

Dear Guest,

It is our sincere pleasure to welcome you to The Cleopatra Luxury Resort, where our enthusiastic team is looking forward to make your stay an enjoyable and unforgettable one.

This directory is a quick reference guide to just about anything you might need during your stay with us.

GENERAL HOTEL INFORMATION

Restaurants:

- | | | |
|--|--------------------|--------------------|
| • Grab & Run (Early light breakfast in lobby area) | | 05:00-07:00 |
| • The Market (Main Restaurant) | | |
| | Breakfast | 07:00-10:00 |
| | Lunch | 12:30-14:30 |
| | Dinner | 19:00-21:30 |
| • Fellini | Dinner | 19:00-22:30 |
| • Beach Grill | Snacks & Ice Cream | 12:00-17:00 |
| • Lobby Bar | Tea Time & Cakes | 14:00-17:00 |
| • Red Sea Warf | Dinner | 19:00-22:30 |

Dear Guest: Kindly be informed that all inclusive guests are entitled for two times per week for their evening meals in Ala Carte Restaurants (Fellini, Red Sea Warf)

***Reservation in advance is required.**

Bars:

- | | |
|---------------------------------|--|
| • Lobby Lounge | 10:00-02:00 |
| • Pilli Pilli Pub "Fun Bar" | 17:00-02:00 |
| • Waves Club Prive "Disco Bar" | 23:00-02:00 |
| • Central Park Pool Bar | 10:00-18:00 (Snacks from 11:00-17:00) |
| • Sunset Bar "Chill out Bar" | 18:00-23:00 |
| • Quite Bar "Family Suite Area" | 10:00-18:00 |
| • Beach Bar | 10:00-18:00 |

Beach Towels: Each hotel guest is entitled to a towel per day. You will receive your towel from the pool attendant against presentation of your towel card. When returning the towel you will get your towel card back. The loss of the towel card or the towel will cause an extra charge of 100 Egyptian pounds.

Do Not Disturb: For quite relaxing time on the pools & beach please contact the towel desk to get a DND sign.

Credit Cards: The Cleopatra Luxury Resort accepts Visa & Master Card for payment. For currency exchange, an ATM machine is available in the lobby area and/or Bank located next to the hotel premises.

Check In/out: Check out time is 12:00 & check in time is 14:00. Late checkout is at additional charge upon availability, kindly contact reception one day ahead of your departure.

Dress code: For safety & hygiene reasons, all indoor restaurants require our guests to wear proper clothing "No barefoot, No bathing suits". In all restaurants dress code is "casual elegant".

Fumigations: At sunset we fumigate regularly against flies, mosquitoes etc. For this purpose, we use an environmental friendly product, which is completely safe and not harmful to your health. To prevent the strong smell to invade your room, we recommend that you keep your windows closed during this time.

Doctor: The reception will be glad to assist you in case of any needed medical support with our doctor on call service at additional charge 24 hours a day - Please call operator by dialing 0 (Zero).

Electricity: Local voltage is 220- 230 V, 50 cycles. Please don't forget to insert your card into the power saver upon entering your room.

Excursions: For inquiries about excursions, or to make reservations, please contact your travel guide, who will be available at the hotel during his working hours.

Food: Due to the hotel's health and safety regulations, it is not permitted to bring food from the outside into the resort.

Guest comments and suggestions: Please feel free to ask the reception about our Service & Quality survey anytime during your stay or upon check out, your opinion and suggestions are highly appreciated.

Internet: All rooms, suites and lobby have complementary internet access, for more information please dial 0.

Kids Club "Volcano": Our Kids Club is open daily from 10:00 to 12:30 & from 15:00 to 17:00. Available for children aged 3 to 12 years. Babysitting service is available till 23:00 hours for all infants above the age of 1 year at additional charges. For more information, please dial 0 (Zero).

Laundry: Laundry service is available 7 days a week; the price list is placed inside your wardrobe (Special Offer fills your laundry bag maximum with 18 pieces by cost 15.00 USD).

Luggage: We are happy to offer you our luggage service on request. Please contact the concierge for collection or storage of your luggage by dialing #140.

Mini- bar: You will find a mini-bar in each of our hotel rooms. Daily one bottle of mineral water per person. In case the mini-bar needs to be refilled, please notify the reception by dialing 0 (Zero) at additional charges.

Room Service: is available 24 hours and will be charged on your room bill – Please do not pay cash.

Safe- box: Safe Deposit Boxes are available free of charge in your room. Management cannot accept liability for loss of any money / valuables left unattended.

Transportation: For more information concerning Pick up or drop off to the Air port, and/or Shuttle Bus service to Neama Bay please contact concierge desk by dialing #140.

Wake up call: for your timely wakeup call, please call operator dial 0 (Zero).

Tennis court: Two sand-carpet tennis courts are available at additional charge for floodlight 15 Euro per hour. For reservation please contact fitness room from 08:00-20:00 dial # 9501.

Fitness Room – Villa 5: is open daily from 08:00 to 20:00. For information please dial 0 (zero).

Your voting and recommendations are highly appreciated on the trip advisor website:

www.tripadvisor.com

NOTE: The Hotel management reserves it's rights to make any changes in the above concept & time table due to weather conditions, guest requisitions, etc..or any force major development, e.g...without prior notification

For any further information and questions please don't hesitate to contact the front desk or the guest relation.