



All-Inclusive Package

Thanks for choosing our Hotel for your Vacation. Kindly note that we will save no Efforts to make your Stay a memorable one, and here some Information about the All Inclusive Program!

All Inclusive Services are valid from 10:30 am on the Arrival-day / Room check-in time 2 pm
All Inclusive Services are valid till 12pm on the Departure-day / Room check-out time 12 noon

Restaurants

Main Restaurant "Gardino"	Breakfast	Lunch	Dinner
	07:00 - 10:30	13:00 - 15:00	19:00 - 21:30

Bars

Lobby Bar "Galleria"	Beverages	Snacks
	10:00 - 00:00	10:30-11:30; 15:30 - 17:00
Primavera rest.		15:30 - 17:00

	Beverages	Snaks
Bar "Prima Scelta"	10:30 – 23:00	
Beach Bar "Bella Vita"	10:00 – 18:00 Soft drinks	13:00 – 15:00

Free of charge

- Safe box in the room
- Gym (7:00-21:00)
- 4 swimming pools (Active pool works till 6 pm)
- Wheel chair
- Darts
- Shuttle bus to/from beach
- Live music
- Wake up calls
- Internet is free of charge in the Lobby and in rooms
- Towel centers (08:00 till sun set)
- Kids club (from 4-12 years old; (10:00-13:00; 15:00-17:00)

Against Charge


- Mini bar in the room/ Upon request
- Fresh juices, Turkish coffee Bottled & canned beverage, Italian espresso, Red Bull and sparkling wine
- Room service
- SPA (09:00 – 20:00) * Billiard.(10:00 – 18:00)
- All Shops at El Mercato Mall.
- Doctor (clinic)
- Telephone / Fax
- Laundry/Dry cleaning service.
- Baby sitting
- Late check-out, please check availability with the front desk

From the Hotel		From the Beach	
Time	To	Time	From
08:00	To Bella Vita Beach		
08:30	To Palma Beach		
09:00	To Bella Vita Beach	09:15	From Bella Vita Beach
10:00	To Bella Vita Beach	10:15	From Palma Beach
11:00	To Bella Vita Beach	11:15	From Bella Vita Beach
11:30	To Palma Beach	11:50	From Palma Beach
12:00	To Bella Vita Beach	12:15	From Bella Vita Beach
12:45		13:00	
14:00	To Bella Vita Beach	14:15	From Bella Vita Beach
14:30	To Palma Beach	15:15	From Bella Vita Beach
15:00	To Bella Vita Beach	16:15	From Bella Vita Beach
16:00	To Bella Vita Beach	17:00	From Bella Vita Beach
16:45	To Bella Vita Beach	17:20	From Palma Beach
		17:45; 18:30	From Bella Vita Beach
The bus station located to the right of the main entrance			

Morning Activities Beach & Pool
10:00 – Club Dance (Beach, pool)
10:30 - Stretching (Beach, pool)
11:00 - Darts Game, (Beach, pool)
11:30- Aqua Gym (Pool)
12:00 - Bocca (beach)
12:00 - Cocktail games, club dance (pool,beach)
Afternoon Activities "IL Mercato Hotel"
15:00 – Club Dance (Beach, pool)
15:30 – Darts (Beach, pool)
15:45 - Water Polo (pool)
16:00 - Yoga Time (pool)
16:00 - Volleyball (beach)

Face painting at 8 pm Mini disco at 8:30 Animation Evening Shows
Monday; at 9 pm Faker show
Tuesday, at 9 pm Liberty dance show
Wednesday, at 9 pm Burlisco Show
Thursday; at 9 pm To be dance show
Friday; 9 pm Mike show 09:30 Belly dance – Tanura
Saturday; 9 pm Lunar show
Sunday; 9 pm Light Show

Important to know

	We are here for you 24 hrs / 7 days. We are happy to receive your requests on our WhatsApp no. +201029336585, or scan the QR Code. ←
Beach	<p>Bella Vita Beach - We provide access free of charge to the sandy beach located in Sharm El Mayah close to old market area, ideal place for family with kids. Soft drinks and light snack are included. Beach bar service: from 10 am till 5 pm, light snacks from 1 pm till 3 pm</p> <p>Palma Beach: - located 1.8 km from the hotel, entrance price is 2 USD per person per day including (kids till 12 y.o. free of charge), sun bed with umbrella (multi entrance is guaranteed during day. Snorkeling & chill out beach. Service at the bars is extra charge. Please don't forget to take ticket from the reception and the beach towel from the towel counter near the bus station.</p>
Dress Code/Restaurant	Smart casuals recommended .Strictly no swimwear in the Lobby and inside all Restaurants. Shirts without sleeves and shorts are not allowed during the dinner. Kindly be informed that it is not allowed to take food or drinks from the restaurant
Breakfast boxes	Are to be ordered one day in advance before 20:00 h at the reception
Beverages	Soft drinks, hot drinks, local beer, (local wine Serve only in the main restaurant During The meals), water and local spirits serving in the restaurant and bars. All the drinks are served by glass. Bottles will be with Extra charge. Drinks are served by one drink per person unlimited.
Mini bar	Refilling is against charge. 1 bottle of water 1.5 l on daily basis is provided. Water in dispensers available at the bars free of charge
Fresh Juice	Seasonal Fresh Juice is available in hotel bars against charge.
Safe box	A digital safe box is available in each room free of charge. IL Mercato Hotel takes no responsibility for valuables left outside the closed safe box. Please leave your safe box open before departure
WIFI	Free internet connection in public areas and rooms in the hotel.
Food Allergy	Special orders are available at your request. Please address the restaurant manager for assistance
Check-out	At 12.00 noon time, please remember to return the room key cards and your towel card to the reception on the day you depart. In case of losing the room key card will be charged 125 L.E. and/or per 300 L.E. towel card. Towel/towel card is under your responsibility. Late check-out is available at extra charge and is the subject to hotel's availability. Please contact the reception for more information. Lunch is included on departure day if you arrived after lunch time.
Outsider policy	Due to security reason outside visitors need the approval of the management for entering the hotel premises. Visitors should have their passports or ID, visit only at the lobby.
Fish / Birds	Please note that it is forbidden to feed fish and birds.
Pool	4 swimming pools for use on site: children's pool on the roof (with animation). If you do not wish to be disturbed by the hotel staff, you can pick up a "do not disturb" card from the towel counter.
Entertainment	Daily entertainment and sports program on the beach and in the activity pool; vocal performers, bar and evening performances on the roof of the hotel
Children's facilities	Kids club for children from 4-12 years old (10:00-12:30; 15:00-17:00). Children's pool, mini disco
Health Club	Gym free, from 07:00 till 21:00
Shuttle bus	Every Sunday, Tuesday, Thursday. From the hotel at 20:00 to Old Market and Neama Bay Return to the hotel: from Neama Bay at 22:15, from Old Market at 22:30.Round trip 2\$per person to Old Market; 4\$ per person to Neama Bay. Reservation at the reception is required.
Laundry	We offer a laundry, dry cleaning services at our hotel. Price list is placed in the wardrobe.
ATM	To exchange or withdraw money, ATM machine is located at IL Mercato promenade
Medical center	Our Hotel Clinic is located close to the SPA. To call the hotel's doctor, please dale the reception "0", pharmacies are located in IL Mercato Shopping Mall , one minute walking from hotel entrance

Thanks for giving us the Pleasure of serving you & wishing you a pleasant Stay!