



Parrotel

LAGOON RESORT

SHARM EL SHEIKH

2021

FACT SHEET



LOCATION

Date of Opening:	2021
Category:	5* Deluxe
Total Area:	478000 m ²
Mailing Address:	South Sinai - Sharm El Sheikh - Nabq Bay – El Sheikh Zayed St. - Egypt
Phone:	+20 1288806876
Fax:	+20 69 3710 312
E-mail:	lagoon@parrotelresorts.com
Website:	www.parrotelresorts.com

Sharm El Sheikh Airport:	7 km
Naama Bay:	22 km
Transportation:	Transfer (Paid)
Beach location and length:	Beach located in our sister hotel.
Number of buildings:	1 main building, 2 annex buildings
Services	Ultra -All- Inclusive Concept
Internet:	Free Wi-Fi, Public Area & Rooms

WELCOMING & FAREWELL SERVICES

Beverage service during check-in procedures for our Guests and their children

General Manager's welcome letter in all Rooms

Special check –in service and accompany to the room for all guests.

24 hours private accommodation assistants

Complimentary water and wet wipes in the car on the day of departure

Cold towel service at the pool and beach at various times of the day

Priority for table reservation in main restaurant for disabled Guests

All conveniences for fully accessible Guest Facilities

Wheelchair for disabled guests (Companion required)

Efficient and fast check out procedure

Individual escorting to rooms with brief orientation for each arrival

Room Types	Deluxe 378	Jacuzzi Deluxe 11	Family Room 21	Jacuzzi Family Room 17	Themed Family Room 8	Ultra Deluxe 4
Garden View	154		15	7	2	4
Pool View	162	11	5	10	6	
Lagoon View	62		1			
Rooms in total: 439				Beds in total: 970		

GENERAL EQUIPMENT AND SERVICES IN ROOMS

Electronic door lock system

Fire alarm system

Kettle with Tea / Coffee set(refilled once per day)

Mini Bar (refilled once per day)

LED TV 43 inches

Music Broadcast (on TV Channels)

Cartoon Channels

WC, Shower cabin, Bathtub, Jacuzzi, Bathroom

Direct dial telephone in bathroom & room

Split Air Conditioning system

Electronic Safe Box

Single or double bed

Balcony or Terrace

Hair dryer

Iron & Ironing board available free (upon request)

Makeup table and mirror

Hotel guest amenities in bathroom

Bathrobe

Bath towels

Slippers

Bathrobe and slippers for children in themed rooms

Free Wi-Fi connection in rooms & public areas

Baby bed (upon request)

Baby bathtub (upon request)

Baby potty (upon request)

Room cleaning service will be every 48 hours from 09:00 to 16:00.

Daily Housekeeping turndown service

Daily Mini bar refill (once per day)

Daily coffee / tea set renewal (once per day)

Private Butler service against charge.



DELUXE ROOMS

	Area	Specifications
Deluxe Room	45 m²	02 single beds or 1 double bed, mini bar, bathrobe and slippers, LED TV 43 inches with international channels, direct dial phone, hair dryer, shower box, toilet, bathtub, air conditioning (cold/warm), safe box, tiled floor, balcony or terrace, Garden View, Lagoon View or Pool View. Minimum: 1 adult, maximum: 2 adults and 1 child.



JACUZZI DELUXE ROOMS

	Area	Specifications
Jacuzzi Deluxe Room	50 m ²	02 single beds or 1 double bed, mini bar, bathrobe and slippers, LED TV 43 inches with international channels, direct dial phone, hair dryer, shower box, Jacuzzi, toilet, air conditioning (cold/warm), safe box, tiled floor, balcony. Pool View. Minimum: 1 adult, maximum: 2 adults and 1 child.



FAMILY ROOM

	Area	Specifications
Family Room	85 m ²	1 king bed room and 1 twin bed room interconnected, mini bar, bathrobe and slippers, 2 LED TV 43 inches with international channels direct dial phone, hair dryer, 2 toilets, 2 shower box, 2 bathtub, air conditioning (cold/warm), safe box, tiled floor, balcony or terrace, Garden View, Lagoon View or Pool View. Minimum: 2 adults, maximum: 2 adults and 2 child.



JACUZZI FAMILY ROOM

	Area	Specifications
Jacuzzi Family Room	85 m ²	1 king bed room and 1 twin bed room interconnected, mini bar, bathrobe and slippers, 2 LED TV 43 inches with international channels direct dial phone, hair dryer, 2 toilets, 1 shower box, 1 bathtub, 1 Jacuzzi, air conditioning (cold/warm), safe box, tiled floor, balcony, Garden View, or Pool View. Minimum: 2 adults, maximum: 2 adults and 2 child.



THEMED FAMILY ROOMS

	Area	Specifications
Themed Family Room	85 m²	1 king bed room and 1 twin bed room interconnected, mini bar, bathrobe and slippers, 2 LED TV 43 inches with international channels direct dial phone, hair dryer, 2 toilets, 2 shower box, 2 bathtub, air conditioning (cold/warm), safe box, tiled floor, balcony or terrace, Garden View, Lagoon View or Pool View. Minimum: 2 adults, maximum: 2 adults and 2 child. .



Ultra Deluxe

	Area	Specifications
Ultra Deluxe	70 m ²	1 king bed room, Seating group in living area, mini bar, bathrobe and slippers, LED TV 43 inches with international channels, direct dial phone, hair dryer, toilet, Jacuzzi, shower, air conditioning (cold/warm), safe box, tiled floor, balcony. Garden View. Minimum: 1 adult, maximum: 2 adults and 1 child.

ULTRA ALL INCLUSIVE CONCEPT – FOOD & BEVERAGE

Cold seasonal fruit service on the beach and pool.

Special food preparation for the guests and their children upon request.

Fruit juice service for breakfast at the main restaurant.

Mini bar (refilled once a day, every day)

Kettle, tea and coffee set (refreshed once a day, every day)

Grill varieties, pizza, hamburger and similar snack food at snack areas.

Ice cream service

Cold towels with lavender scented chilled towel service at certain intervals at the beach and pools

Breakfast, lunch and dinner services in the main restaurant

Barbeque varieties in main restaurant,

In main restaurant ,Freshly squeezed orange juice service at breakfast,

A'la minute food production in all food outlets

Special section for families with children in main restaurant

special section for Adults in main restaurant

RESTAURANTS

Main Restaurant / Lagoon



Restaurant	Concept	Sevice Hours	Capacity	Music	Explanation
Lagoon Main Dining Room	Live Cooking Station	Early breakfast available on demand		Central	No reservation required Free of charge
		Breakfast 07:00-10:00			
		Late Breakfast: 10:00-11:00			
		Lunch 12:30-15:00			
		Dinner 18:30-21:30			
		Late Dinner 22:30-00:00			

A'LA CARTE RESTAURANTS



RESTAURANT	Meal	Style	Cuisine	Opening Closing	Music	Paid	Capacity	Reservation
Basilico Restaurant	Dinner	A'la carte	Italian Cuisine	19:00 – 22:00	Central	Some items against charge	30	required
Layaly Restaurant	Dinner	A'la carte	Lebanese Cuisine	19:00 – 22:00	Central	Some items against charge	30	required

SNACKS



Outlet	Location	Service Hours	Concept
Sweet Corner	Lobby terrace	15:00 – 17:00	Waffles & Pancake
Water Park Snacks	Splash Water Park	12:00 – 16:00	Delicious food and refreshing drinks.
Beach Snacks	Beach area	12:00 – 16:00	Delicious food and refreshing drinks.
Patisserie	Executive Lounge Lobby Area	17:00 – 18:30	Cake, cookies, Egyptian desserts
Ice Cream		12:00 – 16:00	Ice Cream

BARS



OUTLET	LOCATION	SERVICE HOURS	Paid / Free	CONCEPT
Lobby Bar	Lobby area	24 Hrs	Free	Local alcoholic / non alcoholic beverages / hot drinks
Rocks Bar	Pool area	09:00 – 17:00	Free	Local alcoholic / non alcoholic beverages
Executive Lounge	Lobby area	17:00 – 18:30	Free	Tea Time
Splash water park Bar	Water Park	09:00 – 17:00	Free	Local non alcoholic beverages
Mini Bar	All rooms	Once per day	Free	Non alcoholic beverages
Beach Bar	Beach Area	09:00 – 17:00	Free	Local alcoholic / non alcoholic beverages / hot drinks

SPECIAL DAYS & ORGANIZATIONS



FREE OF CHARGE SERVICES

Special services for honeymoon couples; VIP Check in, select decoration in red colors in the room (red bed, linens, bathrobes, slippers), In accordance with the availability of the Hotel, room upgrade, dinner at A la Carte restaurant with reserved ,decorated table and surprise cake (once only), 'breakfast in bed' at any day (once only).

Special services for Wedding anniversaries; dinner at A la Carte restaurant reserved and decorated table and surprise cake, wine service, theme cake, and greetingcard.

Special services for Birthdays; greeting card, wine and fruit basket, invitation for one A la Carte restaurants. The birthday cake is prepared according to the concept and celebrated with music and other surprises. On a child birthdays, a special written note with present is given to the childrens by the hotel management. Children's chair is decorated withballoons.

SERVICES WITH EXTRA CHARGE

Special-order cakes.

All invitation, banquet birthday and event arrangements are upon request.

BEACH AND SWIMMING POOLS



WC, showers on the beach, water park & pools,
Changing cabinets,
Lifeguards on duty during the operating hours,
Water Park bar, beach bar and pool bar services,
Shades at the pool, water park and on the beach,
Sunbeds, beach towels,
Cold towel service at the beach and pools at certain times of the day.
Water Taxis available around the hotel lagoon

Lagoon Cabana (with reservation and extra charge)

Large family pool

Heated pool (during winter months)

All pools are closed from Sunset to 08:00 due to cleaning works and guest safety .

SPLASH WATER PARK



Water Park

Entertain your family with the latest updated and the largest aqua park. The aqua park is guaranteed to be fun-packed day for everyone:

31 Slides including **09** for adults and **22** for kids

03 pools including **01** heated in winter and **01** wavy swimming pool and **01** Tarzan pool

Lazy river

THE SMURFS KIDS CLUB



- The SMURFS Club Check-in Desk
- The SMURFS Club Antibacterial floor
- Baby club (0-3 years old) (accompanied by a parent)
- Mini club (4-7 years old)
- Junior club (8-12 years old)
- Mini disco
- Mini cinema
- Mini show

- Playground (open air)
- Mini Pool (with some activity equipment)
- PlayStation
- Developmental games and activities
- Shows for children
- The SMURFS Café offers Happy Hour, snack-party, refreshments and drinks
- Baby-Sitter (paid)

Note: The SMURFS service hours and activities may change due to weather conditions

THE SMURFS KIDS CLUB

The club Sleeping Room: An area where the kids can sleep under the supervision of their parents

The Smurfs Soft Play Room: For the children between 6 months and 4 years old enjoy a room packed with soft toys under the supervision of their parents

The Smurfs Video Game Room: We invite all kids to enjoy technological fun with new-generation game consoles; Wii, Xbox and many more.

Art Room: A room has been designed specifically for ballet and dance lessons.



Basketball and Football Field: enjoy the game in the open field ...

The Smurfs Water Slides and Private Pools for Children

The Smurfs Cinema: Enjoy a movie under the stars in Club for our smaller guests ...



Fitness Center



Free of charge services

Fitness Center, available the day from 07:00 till 21:00 pm Sportswear and athletic shoes should always be worn in the fitness center .

It is not permitted for children under the age of 12 to enter or use the Spa & Fitness Facilities

GENERAL SERVICES (Service with extra charge)

Phone, photocopy

Room Service (24 Hrs)

Laundry (dry cleaning, washing, ironing and tailor service)

Diving School

Shopping Center (Lagoon Mall)

Transferservices

Car rental, Bike rental,

Medical services

Photography services

SHOPPING MALL



The huge Lagoon Mall with the Dancing Fountain has over 220 shops and 04 Cinemas. our guests may choose from several shops to find something suitable for themselves or for loved ones who stayed at home. Fashion, jewellery, leather goods, souvenirs, beach accessories -the Lagoon Mall Sharm El Sheikh shopping area just waits for you to discover it.

USEFUL & IMPORTANT INFORMATION

- Guests with food allergies should inform Guest Relations department upon arrival. Otherwise, hotel management is not responsible for any food allergy related incidents or illness .
- Smoking allowed only in public areas
- Pets are not allowed.
- Check-in time from 14.00 and check-out time is at 12.00, the use of the hotel facility's and services between 12.00 & 14.00 requires extra fees should guests arrive early.
- Dress code policy applies in some restaurants and bars / smart casual (Polo shirt/shirt/ long trousers/ closed shoes)
- Guests under the age of 18 are not served alcoholic beverages and tobacco products.
- No alcohols shall be served to the guests with apparent health issues.
- Hotel management reserves the right to unilaterally change all services and service times declared on the fact sheet, depending on weather and other reasons beyond management control.
- Operating hours of restaurants and bars can be changed by hotel management related to weather conditions and reservation requests.
- Taking food out of food outlets is not permitted for hygiene and safety reasons.
- Bringing food and beverages from external sources is not allowed for health and safety reasons.
- Hotel guest amenities in bathrooms are daily in accordance with the number of people occupying the room.
- An informative written text stating the general rules of the hotel are declared to all guests during check-in procedure for signature.
- If a sun bed is reserved for a long period of time without using, hotel officials may remove items from the sun bed.
- It is forbidden to fish in the sea around the area of Sharm El Sheikh.
- All consumables, guest amenities, towels, mini bar contents and cosmetic products in the rooms are offered to our guests for in-house use, as part of the all-inclusive package. It is not permitted to take these materials out of the facility.
- Hotel management has a right to change any information provided within the fact sheet without notice.
- Money Exchange is available at the ATM Machine located within the lobby area.
- Club cars: club cars are available around the hotel every 15 minutes from several bus stops.
- Information Channel – You will find relevant information available with different languages.
- The Hotel Management does not accept any responsibility for the loss of personal items, valuables or money left in the room or public areas. Please keep your belongings in the safe box provided in your room.
- Snorkelling equipment is available at the jetty located at the beach free of charge.
- Please ask for Do Not Disturb Flags from Towel Desk at the pool & beach if you do not want to be disturbed by any hotel staff or excursion staff.
- Please do not make cash payment for any extra charge services, please sign your check and close your bill one day before or during check-out.
- For any assistance or any occasion during your stay please Contact No.: Guest service center Via 0, 1 Reception Desk via phone 24 hours or your Guest Relation Team No.: 2 situated in the lobby 08:00-22:00 .