



Hotel Information –All Inclusive Formula

All-inclusive is from 10.00am to 02:00 am

Dear Valuable Guest,

We would like to thank you for choosing GravitySahl Hasheesh to spend your holiday. We strive to provide each of our guests with a very high level of personalized and consistent service. We do trust that your stay will be both enjoyable and comfortable.

If you need any assistance during your stay, please let us know as our team will do his best to exceed your expectations.

Arrival and Departure:

- Check-in time : 14:00 o'clock on the day of arrival
- Check-out time : 12:00noon on the day of departure

All guests are required to wear the bracelet received at check-in at all times, Bracelet should be handed to reception upon departure. In case of loss of the towel card you will be charged with 20€.

Safe Box:

Safe box is available in your room (free of charge). The hotel keeps no responsibility for any valuables left unattended or outside the safe box. Please leave your Safe box open before your departure.

Medical Service:

Hotel Doctor is on call 24 hours against charge; please refer to your tour representative and insurance company.

Laundry:

Laundry list and bags are available in your wardrobe, please follow the instructions on the list, for assistance please dial (0).

Wi-Fi:

- Available at the reception, by the Infinity Pool and rooms (free of charge).

Telephone:

- International calls and Local calls (mobile or landline) are with an extra charge.
- If you have any quires kindly dial (0) Reception or (8) Guest Service Center for further assistance.

SPA:

- Available for adults age 16 and above.
- Gym facilities are free of charge, age 16 and above
- Sauna, Steam Bath, Jacuzzi and Massage are with an extra charge.

Aqua Park:

From 10:00till 12:00and from 14:30 till 16:30 o'clock



Kids:

- Kids Club daily from 10:30 till 12:30 noon and 15:00 till 16:30
- Kids' daily night activities start at 20:00 o'clock. Please contact the animation team for further assistance

RESTAURANTS AND BARS

Restaurants:

Main Dining Restaurant (Buffet Style)

➤ Breakfast	07.00 – 10.00	"The View" "La Piazza"
➤ Late Breakfast	10:30- 12:00	"Brazilian restaurant"
➤ Lunch	12.30 – 15.00	"The View" "La Piazza"
➤ Dinner	18.00 – 21.00	"View"
➤ Late Dinner	22.00-23:00	(only for excursions and late arrivals)
➤ Snacks	12.30 – 17.00	snacks (beside Sports Bar)
	13.00 – 16.00	snacks (beside the Aqua Park)
➤ Tea Time	15.00 - 17.00	Lobby Bar "La Wien"
➤ Ice Cream	15.00 – 17:00	

**Venues are subject to change under the Hotel Management.

** Guest who has booked all-inclusive packages is privileged to dine twice per week in one of the following restaurants: At the Mexican (**Ginga**), Italian (**La Piazza**), Oriental (**El Khedive**) & the Asian Restaurant (**Akina**) Restaurants during your stay, prior reservation is required from 10:30 – 12:00 in Oriental Restaurant

Bars:

"La Wien" Lobby Bar (24 Hours Service) 02.00 – 05.00 (against charge)

"Splash" Pool & Beach Bar 10.00 – 23:00

Sky Bar 18.00 – 23:00

Pool Bar 10.00 – 23:00

Beach Bar 10.00 – 18:00

Snack Bar 10.00 – 17:00

** Soft drinks, Mineral water, hot drinks, Local Wine & Beer, Cocktails and Local Spirits are served in glasses.

** Drinks are also included at all restaurants during meals.

Breakfast & Lunch Meal Box:

- Please place your order ONE day in advance before 20.00 at the reception.

Tea & Coffee Facilities and Mini Bar:

- Available at all rooms with daily replenishment.

Access to WIFI

- 1 - On the remote control press the "Setting" button.
- 2 - In setting menu press "All Settings" (the last option on the menu).
- 3 - Then choose "General" and in General menu choose "SoftAP".
- 4 - Now you can get the network name and security key.
- 5- If the "SoftAP" is saying off, you can just click "OK" button then confirm and now you can get the security key.

NB:

Room Service, Fresh Juice, Imported Beverage, Shisha, Medical Services, Telephone Calls, Laundry, Limousine Service, Shopping Center, Diving Center, Electro- Bicycle and Billiard are against charge.

Wish you an enjoyable stay,

Hotel Management

