



# PYRAMISA

HOTELS & RESORTS

SAHL  
HASHEESH

## Welcome to Pyramisa Beach Resort

Our hotel is in the Sahl Hasheesh Region, 18 km from Hurghada city center.

All-Inclusive Concept: Local alcohol and non-alcoholic drinks, hot and cold drinks, and non-alcoholic cocktails served from 10:00 am till 00:00.

We do not serve alcohol to the guests under 18 years old. Please pay your extras on check-out day at the reception. Cash payment at the place (restaurants, bars, etc.) is not acceptable.

## We are at your service 24h!

During your stay, our Reception Team will be at your service 24 hours to respond to all your requests and questions. To contact our Reception Team please dial "0". You can arrange luggage service one day in advance at the reception.

To contact with Guest Relations department please come to the lobby desk or call number "701" between 09:00 -and 16:00. On the day of your check-in, you can enter your room at 14:00 and on check out the room should be left by 12:00. Please return towel cards and room cards to the reception on the day of your checkout. For a lost key or towel card a fee of \$10 will be charged to cover the cost of the replacement card.

## About your Room

The wardrobe has a free safe box, which you can use according to the instructions given in the user's manual. We strongly recommend you to keep your valuables in the safe box at all times The Management of Pyramisa Beach Resort takes no responsibility for valuables left in your room. On checkout please leave the safe box open.

Mini Bar is refilled on daily basis and every day refilled by bottle of water between 09:00-17:00.

The rooms are cleaned between 09:00 – and 17:00. If you prefer a certain time of cleaning, please inform the Guest Relations team.

## Dining Services

Our bars and restaurants are at your service during the following hours:

Vienna Lobby bar	<b>10:00 – 00:00</b>
The Grind café	<b>08:00 – 00:00</b>
Sunrise Pool Bar	<b>10:00 – 22:00</b>
Beach bar	<b>10:00 – 22:00</b>
Beach Snack Service:	<b>12:00 - 16:00</b>
Ice Cream Service (Beach bar):	<b>14:00 - 16:00</b>
Cocktail Terrace Bar	<b>12:00 - 00:00</b>
Tea Coffee Time	<b>16:00 - 17:00</b>

## Six Continents Restaurant

Breakfast	<b>07:00 – 10:00</b>
Late Breakfast	<b>10:00 – 10:30</b>
Lunch	<b>12:30 – 14:30</b>
Dinner	<b>18:30 – 21:30</b>
Late Dinner	<b>23:00 – 00:00</b>
Light Breakfast Buffet	<b>01:00 – 05:00</b>

## Kids Buffet (located in Main restaurant)

Breakfast	<b>07:00 – 10:00</b>
Lunch	<b>12:30 – 14:00</b>
Dinner	<b>18:30 – 21:30</b>

## **Energy drinks, fresh juices, bottled and canned drinks, shisha are extra charged.**

*Operating hours for our restaurants and bars may vary depending on the weather conditions and operational preferences.*

Please, do not enter the restaurant and lobby area with swimwear. It's not allowed to sunbath topless.

Our **A la Carte Restaurants** are at your service. Reservation required, please apply to Guest Relation min 1 day in advance.

Reservation time – from 10:00 till 12:00. Free of charge

You can benefit from our **free WI-FI Service** in the lobby.

Our **beach towel stand** is at your service. If you need to change towel kindly ask to return towel between 15:00-18:00 (summer time) or till sunset (winter time) in the towel center on the beach. You receive towel card. And on the next morning you can take a new towel.

**Sunbeds Reservation:** Please do not make sunbeds reservation at the pool area and at the beach before 08.00. Kindly note that Recreation team will remove beach towels /other belongings without attended guest until 10:00. There is a staff at the beach between 08:00 -18:00(summer time) or till sunset (winter time)

If you need a **taxi service**, please contact the taxi service at the lobby.

**Health and Beauty (Extra Charged).**

In the **SPA Centre** relieve your tiredness with the massages offered by our professional SPA staff, and get rid of the tiredness of the year accumulated on your skin with skin care treatments. SPA Centre is active between 09:30- 18:30.

**Extra services!** Laundry and Room Service are available upon your request with extra charge. Our Reception or Guest Relation team is at your service for detailed information.

Our **Doctor's Office** is available 24/7. This service is available for extra charge. For emergency case, please dial 0. Other **charged services** offered in our facility and provided by external suppliers: pharmacy, market, jeweler store, boutique and gift shop are active between 10:00 -22.00.

There is also **ATM** machine at the entrance.

**For children**

Our Kid's Club is for our little guests and provides a safe and cheerful time for your children.

We organize daytime kid's activities to ensure that our little guests spend fun time between 09:00-12:00 and 14:30 -17:00. We also organize evening events for children between 20:00 – 20:30.

Special delicacies for children are available in the kid's corner located in the Main Restaurant.

**Sports & Animation:**

We offer you an enjoyable day with daytime activities held by our animation team until 17:00. Our sport activities and evening shows may be subject to changes depending on the weather conditions. You can find detailed information about the activities on the hotel's info boards.

**Billiard** is free at zone one level down from the lobby.

In addition, our **Fitness centre** is at your service 7 days a week from 09:30 until 18:30. Entry only with sport shoes. Our **Live Music** available between 21:30-23:00.

***In case of emergency, please follow the fire exit map behind your room door.***

***We wish you wonderful stay!***

