






<p><b>Shahrzad Main Restaurant:</b></p> <p style="text-align: center;"><b>NO SMOKING</b> </p>	<p>Serving food in buffet style ( according to the regulations and precaution for health and human safety relating to COVID-19)</p> <p>Breakfast from 07:00 till 10:30 &amp; Lunch from 12:30 till 14:30 &amp; Dinner from 18:30 till 21:30</p> <p>Late dinner from 22:00 till 00:00</p> <p>All drinks hot &amp; cold are available on all inclusive basis. Ext: 780</p> <p>AI System expired at the checkout date at 12:00 pm afternoon.</p> <p>Kindly be informed that as per hotel policy, it is <b>not allowed</b> to take any food or drink out of the restaurant .</p> <p>In case you would like to do so it will be charged on your room bill, as Room Service</p>
<p><b>All Inclusive Privileges</b></p>	<p>You may enjoy your select All -Inclusive privileges starting from the arrival day until departure day. The official Check In time is 14:00. Alcoholic drinks are served from 18+. All-inclusive privileges till midnight 00:00, any beverage facilities after this time till 10:00 a.m. will be against extra charge. (No alcoholic drinks served from 06:00 till 10:00).</p>
<p style="text-align: center;"><b>NO SMOKING</b> </p> <p><b>Dressing:</b></p>	<p>As per the policy of the hotel, all indoor areas such as Restaurants, Bars, Lobby, Reception, Rooms, Spa, Gym &amp; etc. are <b>Non-smoking areas</b>. (Except Victoria Pub). Outdoor areas are considered as smoking areas.</p>
<p><b>Outside Visitors:</b></p>	<p>If you will invite a friend to visit you in the hotel, it will be against extra charge due to what you will consume from food and beverages and if it is day use or beach use, so it will be extra charge according to the hotels' rules. Please contact the reception for assistant.</p>
<p><b>Basilico &amp; Bedouin &amp; Manzoku &amp; Elia &amp; Chimi Churi &amp; Frida Mexican &amp; Roots Restaurants</b></p> <p style="text-align: center;"><b>NO SMOKING</b> </p>	<p>With reservation before through the touch screen beside the front desk in advance. Or through QR Scanner by your telephone mobile, or through this link: <b>rsr-makadi.sunrise-resorts.com</b></p> <p>We have two seats at each restaurant as follow: From 18:30 pm From 20:15 pm After 15 Minutes delay the reservation will be cancelled</p> <div style="text-align: right;">  </div>
<p><b>Felucca Restaurant (Sea Food) A la Carte</b></p>	<p>Felucca Restaurant (Sea food) is against Extra charge, you can book it through the QR Scanner.</p>
<p><b>Bar Codes (QR):</b></p>	<p><b>To get the menu of Drinks or Food please scan the QR code which is located at each Bar &amp; Restaurant.</b></p>
<p><b>Snacks:</b></p>	<ul style="list-style-type: none"> <li>- Splash bar from 12:00 till 17:00</li> <li>- Aqua Bar from 12:00 till 17:00</li> <li>- Family pool Bar from 13:00 till 15:00</li> </ul>
<p><b>Bars:</b></p>	<p>All beverage are served in glasses. Serving all drinks hot &amp; cold alcoholic on all-inclusive basis.</p>
<p><b>Sun Ray Bar</b></p>	<p>Open from 10:00 until 00:00. <b>(Sun Ray Bar is chargeable from 00:00 till 10:00 AM except hot drinks and water)</b></p>
<p><b>Splash Bar</b></p>	<p>Open from 10:00 until 00:00.</p>
<p><b>Beach Bar &amp; Island Bar &amp; Aqua Pool Bar &amp; Family Bar</b></p>	<p>Open from 10:00 until 17:00</p>
<p><b>Th Hub Bar &amp; Victoria Pub Bar</b></p>	<p>Open from 18:00 until 00:00 ( Adults only +16 ) The Billiard Table At Victorai Pub ( Adults only +16 )</p>
<p><b>Beverages</b></p>	<p>All drinks hot &amp; cold, non-alcoholic &amp; local alcoholic (according to market availability) are included. All beverages are served by glasses (Alcoholic bottles - extra chargeable); Daily refill of mini bar (in your room) with water and weekly with soft drinks (Other drinks extra chargeable). Ext. # 731 or # 3.</p> <p>All Inclusive privileges till 00:00, any beverage facilities after this time till 10:00 will be against extra charge (except water &amp; hot drinks as coffee, tea &amp; hot chocolate). All Bars are self-service.</p>
<p><b>Dress code</b></p>	<p>We kindly request you not to wear swimming costumes in the Lobby &amp; Reception area or in the restaurants during the meals and no slippers, shirts without sleeves or shorts during the dinner.</p>
<p><b>Signature on Checks</b></p>	<p>Kindly be informed that in case you sign any check it will be automatically charged to your bill.</p>
<p><b>Exchange Service:</b></p>	<p>ATM machine is available at the reception lobby 24 hours.</p>
<p><b>Guest Experience Center</b></p>	<p>Any maintenance order, room service order or special requests in your room please dial Ext #731 or #3</p>
<p><b>Spa &amp; Wellness</b></p>	<p>SPA open from 10:00 till 19:00 against extra charge. For more info kindly contact the Spa Center Ext:807. (Age: 16+, with prior reservation and non-transferable). Sauna, Steam Bath &amp; etc. (chargeable, with prior reservation, Age: 16+)</p>
<p><b>Gym (16 +)</b></p>	<p>From 08:00 till 20:00 (Free of Charge). <b>It is not allowed to use the GYM without sport shoes</b>. For more info please contact the GYM, Ext: 836</p>
<p><b>Baby Sitting</b></p>	<p>Against extra charge upon availability with prior reservation one day in advance. Please contact the Reception Desk #3,</p>
<p><b>Tenants</b></p>	<p>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.)</p>
<p><b>Kids Club</b></p>	<p>Kids Club opening hours: 09:00 till 22:00 , For more information please contact the reception. Ext. # 3</p>

<b>SUNRISE APP QR Code:</b>	Please scan this QR code to open the Sunrise App to explore all hotel facilities:	
<b>Key System</b>	Please keep it <b>away from mobile phone or water</b> 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.	
<b>Food Allergy</b>	<b>If you have any food allergies or dietary restrictions kindly contact Guest Experience Team or Reception.</b>	
<b>Room Cleaning Time</b>	<b>Daily Room Cleaning Time: from 09:00 till 17:00.</b> If you prefer a special time, please call #0. Kindly <b>note that if your safe box is open, we will not be able to clean the room.</b>	
<b>Red Flag</b>	To enjoy your day without interruptions, you are kindly requested to put the red flag on your umbrella. <b>The red flags are available at the Towel Centre.</b>	
<b>Topless</b>	<b>It is not allowed for ladies to stay topless in the beach or pool area.</b>	
<b>Tennis Court:</b>	Open from 08:00 till 17:00. Floodlight is available against extra charge 10 Euros per hour from 17:00 till 20:00. Please contact reception for equipment	
<b>Swimming Pools Activities:</b>	( Main pool , family pool ,Hydro Pool , Aqua pool,) , <b>on Yearly basis, from 01st of Nov till 31st of April we have Heated Pools are: sports pool , Family kids pool with children slides ,Aqua park pool &amp; Kids Club pool .</b> Kindly be advised that it is not possible to reserve sun beds at the pools and at the beach. <b>Aqua Park operation from 10:00 till 12:00 &amp; from 14:00 till 16:00.</b>	
<b>Umbrellas, Sunbeds &amp; Beach Towels:</b>	<b>Open time from 08:00 am till sunset. Are free of charge around the swimming pools and at the beach area and no reservation is requested.</b> <b>Please don't reserve any sun beds and leave them unattended till 08:00 am.</b> <b>Kindly be informed that upon check in you will receive one towel card for each person &amp; you can change it vice versa from the Towel Center by the beach or the pools.</b> <b>you have to return all the beach towel cards to Reception upon Check-out.</b> <b>The cost for one beach towel in case of lost or damaged is 200 le .</b>	
<b>Telephone Calls:</b>	To access an international direct line from your room, please dial 9 + 00 + Country Code + City Code and then subscriber number. Kindly note that each call ringing more than 30 seconds will be charged at the minimum rate of 1 minute, even if the call is not been answered, one minute costs 02 Euros. To call another room, please call 5, then the room number	
<b>Wake up Call &amp; B.Boxes :</b>	For Wake up call please contact the reception and for Breakfast Boxes please contact reception to reserve maximum 20:00 .	
<b>Laundry:</b>	For information please dial 851 (payment at the Reception upon check out). Please use the laundry requisition in your wardrobe.	
<b>Housekeeping:</b>	The normal cleaning time for your room is from 08:00 till 17:00, depending on our schedule. If you prefer a certain time please contact Ext: 851	
<b>Mini Bar:</b>	The Mini-Bar will be filled upon arrival and once per week of stay with soft drinks. If you request an additional refill, this will be extra charged. 2 small mineral water will be refilled free of charge on a daily basis.	
<b>Safe Box :</b>	Available at your room free of charge. You can find an instruction paper in your language on top of the safe, kindly leave your safe door open upon check out. <b>The Management of Sunrise Select Royal Makadi takes no responsibility for valuables left in your room (items not deposited in the safe).</b>	
<b>Doctor &amp; Pharmacy:</b>	The clinic is open from 10:30 till 12:30 and from 18:30 till 20:30. The Doctor is available 24 hours (for emergency please call # 3). Ext: 808 Doctor Service is against Extra charge. <b>In case of any covid-19 symptoms, please stay in the room and call the reception immediately.</b> <b>The pharmacy is located on the right side of the beach and opened from 10:00 till 22:00 (against extra charge)</b>	
<b>Limousine Service:</b>	Please contact the Limousine desk for price list.	
<b>Check Out:</b>	Please let us know under the telephone number #730 when we can pick up your luggage one day before your check out. Kindly note that the maximum check out time is 12:00 noon and settle your account if you have any extras to pay. If you would like to stay in the room longer, please contact us, according our availability. It will be extra charged. For more information please contact the Reception. Ext: 3	
<b>Payment:</b>	You have the possibility to choose either to pay cash or to pay by credit card (American Express, Visa, Master, and Maystro). Kindly be noted that we accept \$ usd notes as copy of 2007, in case there is any cut at forgein curenry notes will not be accepted.	
<b>Local legislation</b>	The Health & Safety Standards and Regulations in Egypt may not be the same as in your country of Residence.	
<b>Club Car</b>	If you need any help please contact number 0.	
<b>Roof Top:</b>	It is not advised to enter the roof top. Any damage or accident will be on your own risk. The hotel management will not resume and responsible for claims.	

**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 you have to contact Reception in case you will have visitors from outside, as extra charge will be added to your bill.**