Irish coffee, fresh juice, ice-cream, billiard.

Roof Top: Its not allowed to use the Roof of any building. Any damage or accident will be on your own risk. The Hotel Management will not resume any responsibility for claims.

Smoking hookah in the room, on the balcony / terrace is prohibited. In case of smoking the Security will keep hookah till Guest's departure from the Hotel.

Warning: Please don't swim in the sea while it's a red flag.

Spa Treatment : Enjoy 15 minutes free massage once per stay & 10% Discount for all spa treatment , minimum stay one week .

Please be informed that in case you will have visitors from outside it is allowed at the Reception area only.

You are kindly requested to wear the All Inclusive Bracelet all the time.

WE ARE AN ENVIRONMENTAL FRIENDLY HOTEL

HAVE A NICE STAY ☺

tel: (+2) 010 03 702 702 / +2 065 3461 060 (09 Lines)

fax : (+2) 065 3461 169

KM 18, Sahl Hasheesh Road, Hurghada, Red Sea

Mailing Address: PO Box 51, Hurghada, Red Sea

✉ : Sales@jasminepalaceresort.com

<http://www.jasminepalaceresort.com>