

## Welcome to SUNRISE Arabian Beach Resort -Grand Select- All-Inclusive Information

<b>Grand Select All Inclusive Privileges</b>	<p>-Upon your check in you can enjoy the following services free of charge 24hrs: hot &amp; cold, local alcoholic &amp; non-alcoholic are included, Alcoholic drinks are served to adults (+18 years), All imported alcoholic drinks (chargeable).  <b>-The official check-in time is 14:00, the check-out time is 12:00.</b>  <b>- Please to return back the key card and towel cards to the reception up on check out , and in case of losing any of the cards the cost will be added to the room bill</b>                  - Please do not pay cash in our F&amp;B outlets you can pay upon Check Out at the Reception.</p>	
<b>Nora Restaurant</b> Outside the main building at the ground floor	<p><b>Open Buffet (Oriental)</b>  <b>Breakfast</b> from 07:00 till 10:30 (no alcoholic drinks are available during breakfast)  <b>Lunch</b> from 13:00 till 15:00  <b>Dinner</b> from 18:30 till 22:00  <b>Late Dinner:</b> from 23:00 till 01:00</p>	
<b>Sun international</b> Outside the main building at the ground floor	<p><b>Open Buffet (international)</b>  <b>Breakfast</b> from 07:00 till 10:30 (no alcoholic drinks are available during breakfast)  <b>Dinner</b> from 18:30 till 22:00</p>	
<b>"Churchill" Lobby Bar</b> At the lobby area	Beverages, open 24 hours, no alcoholic drinks are served between 06.00 am -10.00 am.	
<b>May Fair Bar</b> Adults only	Beverages, fruits, and pastries. Bar open 16:00- 01:00 am.	
<b>"Basilico " Bar &amp; Restaurant</b> On the beach	<p><b>Breakfast</b> From 07:00 till 10:30 "set menu" with prior reservation through the touch screen at the lobby and the QR code on the TV screen in the room - <b>Continental breakfast:</b> from 11:00 till 12:00  <b>Beverages</b> from 10:00 till 17:00  <b>Snacks</b> from 12:00 till 17:00 "snack menu"</p>	
<b>"Island's" Pool Bar</b> Main pool	<p><b>Beverages</b> from 10:00 till 18:00  <b>Snacks:</b> from 12:00 till 17:00 – "Snack menu"</p>	
<b>"Waterfall" Bar</b> Relax Pool	<b>Beverages</b> from 10:00 till 17:00	
<b>Chiringuito Beach Bar</b>	<b>Beverages</b> from 10:00 till 17:00	
<b>L'Atitude Pub</b>	Disco at the lobby, from 23:00 till 01:00	
<b>Ala carte restaurants</b>	Serving dinner from the menu, from 18:30 till 22:00, previous reservation is required (through the touch screen at the lobby and the QR code on the TV screen in the room). Manohar (Indian) – Cote de azure (French) – Mai Thai (Thailand) – Basilico (Italian) – Poseidon (Greek) – Waterfall (Mongolian)	
<b>Felucca Restaurant</b> On the beach	<b>( Extra charge: food &amp; Drinks )</b> Sea food cuisine for lunch from 12:00 till 17:00 and dinner from 18:30 till 22:00 ,	
<b>Outside visits</b>	Allowed only at the lobby area, maximum till 22:00, (passport for visitor is required to be at the reception)	
<b>Relax pool Area + 16</b>	For guest's relaxation and quietness at the relax pool area, music is not allowed around the relax pool	
<b>At Your Service Center</b>	For maintenance orders, room service, special requests or assistance please contact At your service center # 0	
<b>Posh Club Privileges:</b>  <b>Valid with your reservation for Executive, Junior suite , Presidential suite and Royal Villa</b>	<p>-Complementary Limousine transfer, from &amp; to the airport (Flight number &amp; landing time to be provided in advance)                  -Express Check-In /Express Check-Out                  -Early Check-In &amp; Late Check-Out (subject to availability)                  -Butler service is available during your stay Ext # 209.                  -welcoming with flowers, fruit basket, cookies bottle of wine                  -Daily replenishment of the hotel delights, daily Minibar refiling,                  -Complimentary Laundry Service (Express service chargeable)                  -Pass around the pool , with fruits and cocktails , 3 times a day                  - Complimentary personal Trainer session at Gym (With prior reservation)                  - A variety of Board Games Backgammon, Chess and Domino</p> <p><u>-Private Posh Club Lounge, providing:</u></p> <ul style="list-style-type: none"> <li>- breakfast from 07:00 till 12:00</li> <li>- sandwiches, pastries, snacks, canapes. 24H</li> <li>- Lunch with set menu,</li> <li>- Local premium alcoholic beverages, hot &amp; soft drinks 24-Hours</li> <li>- Imported alcoholic beverages 12:00 – 00:00</li> <li>- Night snacks 19:00 – 07:00</li> </ul>	<ul style="list-style-type: none"> <li>-Unpacking Service (Upon request) by butler</li> <li>-Ironing (upon request) by butler</li> <li>-Pillow Menu</li> <li>-Free Digital Newspaper</li> <li>- Special kids amenities</li> <li>-HK Turndown Service</li> <li>-Business Centre Services ( lap top at the lounge )</li> <li>-GM welcome cocktail, every Friday</li> <li>-A-la-carte restaurants, 6 different selections (priority reservation in the resorts' restaurants).</li> <li>-10% discount for Felucca Sea Food Restaurant</li> <li>- 15% discount for diving center</li> <li>-Private beach Cabana (once per stay per room free of charge,&amp; %50 discount for further bookings</li> </ul> <p><b>-SPA &amp; Beauty center discount voucher</b></p> <ul style="list-style-type: none"> <li>-Free Dinner in Sister Hotels Restaurants (once per stay) according to the cuisine not available in the hotel and the availability of the restaurants.</li> <li>-20% Discount on future bookings in Sister Hotels</li> </ul>

<b>Internal Shuttle bus</b>	For your comfort we provide a shuttle bus to get around the hotel. Shuttle bus will operate from 07:30am till 23:00. After 23:00 please call to reception for club car assistance.
<b>Dress Code</b>	Please note that swimwear is not to be worn in the Lobby & Reception areas or in the Restaurants during meals.
<b>Kids Club Baby Sitter</b>	Open daily from 09:00 till 22:00 for children 3-12 years. With extra charge. Please contact the reception to check the availability
<b>Food service in Room</b>	Food & Beverages service in the room will be with additional charge , please to call 516 or the reception 0
<b>Children Safety</b>	Children are the responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times.
<b>Tennis courts</b>	Free of charge (including floodlights) Instructors are available upon request., Reservation through instructor in GYM
<b>Fitness Center (GYM) (Adults +16)</b>	Open from 07:00 till 20:00 (free of charge). It is not permitted to enter the gym room without wearing sport shoes.
<b>Slide Pool (2 Slides)</b>	Opening hours: from 10:00 to 13:00 & from 15:00 to 17:00
<b>SPA center</b>	Opening hours: 09:00 till 20:00 – Extra charge facilities, for more details please to contact the reception
<b>Abo Ali , Shisha corner</b>	Available from 16:00 till midnight – against charge
<b>Pools / Beach</b>	Children must be always supervised by their parents. Please familiarize yourself with the Pool, Slide & Beach safety rules which is available near to the pools & beach Not allowed to reserve sun beds on the pool & beach The beach is rocky, and for your safety please use the beach jetty for swimming
<b>Posh Club Pool</b>	For guests staying in the Suites only. For more information, please contact the reception, 0
<b>Towel Exchange/ Sun beds</b>	The towels will be available in the towel centers by the pools & beach. Please note that: it is not allowed to reserve sun beds at the pool or at the beach., Please to return back the towel cards to the reception up on check out , and in case of losing any of the cards the cost will be added to the room bill
<b>Topless</b>	It is not allowed to sunbath topless, please respect other guests staying in the hotel.
<b>Mini-Bar</b>	Please be advised that a mini-bar is available in the room (filled with soft drinks upon your arrival and will be refilled it daily). If you wish to order any other items (against extra charge), Please contact Room Service - Ext. # 0
<b>Safe Box</b>	There is a digital safe box available in your room, free of charge. You will find the instructions in your language next to the safe. Kindly leave your safe door open before you check out of the hotel . The Management of SUNRISE Arabian Beach -Grand Select- accepts no responsibility for valuable items left outside the safe box or in an open safe box.
<b>Laundry</b>	At your service with extra charge. Please use the price list and the laundry bag in your room. Payment at reception upon check–out. For more information, 0
<b>Room cleaning &amp; Turn Down Service</b>	Room cleaning is carried out daily from 09:00 till 18:00. Touch screens are available in the rooms for “Make up, Don’t Disturb “. Turn-Down-Service is available from 18:00 till 22:00 (up on request). If you prefer a specific time for day time cleaning, please contact the reception 0.
<b>Breakfast and Lunch box</b>	For excursions and early departure before 07:00 am, please contact the reception / your tour leader to make an order at the reception. The latest time to order the breakfast or lunch box is one day before up to 20:00.
<b>Limousine Service</b>	With extra charge. For the Limousine Service and the Price-list, please contact the Limousine Desk in the lobby, # 0
<b>Hotel Doctor ( Extra charge )</b>	The Doctor is available 24h and the Clinic is open from 11:00 till 12:00 and from 16:00 till 17:00. In case of any emergency please dial #0 (24h).
<b>Internet Service</b>	Free Wi-Fi Service covering all hotel areas. And rooms
<b>Telephone calls</b>	To access an international direct line from your room, please dial 9 + Country Code then the telephone number. To call another room, please dial the required room number.
<b>Wake-up Call</b>	Please contact the reception to arrange your wake-up call. Ext. 0
<b>Payment / Exchange</b>	You may choose to pay your bill either by cash or by credit card (American Express, Visa, MasterCard ) cash-machine is available at lobby, near reception desk. Please do not pay cash in our F&B outlets but upon Check Out at the Reception,
<b>Check-out time</b>	Please let the reception desk know as soon as possible the time we can collect your luggage, ideally one day before your departure. Please bring back the room key and the towel cards to Reception and settle your account for any extras to pay. Please note; we do not accept coins. If you would like to stay in the room after 12 noon, please contact Reception one day in advance (late checkout subject to availability, with extra charge). Please be aware, the room key card will automatically be invalid after 12.00 noon on the day of departure.
<b>Sunshine Orphan House</b>	The SUNRISE Group of hotels supports the charity for orphaned children in Egypt. A donation box is located in the Lobby. For more information please contact At your service Center or Reception, #0
<b>Resort Regulations - Roof Top</b>	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 responsibility for claims of injury.
<b>Local Legislation</b>	The Health & Safety Standards and Regulations in Egypt may not be the same as in your country of residence.

**Wish you an enjoyable and memorable stay**