

Dear Guest,

We would like to take this opportunity to thank you for choosing the Coral Sea Waterworld and to wish you an enjoyable stay.

*****Food**

| <u>Place of service</u> | <u>Time From – To</u> | <u>Location</u> | <u>Service Style</u> |
|-------------------------|-----------------------|--------------------|----------------------|
| 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 |
| Snacks | 11:00 to 14:30 | Splash Bar | Mini Buffet |
| Light Lunch | 13:00 to 16:00 | Mermaid Restaurant | Set Menu |
| Afternoon Tea | 16:30 to 18:00 | Tea Garden | Mini Buffet |
| Midnight Snacks | 00:00 to 02:00 | Lounge Bar | Mini Buffet |
| Ice Cream & Pop Corn | 11:00 to 14:30 | Splash Bar | Counter Service |

*****Beverages & Bars:** All are served by glass (one drink served per person at a time).

| <u>Place of Service</u> | <u>Time from – to</u> | <u>Location</u> | <u>Service Style</u> |
|--|-----------------------|-----------------|----------------------|
| Lounge Bar | 10:00 to 00:00 | Lobby | Counter Service |
| Lounge Bar (Soft Drinks Only) | 00:00 to 10:00 | Lobby | Counter Service |
| Splash Bar | 10:00 to 17:00 | Aqua Park | Counter Service |
| Main Pool Bar | 10:00 to 17:00 | Pool | Counter Service |
| Beach Bar | 10:00 to 17:00 | Beach | Counter Service |
| Dine Around Bar | During Meals | Main Restaurant | Counter Service |

*****General information**

- Please do not leave your passports at the reception and collect them upon check in.
- Safe box** is available in the room free of charge. **The hotel has no liability for any valuables left outside the safe box.**
- Italian Restaurant** opens for dinner on daily basis.....**Asian Restaurant** opens for dinner on (Saturday, Monday, Tuesday, Thursday and Friday) – Each restaurant is at the charge of 5 US Dollars per person at once – 50% Discount on Hard drinks - **Booking in advance is required.**
- Check out time** is maximum 12:00 noon, please hand the key and towel cards to reception to avoid an automatic late checkout charge, to reserve a late check-out room, please see reception team one day prior to departure to check availability and settle the late check-out charge.
- Local Alcoholic drinks** are available for Hard All-inclusive guests only, No alcoholic service for children under the age of 18.
- Room service (24Hr), laundry, Water sports activities, Spa and Beauty Salon are at extra charge.
- Gym, Volleyball and Table Tennis are free of charge.
- Food allergies:** please ask to speak to Food and beverage Manager for assistance.
- Dress Code:** Please wear suitable attire in the restaurants and Lobby area.
- Children must be supervised by an adult at all the time especially around Pools, Aqua Park, Beach and Public area – children are not allowed to use the adults' pools.**
- Aqua Park opening hours from 10:00 till Sunset.
- Guests have to read and follow instructions on the signs or given by recreation team.**
- Do not pull or propel yourself or others into the rides, No running, jumping, diving, standing, kneeling, rotating, tumbling or stopping in the flumes.
- Swimming and using Aqua Park is not allowed if guest is under the influence of alcoholic or drugs (Or pregnant for ladies).
- Glassware, Electronic devices, Life jackets are forbidden in the Aqua Park.
- Appropriate swimwear must be worn when using the pools and Aqua Park.
- Swimming and using Aqua Park are at your own risk.**
- The hotel holds no responsibility for guests' injuries or personal belongings left unattended on Pools, Beach, Aqua Park or Public areas.**

Enjoy Your Stay

Wi-Fi Access

We are delighted to be able to offer free Wi-Fi internet access (**limited Quota**) throughout the hotel rooms, main restaurant and Lobby area

Free Wi-Fi:

- Our Wi-Fi access is called “**CoralSea-WiFi**”
- When connecting to the Wi-Fi, you will need to enter a user name and password:
 - **User name** – Your room number
 - **Password** - Your reservation number (as shown at the bottom of this letter)
- Up to 2 devices per room can access the free Wi-Fi.
- There is a limit on the usage of the free Wi-Fi – it is 1 gigabyte for rooms booked less than a week and 2 gigabytes for rooms booked more than a 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 upto 5 devices connected at anytime – 75 Egyptian Pounds
2. **Rest of stay package** - offers unlimited usage and upto 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 bill.

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

Once you make checkout you can continue using the hotel Wi-Fi through logging in under Account Login with the same below password.

Password :