

Welcome to Pyramisa Beach Resort Sharm El Sheikh

## All-Inclusive Information

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| <b>All Inclusive Privileges</b>                     | <p>Upon your check-in and receiving guest bracelet you can enjoy All Inclusive System. All hot &amp; cold, local alcoholic &amp; non-alcoholic drinks are included <b>“Except the fresh Juice and Turkish Coffee”</b>. After midnight all beverages with hard Drinks are chargeable. All premium and imported alcoholic drinks are chargeable. Alcoholic drinks are served only to adults 18 years &amp; over. With AI System you are entitled to have free reservation in each A la Carte restaurant once per Stay- (prior reservation is a must).</p> <p>The official Check-in time is 15:00, the Check-out time 12:00 noon. AI System starts with the lunch on the day of arrival and ends with breakfast at the day of departure. AI System expires at 12:00 afternoon on the day of departure.</p> <p><b>Please do not pay cash in our F&amp;B outlets but upon Check-out at the Reception.</b></p> |
| <b>“El Sakiya” Main Restaurants</b>                 | <p>Breakfast 07:00am till 10:00 am – buffet style<br/>Lunch 13:00 till 15:00 – buffet style<br/>Dinner 18:30 till 21:00 – buffet style<br/>For assistance please contact Reception #0<br/>It is not allowed to take food out of the restaurant; otherwise it will be against extra charge.</p>   |
| <b>“Royal Wook” Asian Restaurant</b>                | <p>Serving A la Carte (Once per Stay - prior reservation)<br/>Dinner 18:30 till 21:00<br/>For assistance with table reservation for dinner, please contact Guest Relation #7222</p>  |
| <b>“Dragon” Lobby Bar</b>                           | <p>Beverages: - “Soft Drinks” 24 hrs.<br/>“Hard Drinks” 10:00 till 00:00, after Midnight will be chargeable.<br/>Snacks “Gourmet”: 10:30 till 12:00 / 16:00 till 18:00.</p>  |
| <b>“Fruits de Mer” Open Terrace</b>                 | <p>Snacks 13:00 till 17:00</p>   |
| <b>“Speranza Terrace</b>                            | <p>Snacks 13:00 till 17:00</p>   |
| <b>“Coconuts Bar”<br/>“Lime Bar”<br/>Beach Bars</b> | <p>Beverages 10:00 till 18:00</p>  |
| <b>“Deep &amp; Sip” Pool Bar</b>                    | <p>Beverages 10:00 till 18:00<br/>Ice Cream 14:00 till 16:00</p>   |
| <b>Dress Code</b>                                   | <p>Please note that swim wear is not to be worn in the Lobby &amp; Reception areas, or in the restaurants during breakfast, lunch or dinners. Please do not wear shorts, sleeveless shirts or slippers in the restaurants during the lunch and dinner periods.</p>   |
| <b>Guest Relation</b>                               | <p>For any maintenance orders, room service, special requests or assistance, please contact Guest Relation #7222</p>   |
| <b>Entertainment</b>                                | <p>Daily animation program – sports &amp; leisure activities on the beach (10:00 till 12:00 / 15:00 till 16:30). Kids Mini Disco (20:30 till 21:00) and evening Show program (21:00 till 23:00) on the scene located in front of “Waterfalls” Restaurant terrace.<br/>Detailed information available on the boards by main pool / beach.</p>   |
| <b>Child Safety</b>                                 | <p>Children are responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times.</p>   |
| <b>Kids Club<br/>Babysitter Service</b>             | <p>Open Daily from 10:00 till 12:00 noon and from 15:00 till 16:30, for children 4-12 years old.<br/>A babysitter service is available upon request, against extra charge. Please contact Reception #00</p>  |
| <b>SPA</b>  | <p>Open daily from 09:00 till 20:00, for 16 and over years old, against extra charge.</p>  |
| <b>Fitness Center (Gym)</b>                         | <p>Open from 09:00 till 20:00, free of charge.<br/><b>It is not permitted to use Gym room without sport shoes.</b></p>   |
| <b>Tenants</b>                                      | <p>The hotel accepts no liability and will not pay any compensation for accidents and complaints caused by Third Parties, such as hotel tenants (shops etc.)</p>   |
| <b>Hairdresser</b>                                  | <p>Open daily, upon reservation, against extra charge.</p>   |
| <b>Pools / Beach<br/>Aqua-park</b>                  | <p>Available 4 pools – Main Pool, Indoor (heated in winter), Waiving, and LeSperanza (relaxing pool).<br/>Pools open daily 08:00 till 17:30<br/>Aqua-park open daily 10:00 till 12:00 / 15:00 till 18:00<br/>Beach 08:00 till 17:00<br/>Shuttle Bus to the beach each 30 minutes starting from reception at 08:00.<br/>Children must be supervised by an adult at all times. Please familiarize yourself with the pool, slides &amp; beach information, rules on the board.<br/><b>Please note:</b><br/><b>It is not allowed to reserve sun-beds at the pool and beach.</b><br/><b>It is not allowed to sunbath topless; please respect other guests staying in the hotel.</b></p>   |

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| <b>Beach Towels Exchange</b>     | The Towel Card received upon Check-in entitles to one towel exchange per day. Kindly give the Towel Card back to the Reception upon Check-out. <b>Lost Towel Card will be charged 10\$ per card.</b>  |
| <b>Red Flag</b>                  | To enjoy your day without interruptions by salesmen, please be advised to put the red flag by your umbrella. The red flags are available at the Towel Center.   |
| <b>Diving Center</b>             | Service against extra charge. Please contact Diving Center representative on the Beach from 10:00 till 17:00.   |
| <b>Safe Box</b>                  | Digital Safe Box is available in the room, free of charge. Instruction to the Safe Box is provided. Kindly leave the Safe Box door open before you Check-out from the hotel.<br><b>Management of Pyramisa Beach Resort Sharm El Sheikh accepts no responsibility for valuable items left outside the Safe Box or in an open Safe Box.</b>   |
| <b>Laundry</b>                   | Service available from 09:00 till 17:00, against extra charge.<br>For service please contact Laundry direct #7175   |
| <b>Room Cleaning</b>             | Times for room cleaning, bed linens, towels exchange and bathroom amenities replenishment: daily from 09:00 till 17:00. By using towels and bed linen more than once you help protect the environment. Please leave the towels on the floor / in bathtub in order to be exchanged. Signs "Make Up" & "Do Not Disturb" are available in the room.<br>If you prefer a specific time for day time cleaning, please contact Guest Relation#7222   |
| <b>Breakfast &amp; Lunch Box</b> | Please order your Breakfast Box (free of charge) or Lunch Box (chargeable) one day before till 20:00.<br>For assistance please contact Reception #00  |
| <b>Limousine Service</b>         | Available upon request at the desk located in the lobby, against extra charge.  |
| <b>Doctor</b>                    | Doctor available 24h upon request, against extra charge.<br>For assistance or emergency please contact Reception #00  |
| <b>Internet Service</b>          | Free Wi-Fi Service (Pyramisa-Public) available in the Lobby area, Main Restaurant and main pool. High-speed Wi-Fi service (Pyramisa-Guest) against extra charge.<br>For more information please contact reception #00   |
| <b>Wake-Up Call</b>              | To arrange your wake up-call please contact Reception #00   |
| <b>Payment</b>                   | You may choose to pay your bill either by cash or by credit card (Visa Card, Master Card)   |
| <b>Check-out Time</b>            | Please let Reception know one day before departure the time we can collect your luggage. At departure day please bring back the room key card to the Reception and settle your account for any extra pay. Please note: we do not accept coins. Please be aware, the room key card will automatically be invalid after 12:00 noon on the day of departure. If you would like to stay in the room after 12:00 noon, please contact Reception one day in advance (late Check-out is subject to availability, against extra charge).<br>For more information please contact Reception #00 |
| <b>Roof Top Regulations</b>      | Please do not enter the roof top areas of the buildings. Any damage or accident will be at your own risk. The hotel management will not accept any responsibilities for claims of injury.   |
| <b>Local Legislation</b>         | The Health & Safety standards and regulations in Egypt may not be the same as in your country of residence.   |

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

Please, be advised that it is not recommended to bring food, drinks and water from outside the resort for Health & Safety reasons.

Please contact Reception or Guest Relation for any further information.

**WE WISH YOU A PLEASANT STAY!**