



Welcome Home to SUNRISE Aqua Joy Resort

Select All Inclusive privileges & Bracelet	You may enjoy your select All Inclusive privileges starting from the arrival day until the departure day. The official Check-In time is 14:00 & the official Check-out time is 12:00 . The bracelet has to be worn the whole stay and to be shown if requested. All the à la carte restaurants are available upon prior reservation. Alcoholic drinks are served from 18+. Please do not Pay Cash in our Food & Beverage Outlets, but upon Check-out at the reception. For any assistance please contact Guest Experience Nr. #1 & Reception Nr. #3
NO SMOKING 	As per the policy of the hotel, all indoor areas such as Restaurants, Bars, Lobby, Reception, Rooms, Spa, Gym & etc. are Non-smoking areas . (Except Beats Club). Outdoor areas are considered as smoking areas.
Wi-Fi	Free Wi-Fi Throughout the Resort. To log in: Step 1 - Connect to "Aqua Joy" (lobby area) & "Sunrise" (pool, beach area). Step 2 - Open your internet browser. Step 3 - will appear Log-in screen; fill in the Username & Password. In case of any difficulties please contact the Reception #3.
Stay Connected	Follow us on Facebook & Instagram @SUNRISE Aqua Joy Resort and share with us your joyous memories by using our hashtag #My Aqua Joyous Moments
"Heliodoro" International Restaurant (Buffet)	Breakfast 07:00 to 10:30 Lunch 12:30 to 14:30 Dinner 18:30 to 22:00
A la carte Restaurants	 Please scan this QR-code with your phone and you will get access to the reservation or use Touch screens located at the lobby or near Main Restaurant. Reservations must be done one day in advance. Please remember your reservation number, as you will not get a ticket. If you need any assistance please contact the Guest Experience Center Nr. #1
«Basilico» Italian Restaurant	Serving A La Carte Italian Cuisine as per daily Schedule for A la Carte Restaurant Dinner 1 st seat at 18:30, 2 nd seat at 19:30, 3 rd seat at 20:30.
"Manzoku" Asian Restaurant	Serving A La Carte Asian Cuisine as per daily Schedule for A la Carte Restaurant Dinner 1 st seat at 18:30, 2 nd seat at 19:30, 3 rd seat at 20:30.
«Gamila» Egyptian Restaurant	Serving A La Carte Egyptian Cuisine as per daily Schedule for A la Carte Restaurant Dinner 1 st seat at 18:30, 2 nd seat at 19:30, 3 rd seat at 20:30.
"Poseidon" Greek Restaurant	Serving A La Carte Greek Cuisine as per daily Schedule for A la Carte Restaurant Dinner 1 st seat at 18:30, 2 nd seat at 19:30, 3 rd seat at 20:30.
"Burger Boulevard" Burger Restaurant	Serving A La Carte Burger House Dinner 1 st seat at 18:30, 2 nd seat at 19:30, 3 rd seat at 20:30.
"El Marsa" Seafood Restaurant	Serving A La Carte Seafood Cuisine (Extra Charge) Dinner with Extra Charge. From 18:30 till 22:00
Snacks	Buffet Style Snacks (including Ice Cream) Snacks Bar 12:00 to 17:00
Lobby/Sun Ray Lobby Bar	Open 24 hours Beverage service (all inclusive until midnight (12:00 a.m.), from 12:00 a.m. to 10:00 a.m. With extra charge) Coffee time from 3:00 p.m. to 5:00 p.m
Bars	Pool Bar Beverage 10:00 to 17:00 Beach Bar Beverage 10:00 to 17:00
Beats Club	Open from 23:00 to 01:00 Alcohol drinks are extra charge
Shisha Café	Beverage 18:30 to 00:00 Shisha (water pipe) With extra charge
Beverages	All drinks hot & cold, non-alcoholic & local alcoholic (according to market availability) are included. All beverages are served by glasses (Beverage served in bottles - extra charge). Daily refill of mini bar (in your room) with water and weekly with soft drinks (Other drinks extra charge). All Inclusive privileges 24 hours, All Bars are self-service.
Dress code	We kindly request you not to wear swimming costumes in the Lobby & Reception area or in the restaurants during the meals and no slippers, shirts without sleeves or shorts during the dinner.
Signing Checks	Kindly be informed that in case you sign any check it will be automatically charged to your bill.
Guest Experience Center	Any maintenance order, room service order or special requests in your room please dial #1 or #3
Payment/Money exchange	The possibility to choose either to pay cash or to pay by Credit Cards. The hotel accepts: American Express / Visa / Master / Diners Card . Cash, money exchange machine is available in the Lobby.
Safe Box	A digital safe is available in your room free of charge. Kindly keep your safe door open before you check out from the hotel. The Management of SUNRISE Aqua Joy Resort takes no responsibility for valuable items left outside the closed safe box or inside the safe box.

Lunch Box	Please contact your tour leader to make an order at the reception for your excursions. It should be done at least one day before until 20:00.
Spa & Wellness	SPA open from 10:00 till 19:00 With extra charge . For more info kindly contact the Spa Center. Complimentary Spa credit voucher (Age: 16+, with prior reservation and non-transferable). Sauna, Steam Bath & etc. (chargeable, with prior reservation, Age: 16+)
Beauty Center	Open daily from 10:00 till 19:00 (16+), with prior reservation. All services are an extra charge. Complimentary Beauty Centre credit voucher (with prior reservation and non-transferable)
Gym (16 +)	From 08:00 till 20:00 (Free of Charge). It is not allowed to use the GYM without sport shoes. For more info please contact the GYM.
Tattoos	Please be advised not to use "Henna Tattoos" as it is not recommended for safety reasons. The management is not responsible for any personal injury or damage of hotel property (i.e. linen, towels, etc.) due to Henna Tattoo; this is on the Guest's own responsibility. (it is close now related due to covid-19 instructions).
Aqua Park	06 different slides for both kids and adults and 01 Mini Aqua Park with Octopus Slides + 02 Aqua pools. Aqua park operating time 10:00 till 12:00 and from 14:00 till 16:00. Minimum height to use the slides is 120 cm.
Sunbeds Reservation	Kindly note that it is not allowed to reserve the sunbeds with towels/other personal belongings before 08:00. Unattended towels/other personal belongings will be removed by our recreation team.
Recreation & Leisure Facilities	There are 03 adult swimming pools, 01 Kids swimming pool. Pools with activities: Main pool Heated swimming pool: Main pool & Kids Pool , (Swimming on the beach and pool until sunset)
Child Safety	Children are the responsibility of their parents/cares and must be accompanied by and be under parental guidance at all times.
Baby Sitting	Against extra charge upon availability with prior reservation one day in advance. Please contact the Reception Desk.
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, water sport centers, sport activities, etc.).

Towel Card for Beach & Pools	During check-in guests receive towel cards which should be exchanged at the Towel Center beside Aqua Park, Kindly be advised to give back the towel upon check out in the room. Lost towel be charged with 200 LE. It is not allowed to reserve sun beds at the pool or beach, any towels and/or personal belongings will be removed by recreation team.
Red Flag	To enjoy your day without interruptions, you are kindly requested to put the red flag on your umbrella. The red flags are available with Recreation Team.
Topless	It is not allowed for ladies to be topless at the beach or pool area.
Entertainment	You can get all information about our animation and evening program from the info boards located behind the theater and by the beach. Evening show program at 21:00 in Amphitheatre. For more information please contact the reception.
Kids Club	Kids club is open 07 days a week: from 09:00 till 22:00 Mini Disco on daily basis at 20:30. For more information please contact the reception.
Clinic	The Clinic is open from 10:30 till 12:30 (there is an extra charge) In emergency cases please dial Reception #3 (24 Hours). There is an extra charge, to be paid at the reception.
Laundry	Laundry service is available with extra charge . Please use the price list and the laundry bag in the wardrobe in your room. (Payment at the Reception upon check-out).
Room Cleaning Time	Daily Room Cleaning Time: from 09:00 till 17:00. If you prefer a special time, please call Reception.
Limousine	For the Limo service & price list please contact the limo desk in the lobby. (Extra Charge)
Key System	Please keep it away from mobile phone or water otherwise the magnetic key will not work. Please return the key card back to reception upon Check-out. As we are an environmentally aware hotel, please don't leave your key in the power saver while you are not in the room.
Check-out	Please note that the check-out time is 12:00 . Please let the reception desk know when we can pick up your luggage 01 day before your check-out. You are kindly requested to bring back the room key & the towel cards to the reception and settle your account if you have any extras to pay. Please note that we do not accept the payment with coins. If you would like to stay longer in the room (as per availability) this will incur an extra charge. For more information please contact the reception.
Roof Top Regulations:	Please refrain from entering the roof top of the buildings. Any damage or accident will be at your own risk. The Hotel Management will not assume any responsibility for any incident or claim.

Please be advised that it is not recommended to bring food, fruits, drinks and water from outside the Resort for safety Reason.

Please be informed that in case you will have visitors from outside, extra charge will be added to your bill.

Kindly be advised to keep your chocolate or sweet inside your mini bar, in order to avoid any pests to be in the room

WE WISH YOU A NICE SUNSHINE STAY!