






Ivy Cyrene Sharm Resort-Adults Friendly, Plus13

All Inclusive Concept			Thank you for choosing Ivy Cyrene Sharm Resort			Opening Times / Services & Facilities		
10:00 AM till Midnight Check – In : 14:00 Check – Out : 12:00 Hard all inclusive is only available from 10:00 am until Midnight. Soft all inclusive is available 24 hours. Early check-In & late check-out are subject to extra charge & subject to availability.						Pools : 08:00 – Sunset Beach : 08:00 – Sunset Aqua Park: 10:00 – 12:00 & 15:00 – 17:00 (Located at Ivy Cyrene Island Territory) Animation: Daily & Evening Program (Information Board) Kindly note, that opening and closing times of hotel facilities can be change at any time by Management and are subject to hotel availability and weather condition.		
Bars			Restaurants			Not Included in The All-Inclusive Package		
Open 24 hrs		Aida Lobby Bar	07:00 to 10:00	Fayrouz Main Restaurant Buffet	Breakfast	Bottled beverages (water, canned soft drinks) Bottled or canned liqueurs, wine and beer Espresso and Turkish Coffee / Stocked minibar Room service Doctor service Diving center or watersports activities / Billiard Limousine service SPA & Salon service Laundry service		
10:00 – Sunset		Relax Pool Bar	13:00 to 15:00		Lunch			
10:00 – Sunset 21:00 – 23:00		Zak Pool Bar	18.30 to 21:00		Dinner			
10:00 – Sunset		Beach Bar	23:00 – 02:00	Upon Request	Late Dinner			
Snacks			18.30 – 21:00	A La Carte Restaurants Once per stay		Included in The All-Inclusive Package		
10:30 – 11:30	<u>Late Breakfast -Pastries</u>	Relax Pool Bar	18.30 – 21:00		Tex -Mix Mexican Restaurant	Swimming Pool & Aqua Park - Swimming in the pool after sunset is not permitted because cleaning and disinfection are being done. It is mandatory to wear appropriate swimming clothes. - Swim suite is not allowed inside the hotel's restaurants.		
10:30 – 11:30	<u>Late Breakfast- Pastries</u>	Beach Bar	18.30 – 21:00	Open Buffet	Pomodoro Italian Restaurant			
16:00 – 17:00	Hot Snacks Daily Selection of Hot Snacks	Oriental Restaurant	A La Carte Restaurants: Free once Per stay – Minimum one week stay- Pre reservation required. Beverages: Selection of; Soft drinks (Water, Carbonated beverages. Soda, Tonic, Juices), Hot drinks (Tea, Various Herbs, Various Instant Coffee), Local wines during meals, hard liqueurs Vodka, Rum, Brandy, Gin & Beer, Alcoholic Cocktails and Non- Alcoholic Cocktails, All served by glass. - Wine is only serviced during meal periods at the main restaurant.					
17:00 – 18:00	Tea Time Daily Selection of Pastries	Aida Lobby Bar	Wi-Fi is free and available in public areas and in your room. (Only for browsing, downloading is not permitted) Phone: to call from room to room please dial 5 followed by the room number Laundry Service – All rooms are provided with a laundry bag. In case laundry service is needed, please call reception at (0).					
15:00 – 16:00	Ice Cream	Beach Bar	General: The Hotel Management does not take any responsibility for the loss of personal belongings, valuable items or money which left in the room or public areas unattended. Please keep your belongings in the safe box provided in your room. -Please contact our Guest Relation Team if you have any allergies or special dietary requirements. -For any assistance during your stay please Contact (0) Front Desk or Guest Relation Team, situated in the lobby.					

Swimming Pools & Beach:

2 Swimming pools available for your leisure:

(Relax Pool – Zak Pool).

Zak pool is heated during Winter.

Beach towels are provided at the Relax Pool Bar.

You can change beach towels every day (once per day for each guest).

For losing a beach towel, you will be charged a fine of \$20.

Please don't reserve sunbeds without using them, so that other guests may use them as well.

Any personal belongings/towels left unattended for an extended period will be removed and hotel will not be held liable in case of any lost items left unattended.

Sunbeds should not be moved near the sea to avoid damage.

Damages

We are sure you will take care while you stay with us, and we acknowledge that accidents sometimes happen. We do however reserve the right to charge for any damage or breakages which we consider to be deliberately or recklessly caused, for any items discovered missing after you check-out. Please notify the Reception immediately if you find any damage or missing items when you first move to your room.



Departure:

Luggage: In case you need luggage assistance, please leave your luggage outside your room and contact Concierge (0) to collect it and deliver to reception.

Key & Towel Cards: Please return your key and towel cards upon check - out to reception, if you require a late check - out, please check availability and prices with our Reception Team at least 1 day prior to departure.

You can store your luggage in the luggage room after check - out.

The hotel is not responsible for any valuables, money, or documents left in your luggage.

Safe Box

Ivy Cyrene Sharm Resort does not accept any responsibility for the loss of personal items, valuables or money which is left in the room or public areas. Please ensure that valuable items are kept safely locked in your room's safe box.

Safety

-For safety and well-being, food is not allowed to be taken out of restaurant. This is only provided through hotel's room service at extra charge.
-Smoking of shisha in the room, balcony or terrace is not permitted.

Shisha

Our Chilly Out Zak Bar offers the opportunity to enjoy shisha smoking.

Shisha is at extra cost.

The Red Sea

Swimming in the sea after sunset is both dangerous and strictly prohibited. It's important to avoid touching corals or sea animals with your hands. This may cause serious injury to you and harm to coral reefs and marine habitats. Avoid feeding the fish. Fish feeding with human food can have damaging effects on marine life and the environment. Furthermore, it attracts both harmless fish and other dangerous sea creatures to the feeding spot.

***IF YOU HAVE ANY QUESTIONS,
PLEASE CONTACT THE
RECEPTION BY DEALING "0"
FROM YOUR ROOM PHONE.***

**Wishing you a pleasant and enjoyable stay,
Thank you,
Hotel Management**