

Welcome to Amarina Queen Resort Marsa Alam

All Inclusive Privileges	<p>Enjoy the following services free of charge between 10:00 and 00:00. Selected Soft Drinks hot & cold, alcoholic & non-alcoholic drinks are included; (Fresh juices, Turkish coffee, imported alcohol & Wine extra charge) Wine is served free of charge at Main restaurant, During Lunch & dinner meals After midnight Alcoholic drinks in bars are against charge. Alcoholic drinks are served to guests +18 All Drinks are Served in glasses at Main Restaurant & Lobby Bar. All Drinks at Beach Restaurant & Pool Bar are Served in Acrylic cups. Please do not pay cash in our F&B outlets, pay upon Check-out at the Reception.</p>
Main Restaurant	<p>Breakfast 07:00 till 09:30 – buffet style Lunch 13:00 till 14:30 – buffet style Dinner 18:30 till 20:30 – buffet style</p>
Snacks	<p>Late Breakfast 10:00 till 12:00 at Pool bar Serving Snacks 15:00 till 17:00 at Beach Bar</p>
Lobby Bar	Serving selected soft Drinks, hot & cold, alcoholic & nonalcoholic drinks (from 10:00 till 00:00)
Pool Bar	<p>Beverages 10:00 till Sunset (Soft drinks hot & cold drinks, cocktails, alcoholic & non-alcoholic drinks) Ice cream 14:00 till 16:00</p>
Beach Bar	Beverages 10:00 till Sunset (Soft drinks hot & cold drinks, cocktails, alcoholic & non-alcoholic drinks)
Ala carte Restaurant	Reservation one day before from 10:00 till 13:00, one time per stay.
Dress Code	Smart casual is recommended; swim wear is not allowed in all the restaurants and lobby area.
Reception	For any maintenance orders, special requests or assistance, please contact Reception (0)
Entertainment	<p>Daily animation activities, free kids club from 10:00 AM till 12:30 & from 15:00 till 16:30 Mini Disco for kids (20:00) and evening Show program (21:00). Free Billiard at lobby area- Free Tennis table – Free Tennis Court "Day time".</p>
Child Safety	Children are responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times.
Kids Club	Open Daily from 10:00 till 12:00 & from 15:00 till 17:00 for children 4-12 years old.
Tenants	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.)
Minibar	Against extra charge, upon request. Two Bottles of water per room daily refilling for free.
Safe Box	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. Management of Amarina Queen Resort accepts no responsibility for valuable items left outside the Safe Box or in an open Safe Box.
Laundry	<p>Please use the laundry requisition and the laundry bag placed in your room. Service available against extra charge. Payment at the Reception upon Check-out.</p>
Room Towels	<p>Hanging the towel on the rack means: "I'll use it again ", A towel on the floor means "Please exchange " Please don't use towels to remove make ups, otherwise any damages will be at extra charge.</p>

Towel Cards & Beach towel center	The towel card, which you received upon check in, entitles you to get one towel each day at our beach. towel center from 08:00 till sunset, Red Flags available at every towel center. If you do not want to be disturbed by sales men around the pools and at the beach, Please put Red Flag . Please refrain from reserving sun beds in the morning hours and leave them unattended, in order to supply all our guests with sufficient beach and pool chairs.
Room Cleaning	Times for room cleaning: daily from 09:00 till 17:00. Just put the sign for "Make Up" OR "Do Not Disturb". If you prefer a specific time for day time cleaning, please contact Reception (0)
Breakfast & Lunch Box	Please order your Breakfast Box or Lunch Box (free of charge) only for excursions one day before, till 20:30. Lunch Boxes at Check-out Day not available. For assistance, please contact Reception (0)
Limousine Service	Available upon request at the desk located in the lobby, against extra charge.
Doctor	Doctor available 24h upon request, With extra charge. For assistance or emergency please contact Reception (0)
Internet Service	Free Wi-Fi Service covering Lobby Area and Restaurant terrace (Free of charge)
Wake-up Call	To arrange your wake-up call please contact Reception.
Food Allergy	Please contact restaurant manager or kitchen chef for assistance.
Payment / Exchange	You may choose to pay your bill either by cash or by credit card (Maestro, Visa Card, Master Card).
Check-In Time	The official Check-in time is 14:00
Check-out Time	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 along with the towel card and all-inclusive bracelets to the reception and settle your account for any Extra pay. Please be aware, the room key card will automatically be invalid after 12:00 PM on the day of departure. If you would like to stay in the room after 12:00 pm, please contact Reception one day in advance (late Check-out is subject to availability, against extra charge) For more information, please contact Reception
Roof Top Regulations	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.
Local Legislation	The Health & Safety standards and regulations in Egypt may not be the same as in your country of residence.

NB: it is possible that outlets timing will change, and will notify you accordingly.

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 for any further information. **HAVE A NICE STAY!**

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