



### Hotel Information

#### Good to know

- Please don't hesitate to contact reception by dealing (0) or personal conversation for any kind of requests or inquiries. We are available for you 24/7.
- Check-in at 14:00 and check-out at 12:00. Late check-out is subject to the hotel availability and against extra charge, please contact reception and let us know when we can pick up your luggage one day before the check out.
- All Bills for extra Services are to be paid in your local currency (Euro, USD, or sterling), Credit Cards payments will be based in Euro and USD only.
- Please save the hotel telephone number to receive all the updates and daily hotel newsletter.
- **Dress Code** A strict restaurant dress code applies in the evening. Gentlemen are to wear long trousers and appropriate footwear, no muscle/vest tops or shorts of any length. For ladies, though shorts will be acceptable at dinner but hot pants and very short shorts are not. Suitable attire-dresses, skirts, trousers, blouses, and shirts are acceptable..
- In case of food allergy, Gluten free, Vegan, Vegetarian, breakfast box or late dinner request, please let us know to introduce our Chef and arrange your wishes.

#### Your Room

- Tea, Coffee and water are inclusive and refreshed daily.
- Wi-Fi is available in the room & The lobby with a limited speed.
- Your Mini bar Soft drinks and tea and coffee facilities are included, snacks items , Beer & alcoholic drinks are chargeable according to the price list
- The room cleaning will be daily from 09:00 till 18:00. If you prefer a special time for cleaning, please call Ext. # 0. if your safe box is open, we will not be able to clean the room. Safe box available and free of charge. Kindly keep your safe door open before your check out. The hotel Management of IBEROTEL Costa Mares accepts no responsibility for valuable items left outside the safe box or in the open safe box.

#### Safety notes:

- Please refrain from entering roof tops of the buildings. Any damage or accident will be on your own risk. The Hotel Management will not take any responsibility for claims.
- For your own safety, please ensure that children are always supervised while using or playing in the balcony and do not leave your children alone in the room. We recommend that you refrain from climbing, leaning on or over the balconies.
- Please inform Reception if you would like to invite a person from outside to the hotel.

#### Beach & Pool

- Beach towels are available in your room and will be refreshed daily from 17:00-18:30
- Sunbeds are free of charge and in case of no Sunbeds available please check with the recreation team. You are kindly requested not to reserve any sunbeds with your personal or hotel belonging, after not being used for maximum one hour, the sunbed will be given to another guests. The hotel will not be responsible for your personal belongings.
- Beach & Pools service is provided daily from 07:30 till 18:30
- Please respect our marine life so it can be preserved for future generations! Help us to save nature by carefully reading our information boards located at the beach to learn how to treat marine life.

#### Safety notes:

- Swimming is at your own risk.
- Children must always be under parents' supervision.
- For hygiene reasons, diapers for kids not allowed in the swimming pools.
- Running, jumping, and diving in the pool is not the right decision.
- Swimming is only with swimwear allowed..



- Swimming at beach or pool when not patrolled by lifeguards or lifesavers is at your own risk.
- Swimming when beaches & Pools are closed is at your own risk.
- For your own safety swim only in the marketed area and when the green flag is up.
- Avoid swim directly after a meal or under the influence of alcohol.
- The Hotel Management is not liable for any accident, injury, or loss of personal belongings or lives

**Entertainment & Wellness**

- Daily sports activities and evening program for our adults & kids with our animation team. Weekly program is available at the entertainment info board next to Coral restaurant.
- Jazzy Kids club open daily from 10:00 to 12:30 and from 15:00 to 17:00 and welcoming our young guests from 4 to 12 years old.
- GYM available for guests above 16 years old daily from 07:00 till 19:00
- Massage service is available. Please contact the Mivida spa hostess for programs and costs.

**Paid Services**

- Laundry & Dry-Cleaning Service
- Doctor Available (24/7) upon request.
- Limo service available at the reception upon request.
- Shops and Bazar
- Spa services
- Diving, safari or/and sea trips

Concessionaires such as Shops, Limousine, Diving, Safari, Sea scope and Medical services are all third parties and they are not owned, managed, or operated by the hotel, therefore usage of these activities is your own choice without any liability of the hotel side.

**Restaurants & Lounges**

Let us spoil you with a wide range of delicious food options and drinks. In our Lounges and Bars, we are serving fresh coffee specialties and a wide range of Cocktails & Mocktails. All drinks, if not specially labeled, are included in your stay.

**Corals Restaurant**

our main restaurant with buffet and grill station that provide you a wide range of local and international food selections.  
Breakfast 07:00 - 10:30 / Lunch 12:30 - 14:30 / Dinner 18:30 – 21:00

**Anchor Pool Lounge**

Our Lounge is located at the center of our pool area. The perfect place to escape the sun and enjoy a drink in a relaxing atmosphere.  
Open from 10:00 to midnight / Lunch 12:30 - 16:00 / Italian ala carte dinner 18:30 - 21:00.  
For reservation, please contact reception.

**Sands Beach Lounge**

Our Lounge is located directly at the beach. The perfect place to enjoy your drinks and food with palms, sand, and blue water.  
Bar 10:00 -17:00 / Late Breakfast 10:30 - 12:00 / Lunch 12:30 - 16:00 / Teatime 16:00 - 17:00 and international cuisine ala carte dinner from 18:30 - 21:00.  
For reservation, please contact reception.

**Lotus Lobby Bar**

Our Bar at the Lobby is perfect for an elegant come together and drink in a luxurious ambience.  
Open from 10:00 till midnight.

**Sky Rooftop Bar**

Our Lounge is located up in the sky. The perfect place to spend a relaxing evening with a great view over the hotel and red sea. Open from 17:00 till midnight.



Marsa Mares Bay (also known as Marsa Mubark or Turtles Bay)  
A worldwide celebrated place among snorkelers and divers

The world 'Marsa' refers to bays where the reef breaks off allowing growing up a sandy beach. These bays are usually rich in seagrass areas providing excellent feeding ground for the unique sea creatures. Marsa Mares is famous for its rich underwater life, considered as one of the best places for snorkeling and diving on the entire world thanks to its clear water and year-round good weather conditions. The whole coast features first-class coral reefs, playful different type of reef fish. (Anemone fish 'Nemo', Parrotfish, Banner and Butterflyfish, Damselfish just to mention a few species) Blue Spotted rays, Eagle rays, moray eels and guitarfish are also common here but most important is the resident of rare marine mammal (dugong and huge sea turtles).

This rare marine mammal lives in warm coastal waters from western Pacific to East Africa. Being hunted for a long time for meat and oil, IUCN (International Union for Conservation of Nature) lists the species as vulnerable to extinction. It already disappeared from the Maldives and Mauritius. The endangered sea cow lives only in a few places in Egypt, usually in sheltered bays where they feed on seagrass. Marsa Mares is one of these sandy bays where you have a high chance to see a dugong in natural environment!

You have the chance to spot the dugongs and turtles is higher early in the morning or in the afternoon when the crowd leaves. Although it seems dugongs enjoy human's company and favorite activity is playing with the sea turtles, typically they leave the bay and search for quieter areas when it becomes too noisy during the day. Spotting the dugongs and sea turtles is easy if the water is calm and relatively flat. They need to come up for air so just watch the sea surface from the shore and you will spot their head if they are around.

Despite their massive body, (adult dugong size is typically between 551-1980 lbs -250 and 900 kg- and around 9.8 ft – 3 m) and turtles are as big as humans. They are harmless peaceful creatures.

Please respect our marine life so it can be preserved for future generations! Help us to save nature by carefully reading our information boards located at the beach to learn how to treat marine life and please remember the following: -

- Dugongs are listed as vulnerable to extinction, so please feel yourself lucky if you see one.
- Please don't touch the underwater creatures and most important is the dugong.
- Leave enough room for them to come up to the surface for air.
- Leave escape route to the underwater creatures and never chase them.
- Stay away if the creatures are injured or sick.
- Taking selfies from a closer distance or feeding the underwater creatures are illegal.
- Never walk or stand on coral reefs, touch the corals, take anything from the sea and throw rubbish into the sea.
- Fishing is strictly forbidden.
- Report to the hotel if you see any violation and educate others.
- Any kind of violation is illegal, and its consequences are dire.

We wish you a fantastic experience in Marsa Mares Bay and a memorable holiday at IBEROTEL Costa Mars.

Hossam Abokhshim  
Hotel Manager  
IBEROTEL Costa Mares  
Marsa Mares Bay