

Dear Guest,

Welcome & thank you for choosing Coral Sea Holiday resort as your holiday destination. Below is a brief on some of our services & your All-inclusive package.

Food

Place of service	Time from – To	Location	Service Style
Breakfast	07:00 to 10:00	Main Restaurant	
Buffet			
Lunch	12:30 to 14:30	Main Restaurant	
Buffet			
Dinner	18:30 to 21:30	Main Restaurant	
Buffet			
Late Breakfast	11:00 to 12:00	Snack Bar	
Mini Buffet			
Snacks	13:00 to 16:00	Snack Bar	
Mini Buffet			
Afternoon Tea	16:00 to 18:00	Main Restaurant	
Terrace Mini Buffet			
Midnight Snacks	00:00 to 02:00	Lounge Bar	
Mini Buffet			
Ice Cream Counter	11:00 to 13:00	Snack Bar	

One visit for one ala carte (Medetranian restaurant) per stay is a part of your all-inclusive, extra visits are at a charge. Please reserve 48 hours earlier.

Beverages & Bars

All are served by glass (one drink served per person at a time). All Inclusive drinks are served at: -

Place of Service	Time from – to	Location	Service Style
Lounge Bar Counter	10:00 to 00:00	Lobby	
Lounge Bar (<u>Soft drinks only</u>) Counter	00:00 to 10:00	Lobby	
Terrace Bar Counter	19:00 to 00:00	Lobby Terrace	
Main Pool Bar Counter	10:00 to 17:00	Pool	
Beach Bar Counter	10:00 to 17:00	Beach	
Dine Around Bar Counter	During Meals	Main Restaurant	
View Bar Counter	18:00 to 00:00	Ala carte building	

General:

- ❑ **Please DO NOT leave your passport at reception for more than one day, please collect them on next day following your arrival.**
- ❑ **Safe boxes** are available in rooms free of charge. **The hotel has no liability for any valuables left outside the safe box.**
- ❑ **Check out time** is at 12:00 noon. Please hand the key and towel cards back to reception by 12.00 noon to avoid an automatic late check out charge. For late check-out reservation, please check for arrangements with reception one day prior to departure.
- ❑ **Local Alcoholic drinks** are available for Hard All-inclusive only, No alcoholic service for children under the age of 18.
- ❑ **Soft All-inclusive:** Guests can purchase alcoholic drinks from the bars, room service or Mini bar.
- ❑ Room service (24hr), Stone grill restaurant & lounge bar from 00:00 till 10:00 & mini bar items & laundry & Tennis, & Spa and Beauty Salon are at extra charge.
- ❑ Gym, Volleyball and Table Tennis are part of All-inclusive package.
- ❑ Children under age of 12 are not permitted to charge items to a room.
- ❑ **Meal Boxes:** need to be ordered one day in advance at the Reception Desk before 20:00. Departing guests are not entitled to have lunch boxes.
- ❑ **Food allergies:** please ask to speak to Food and beverage Manager for assistance.
- ❑ **Pool Towels:** They are served on the main pool or beach.
- ❑ **Dress Code:** Please wear suitable attire in the restaurants. Swimwear and sportswear are not permitted in the evenings or Lobby area.
- ❑ **CHILDREN MUST BE SUPERVISED BY AN ADULT AT ALL TIMES ESPECIALLY AROUND THE POOLS, AQUA PARK, BEACH, KIDS PLAYGROUND AND ALL PUBLIC AREAS.**
- ❑ **Wi-Fi Access**

We are delighted to be able to offer free Wi-Fi internet access (**limited Quota**) throughout the hotel including in guest rooms.

Free Wi-Fi:

- Our Wi-Fi access is called “**Coral Sea Wi-Fi**”
- When connecting to the Wi-Fi, you will need to enter a user name and password:
 - **User name** – Your room number
 - **Password** - will be your reservation number (as shown at the bottom of this letter)
- Up to 2 devices per room may access the free Wi-Fi.
- There is a limit on the download capacity of the free Wi-Fi .This 1 gigabyte per room per week.

We are also pleased to offer two additional packages for purchase, should you require extra capacity:

1. **One day package** – offers unlimited usage and up to 5 devices connected at anytime –
75 Egyptian Pounds
2. **Rest of stay package** - offers unlimited usage and up to 5 devices connected at anytime – Special offer price of 250 Egyptian Pounds

To purchase either of these extra packages, please click on the purchase button after the login screen. The cost will automatically be charged to your room.

**** Please note that once an extra package has been purchased, the free Wi-Fi cannot be reactivated.**

Once you have checkout from the resort you can continue to use the hotel Wi-Fi through logging in under Account Login with the same below password.

Password:--

Aqua Park Information and Regulations:

- **Snacks And Beverages**
 - **Light Snacks:** From 12:00 hrs till 15:00 hrs.
 - **Snack Bar:** From 10:30 hrs till 16:00hrs (**Service Soft Drinks Only**)
- Aqua park opening hours from 10:30 hrs to 16:00 hrs.
- Guests have to read and follow instructions on the signs or given by recreation team.
- **NO LIFE GUARD ON DUTY. SWIMMING AND USING AQUA PARK IS AT YOUR OWN RISK**
- Do not pull or propel yourself or others into the ride, No running, jumping, diving, standing, kneeling, rotating, tumbling or stopping in the flume.
- Spitting and nose blowing is prohibited in the pools and Aqua Park area.
- **Children must be supervised at all times by an adult in all areas.**
- Swimming and using Aqua Park is not allowed if guest is under the influence of alcoholic or drugs or has been ill in the last 48 hours.
- Glassware is forbidden in the Pools and aqua park area.
- Appropriate swimwear must be worn when using the pools and Aqua Park.
- **THE HOTEL HOLDS NO RESPONSIBILITY FOR GUESTS INJURIES OR PERSONAL BELONGINGS LEFT ON THE POOLS, BEACH OR AQUA PARK AREA.**

Enjoy Your Stay