

* Dear Guest,

We would like to take this opportunity to thank you for choosing Coral Sea Holiday Resort and wish you an enjoyable stay. For your comfort and convenience, below is information about all-inclusive concept.

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
Lunch	12:30 to 14:30	Mediterranean Rest.	Mini Buffet
Dinner	18:30 to 21:30	Main Restaurant	Buffet
Late Breakfast	11:00 to 12:00	Snack Bar	Mini Buffet
American restaurant	13:00 to 15:00	Snacks	Menu
Snacks	14:00 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	11:00 to 13:00	Snack Bar	Counter

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 (local Hard drinks)	10:00 to 00:00	Lobby	Counter
Lounge Bar (<u>Soft Drinks</u>)	24 hrs	Lobby	Counter
Terrace Bar	19:00 to 00:00	Lobby Terrace	Counter
Main Pool Bar	10:00 to 17:00	Pool	Counter
Beach Bar	10:00 to 17:00	Beach	Counter
Dine Around Bar	During Meals	Main Restaurant	Counter
Sports Bar	18:00 to 00:00	Lobby Area	Counter
View Bar (Adults only)	18:00 to 00:00	Ala carte building	Counter

General

- **Please DO NOT leave your passport at the reception.**
- **Safe boxes** are available in the room free of charge. **The hotel has no liability for any valuables left outside the safe box.**
- **Check out time** is 12:00 noon. Please hand the key and towel cards (if any) back to reception by 12.00 noon to avoid an automatic late checkout 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.
- **Extra Charge:** Room service (24hrs), Stone grill restaurant, La Mer restaurant, lounge bar from 00:00 till 10:00 (Alcoholic), 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 the age of 16 are not permitted to charge items to a room.
- **Meals Boxes** need to be ordered one day in advance at the reception desk before 20:00.
- Departing guests are not entitled to have lunch box.
- **Food allergies:** Please ask to speak with Food and beverage Manager for assistance.
- **WIFI:** covering throughout the hotel, **Freelimited Quota**, and additional packages can be purchased.
- **Pool Towels:** are to be served in the room.
- **Dress Code:** Please wear suitable attire in the restaurants. Swimwear and sportswear are not permitted in the evenings or Lobby area.
- **A La carte restaurants:** reservations are required minimum 48 hours in advance through the kiosk screen in the lobby area.
- **CHILDREN MUST BE SUPERVISED BY AN ADULT AT ALL THE TIME 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 quota.
- There is a limit on the download capacity of the free Wi-Fi – this is 3 gigabytes 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 – 85 Egyptian Pounds.
 2. **Rest of stay package** - offers unlimited usage and up to 5 devices connected at anytime – Special offer price of 285 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 checked out from the room 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

Beverages

- **Bar:** From 10:30 till 16:30 (**Service Soft Drinks Only**)
- Aqua park opening hours from 10:00 hrs till 16:30 hrs
- **Please collect your pool towels from your room before going to the Aqua Park.**
- 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 had been ill in the last 48 hours or has heart or chronic problems.
- 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 IN CASE NOT FOLLOWING THE INSTRUCTIONS.**
- **Please follow the instructions of waste segregation.**

Enjoy Your Stay