

**Welcome to SUNRISE Holidays Resort
All-Inclusive Summer 2023**

All Inclusive Privileges & Bracelet	With this bracelet, which you have received upon check-in, you can enjoy the following services free of charge. The bracelet has to be worn the whole stay and to be shown if requested. Until 00:00 all drinks hot & cold, local alcoholic & non alcoholic are included. No alcoholic drinks are served between 06:00 am – 10:00 am. Alcoholic drinks are served from 18 y.o. All Restaurants and all indoor bars are non smoking. The official check-in time is 14:00, the check-out time 12:00 pm. Please do not pay cash in our F&B outlets, but upon check-out at the Reception #0.
"El Sol" Main Restaurant (Buffet) 2th floor	Breakfast from 07:00 till 10:30 (no alcoholic drinks are available during breakfast) Late Breakfast from 10:30 till 11:30 Lunch from 12:30 till 14:30 Dinner from 18:30 till 22:00 Late dinner from 22:00 till 01:00
Roots Diet & Light	Serving vegetarian, vegan, low-fat, gluten-free and dairy-free dishes. Dinner time from 19:00 till 22:00, only one day per week. For reservation please use Touch screen located in the Lobby or You can make reservation online by following link, using Wi-Fi: rsr-holidays.sunrise-resorts.com . In case of any questions, please contact the Guest Experience Center or Reception. Reservation unlimited upon seats available.
Elia	Serving a la carte Mediterranean food (with prior reservation, one time per week free of charge). Dinner time from 19:00 till 22:00 every day. All drinks hot & cold, local alcoholic & non-alcoholic are included. For reservation please use Touch screen located in the Lobby. In case of any questions, please contact the Guest Experience Center or Reception.
Gamila a la carte (oriental cuisine)	Serving truly authentic and savory Egyptian dishes in a beautifully designed setting. Dinner time from 19:00 till 22:00 For reservation please use Touch screen located in the Lobby. In case of any questions, please contact the Guest Experience Center or Reception.
Nasaya Restaurant & Lounge at the beach	Beverage from 10:00 till 18:00 Snacks from 12:00 till 17:00 Ice-cream from 15:00 till 17:00 Dinner from 19:00 till 22:00 (extra charge, with prior reservation, price according to the menu).
Splash Pool Bar	Beverage from 10:00 till 23:00
Sun Ray Lobby Bar In the main building 4th floor	Open 24 hrs. Please note that after midnight all alcoholic drinks are against extra charge. After midnight only hot drinks and water are included. No alcoholic served between 06:00 am – 10:00 am. Special snack menu available at the Sun Ray lobby bar (chargeable). Tea time from 15:00 till 17:00.
Deuce Sports Bar Ground floor	Beverage from 18:00 till 00:00 (midnight). Serving All inclusive drinks. There are board games available (Chess, Domino, Backgammon, cards (card games).
Disco 8 Circle	Opening from 23:00 pm till 02:00 am.
Beverage	Different kinds of soft drinks, local alcoholic drinks are served in all bars. Soft drinks, local beer & wine served during the lunch and dinner. All hot and cold (non-alcoholic) drinks, local beer and wine, local alcohol (cognac, whiskey, gin, vodka, ouzo, rum) are served in glasses. Turkish coffee, fresh juices and sparkling wine are available against extra charge according to Beverage menu.
Dress Code	We kindly request you not to wear beach clothes, flip-flops, shorts or sleeveless shirts in the Lobby or Restaurants. The long trousers are required for dinner.
Guest Experience Center	Any maintenance order, room service order, special requests in your room or any other questions please dial Ext #1
Sport & Leisure	Daily day entertainment program with boccia, beach volleyball, mini croquet, aerobic, table tennis and others activities (maintaining social distance) All information regarding day/evening time activities is available on the info boards located at the entrance of the restaurants and on the beach.
Billiard	Available on the 2th floor and in Deuce Sports Bar. Please contact the Reception or Deuce Sports Bar for the equipment. Free of charge. Duration 1 hour.
Diving Center	Located on the beach open daily from 08:00 till 18:00 (diving courses and diving trips) against extra charge. Introduction trial dive in the sea free of charge.
Aqua Center	Located on the beach open daily from 08:00 till 18:00 (sea trips, glass boat, private boats and fishing trips) against extra charge.
GYM In Health Club	Open from 09:00 till 19:00 (free of charge). Please note the sport shoes are required. For more info please contact SPA.
Spa	Open from 09:00 till 19:00. Massage, Sauna and Jacuzzi are against charge (with prior reservation). For more info please contact SPA.
Hairdresser	Open daily from 10:00 till 19:00 (against extra charge). The prior reservation is required.
Tattoos	Please note "Black Henna Tattoos" is not recommended for a safety reasons. The management is not responsible for any personal injury or damage of hotel property by reason of Henna Tattoo (i.e. linen, towels etc.). This is on the guests' own responsibility.
Beach Towel	The towel card which you have received upon check-in entitles you for one towel exchange per day. Kindly be advised to give the towel cards back upon check-out at the reception. Lost towel card will be charged with 200 LE.
Topless	It is not allowed to sunbath topless.
Sunbed Reservation	Kindly be informed that it is not allowed to reserve a sunbed on the beach or on the pool.
Red-Flag system	If you do not wish to be disturbed by any sales persons, please take the red flag from the towel center and attach it to your sunbed / sunshade.

Mini-Bar	Please be advised that a mini-bar is available in the room. Filled upon arrival and refilled each 7th day with a selection of soft drinks (2 cans – Cola/Pepsi or Fanta/Mirinda or Sprite/7up) and daily 1 small bottle of water per person free of charge. If you wish to order any items, please contact the room service. Extra service charge applies.
Safe Box	A digital safe available in your room free of charge. An instruction paper in different languages is located on top of the safe box. Kindly keep your safe door open before you check out from the hotel. The Management of SUNRISE Holidays Resort accepts no responsibility for valuable items left outside the safe box or in an open safe box.
Laundry	At your service against extra charge. Please use the price list and the laundry bag in your room. For more information please dial Ext. #0 (Payment at the Reception upon check-out).
Lunch box	Please contact your tour-leader to make an order at the reception for your excursions. It should be done at least one day before until 21:00. Ext. #0
Limousine Service	Against extra charge. For the Limousine Service and Price-list, please contact the Limousine Desk at the lobby.
Clinic	The Clinic is open daily from 11:00 till 13:00 and from 18:00 till 20:00. Against extra charge, to be paid at the reception. In emergency cases please dial Ext. #0 (24 Hrs) . in case of any covid-19 symptoms, please stay in the room and call the reception immediately.
Internet Service (Wi-Fi)	Free WIFI connection in all resort area. The password is provided upon check in.
Telephone calls	To access an international direct line from your room, please dial no. 9 + 00 + Country Code + City Code and then subscriber number. Please note that call ringing more than 30 seconds, will be charged at the minimum cost of 1 minute even if the call is not answered. For calling to other room please dial 7 and room number. The price is 16 Egyptian pound per minute. For any emergency case, please call the number 555.
Room Cleaning	Room cleaning takes place on daily basis between 09:00 and 17:00. If you prefer a certain time for cleaning, please contact the Guest Experience Center. Ext. #1 . Please keep your safe box locked all the time.
Wake-up Call	Please contact Reception to order your wake-up call. Ext. #0
Payment	You have the possibility to choose either to pay by cash or to pay by credit cards (Visa/Master Card).
ATM machine	ATM machine is located in the lobby and belongs to the property of National bank. The hotel is not responsible of the bank service.
Check-out time	Please let Reception desk know when we can pick up your luggage 1 day before your check out. Please note that the latest check out time is 12.00 noon. You are kindly requested to bring back the room key card and towel card to Reception and settle your account if you have any extras to pay. Please note that we do not accept the payment with coins. If you would like to stay longer in the room (as per availability) it will be extra charged. For more information, please contact Reception. Ext. #0
Sunshine Project International	"Sunshine Orphan House "- Donation box located in the Reception. For more information, please contact Guest Experience Center or Reception. Ext. #1 or #0
Local Legislation	The Health & Safety standards and regulations in Egypt may not be the same as in your country. Please follow and pay attention the Safety instruction placed in the hotel.
Health & Safety	Please note that for your own safety you should refrain from swimming for 2 hours after a long flight.
Tenants	The Hotel accepts no liability and will not pay any compensation for accidents and complaints caused by Third Parties, such as hotel tenants (shops, water sport centers, sport activities etc).

We recommend that food, drinks and water are not brought into the hotel from outside for Health & Safety reasons. Should you wish to invite visitors into the hotel, please speak to Reception staff first as this will incur a charge. Please contact Reception or the Guest Experience Centre for any further information.

