

## Mövenpick All-Inclusive Package

Welcome to Mövenpick Resort Sharm El Sheikh Naama Bay. We wish you a pleasant and enjoyable stay!  
Please, read the information about the hotel services provided and included in the "All Inclusive" package.

<b>Food</b>	<b>Beverage</b>				
<p><b>Breakfast</b> 06:30 – 10:30 indirect Buffet "Liwa" Main Restaurant</p> <p><b>Morning light snack</b> 10.30 - 11.30 bakeries, Tea or Coffee "Moods" Lobby Bar</p> <p><b>Lunch</b> **Please choose only one area to have your lunch, duplicated meal against charge</p> <p>13:00 – 15:00 indirect Buffet "Liwa" Main Restaurant Or 13 :00 – 16 :00 A la carte "Pool" Restaurant</p> <p><b>Dinner</b> 18.30 – 22:30 indirect Buffet "Liwa" Main Restaurant</p> <p><b>a-la carte restaurants (extra charge)</b></p> <p>● <b>Indian Restaurant "Rangoli" 18:30 – 22:30</b> (daily, dinner, against charge, beverages included) Preliminary reservation is required at the Guest Relations Desk. Complimentary Food Credit of 50 L.E. per person will be given for a Dinner and deducted from the total bill.</p> <p><b>Special Events Dinner</b> Any special menu and dinner events are not included in Mövenpick AI and require a reservation.</p> <p><b>Mövenpick Tea Break Time</b> 16:00 – 17:00 Lobby Bar</p> <p><b>in-room dining service 24/7 against charge</b></p> <p>All items (food and drinks) will be delivered to the room as per your order from the menu and charged as extras. Please, refer to the digital In-Room Dining Menu &amp; Beverage List on Hotel WhatsApp Channel. To make an order, please call In-Room Dining Service Team (Ext. "5") from your room.</p> <p><b>Ice-cream</b> coupons will be provided by the Reception Desk upon Check-In:</p> <table style="margin-left: 40px;"> <tr> <td>10:00 – 17:00</td> <td>"Pool Bar"</td> </tr> <tr> <td>18:00 - 23:00</td> <td>"Zeno Café"</td> </tr> </table> <p>- 2 coupons per day per Single room. - 4 coupons per day per Double room.</p> <p>"Mövenpick" ice cream is available at an extra charge</p>	10:00 – 17:00	"Pool Bar"	18:00 - 23:00	"Zeno Café"	<p><b>Outlets opening hours:</b> "Moods" Lobby Bar: 09:00 – 00:00 Pool Bar: 09:00 – 17:00 Beach Bar: 09:00 – 17:00 "Zeno" Café: 17:00 – 00:00 "Liwa" Main Restaurant * serves drinks only during meals (Breakfast, Lunch, Dinner).</p> <p><b>In the room:</b> mineral water and coffee/tea amenities One 1.5L bottle of mineral water and coffee &amp; tea amenities set will be provided daily free of charge to your room. If "Do Not Disturb" sign was displayed on your door, will be replenished upon your request (once a day). To make a request, please call Guest Service Center (Ext. "0") from your room.</p> <p><b>Mini bar (extra charge)</b> All items will be provided as per your request and charged as extras on the bill. Please, refer to the digital In-Room Dining Menu &amp; Beverage List on the Hotel WhatsApp Channel. To fill in your mini-bar, call In-Room Dining Service Team (Ext. "5") from your room.</p> <p style="text-align: center;"><b>AI Included Beverage:</b></p> <p>The following beverages are included and served in outlets only during their individual opening hours:</p> <p>● <b>local soft &amp; hot drinks:</b> - Mineral water, soft drinks (Cola, Sprite, Fanta, Soda, Tonic), packed juice, tea, instant coffee, non-alcoholic cocktails from "All Inclusive" Beverage List. - Selection of coffee (Espresso, Americano, Latte, Cappuccino &amp; hot chocolate) only during breakfast in "Liwa" Main Restaurant.</p> <p>● <b>local alcoholic drinks and spirits</b> (from 12:00 noon till 12:00 midnight) - Beer, Spirits (Gin, Vodka, Whiskey, Rum, Brandy, Tequila, Ouzo), Alcoholic cocktails from "All Inclusive" Beverage List. - Wines will be served during meals only in "Liwa" Main Restaurant during (Lunch &amp; Dinner) and at "Moods" Lobby Bar. * All Your Beverages will be served only by portions in glasses / cups.</p> <p style="text-align: center;"><b>Extra Charge Beverage:</b></p> <p>- Fresh juices - Selection of coffee (Turkish, Espresso) at any time - Imported alcoholic beverages &amp; sparkling water - Any drinks in cans and bottles - All Beverages in Horizon Bar will be against Extra Charge.</p>
10:00 – 17:00	"Pool Bar"				
18:00 - 23:00	"Zeno Café"				
<p>● <b>Meal Box / Late Dinner</b> In case of forced and/or planned meals skipping (early departure, late check-in, excursion trip), guests will receive a Meal Box / Late In-Room Diner. To order a Meal Box / Late Dinner, please contact Reception one day in advance.</p>	<p>● <b>"All-Inclusive" meals plan</b> "All-Inclusive" package meals start with the Lunch on the day of arrival and ends with the Breakfast on the departure day.</p>				
<p>● <b>Food &amp; Beverage Orders</b> For internal control purposes you will be asked to sign a bill for all Food &amp; Beverage orders. Your consumptions included in "All Inclusive" package will not be charged to your hotel invoice.</p>	<p>● <b>Digital Menus</b> All menus are available on your smartphone via ● QR-codes displayed at the Reception and Outlets (Restaurants and Bars); ● on the Hotel TV Channel (#1); ● via web links provided on Hotel WhatsApp Channel +20 100 2132 411. [Tap Mövenpick WhatsApp contact icon ► Info icon i ► Catalog ► See all ► Choose outlet ► Click menu link]</p>				

## Free Services

### Housekeeping:

- Room cleaning, bed linens and towels exchange will be done every second day, 09:00 - 17:00. If you would not like your room to be serviced, please display a "Do Not Disturb" sign outside of your room door.
- Bathroom amenities will be provided to your room in the day of your arrival (as consumption for two days). Will be replenished every second day (for the next two days) or upon request (once a day) if "Do Not Disturb" sign was displayed. To make a request, please call Guest Service Center (Ext. "o").

### Sports & Leisure:

- Swimming Pool: 07:00 - Sunset
- \* Sunbeds reservations is prohibited.
- ⚠ Only individuals in appropriate swimwear (nylon, lycra, polyester) will be allowed to use the pool.
- Gym: 10:00 - 18:00
- \* please, take your towel with you
- \*\* showering in the gym is not allowed
- Table Tennis (Ping-Pong): 09:00 - 17:00
- To get equipment (rackets and ball), contact Recreation Center by the Pool.
- Tennis Courts
- To make a reservation and to get equipment (rackets and ball), contact the Reception Desk.
- extra charge: Flood lighting after sunset (10€ per hour)

### Wi-Fi internet access

Free Wi-Fi internet access is available in every guest area. To connect, select the Accor network in the settings of your phone / device and enter your e-mail to sign-in.

### Beach Services

- Beach: 07:00 - Sunset
- \* swimming in the sea is a matter of your personal responsibility.
- \* Sunbeds reservations is prohibited.
- Beach towels
- Beach towels (Big Blue) will be provided to your room in the day of your arrival. Will be exchanged every second day in your room (09:00 - 17:00) or upon your request (ones a day) within the time frame 08:00 - 10:00 or 17:00 - 19:00.
- To request the beach towel exchange, call Guest Service Centre (Ext. "o") from your room.
- Please, do not leave your towel unattended on the beach/ at the pool area/ at the balcony / terrace.
- \* In case of a beach towel loss, A fee of 200 le will be charged.

### Entertainment

- Animation will provide daily entertainment program including:
- DAYTIME ACTIVITIES by the pool and on the beach
  - Kids Mini-Disco at the "Zeno" Café: 20:30 - 21:00
  - Evening Shows at the "Zeno" Café: 21:00 - 23:00
- More detailed information you will find on the Information Boards by the Pool, by the Main Restaurant "Liwa" and on the Hotel WhatsApp Channel.

## Medical Services

### ● Your Insurance Company

To receive medical support and service, contact your Insurance Company by the number provided in your insurance documents. Our Reception Desk will be happy to assist you.

- Hotel Doctor & Clinique (extra charge)
- Hotel Doctor (our Business Partner) "on call" 24/7.
- To ask for a Hotel Doctor Please call Guest Service Center (Ext. "o") from your room.

## Other Paid Services

### ● Laundry and dry-cleaning service

To order your laundry, please call Guest Service Center (Ext. "o") from your room. Your laundry will be delivered to your room next day, 12:00 - 18:00.

### ● Billiards

To get equipment (cues and balls), contact Recreation Center by the Pool. (\$10 per hour)

### ● Horse Riding

Horse riding is subject to availability and must be reserved. 30% discount is granted for in-house guest. To book and for more details, please call Stables (Ext. "6274) or Guest Service Center (Ext."o").

### ● Limousine service and private transfer to the airport

Through our Business Partner. Please visit the Desk in the Lobby.

### ● Water Sports & Trips Center "Scorpion"

Through our Business Partner. Please visit the Desk in the Lobby / Kiosk by the Pool / call Ext."6633" from your room.

### ● SPA & Beauty Salon

Through our Business Partner. Please visit the SPA Center

## General Information

### ● Check-in time: 14:00

### ● Check-out time: 12:00 afternoon / late check-out

In case of late delivery of the room keys to the Reception, it will be considered as a "Late Check-Out" and will be charged according to the time of delay and hotel price list. If you would like to extend your stay in the room after 12:00, Late Check-Out is available against charge and is subject to the hotel availability. For more details, please, contact Reception.

### ● "All-Inclusive" package validity

- "All Inclusive" package will be activated at 14:00 (check-in time) on your arrival day and expired at 12:00 noon on the day of departure. All services (including food and beverage) consumed after 12:00 noon on the day of your departure will be against Extra charges.

### ● Contacts & Communication

e-mail: [Resort.Sharmelsheikh@movenpick.com](mailto:Resort.Sharmelsheikh@movenpick.com);  
Guest Relations: Ext."6544".  
Reception Desk Ext."o".

**N.B.** The Resort reserves the right to amend or change the formula including the dinning styles according to the operations needs and the occupancy levels.

For any assistance, feedback, or enquiries, please, contact us via Hotel WhatsApp Channel +20 100 2132 411.



Room No:

Signature: