

## Hilton Sharks Bay Resort

Dear Guest

Ahlan Wasahlan

Very warm welcome to Hilton Sharks Bay Resort where barefoot luxury meets fun and adventure and goes hand in hand with relaxation. Our mission is that you enjoy your stay and time with us, making new friends, taste new kinds of food, try out sports activities and see and feel local touches of Egypt and the Bedouin culture of this area.

Of course, the safety and security of our guests and team members remains our key priority at this time, and the hotel continues to maintain the highest standards of cleaning and infection control practices.

To reinforce this, Hilton has announced Hilton Clean Stay a new program to deliver an industry-defining standard of cleanliness and disinfection at Hilton properties across the world. Hilton will collaborate with RB, maker of Dettol, and consult with Mayo Clinic, the top-ranked hospital system in the United States, to develop elevated processes and team member training to help .

Hilton Sharks Bay Resort guests enjoy an even cleaner and safer stay from check-in to check-out.

We have taken extra precautions to clean and sanitize your room prior to your arrival, out of an abundance of caution we will be minimizing the frequency of our services to your room .

if you'd like additional amenities or housekeeping services or if you'd prefer not to receive Housekeeping at all, please don't hesitate to contact us at the front desk (0).

Thank you so much for staying with us".

Please don't hesitate to contact us at the front desk (0).

Precautions and Recommendations to Prevent the Spread of Covid-19  
Please read carefully the below instructions to enjoy Safe Stay

- Social distance: 2.0 meter distance between each guest and No hands shaking
- Keep the hands clean on regular basis wash and disinfect your hands.
- Cover your mouth or nose while coughing or sneezing with your sleeves or clean tissue.
- Prevent touching your nose, mouth and eyes with unclean hands.
- Elevator usage will be limited for one room guests only.
- Guests will be always requested to wear gloves and surgical soft masks .
- For your extras, it should be paid at the end of your stay at the reception desk.
- Please avoid paying in cash and please pay by card.

Please let us know if there is anything we can do to make your stay more comfortable. Hospitality is an integral part of our culture that we are dedicated to uphold by ensuring that your stay is both pleasant and comfortable.



**Hilton CleanStay**

**سلوكيات استخدام المصعد**

**التباعد الاجتماعي وممارسات النظافة الجيدة قد يساعدان في تقليل خطر الإصابة**

**02**  
02  
Person/Family maximum in the lift to ensure social distancing.

**2 متر**  
**6ft**  
حافظوا على مسافة آمنة  
Maintain distance.

**استخدموا السلالم**  
حيثما أمكن  
Use stairs where possible.

**اغسلوا أيديكم بانتظام بالماء والصابون**  
Wash hands regularly with soap.

**عقموا أيديكم بانتظام**  
Sanitize hands regularly.

**تجنبوا ملامسة وجوهكم**  
Avoid touching your face.

**Social distancing and good hygiene practices can help reduce your risk.**

## Meals Plan

### Bed & Breakfast

**Restaurant Mahfouz**  
Breakfast : 07:00 – 10:30 ,

**Breakfast Menu**  
Open Buffet

### Half Board

**Restaurant Mahfouz**  
Breakfast : 07:00 – 10:30

**Breakfast Menu**  
Open Buffet

Dinner Time: 18:30 – 21:30

**Dinner Menu**  
Daily Open Buffet

### All Inclusive

**Restaurant Mahfouz**  
Breakfast : 07:00 – 10:30

**Breakfast Menu**  
Open Buffet

#### Lunch

**Restaurant Mahfouz**  
Lunch Time 13:00 -15:00

Daily Open Buffet  
Dinner

Time: 18:30 – 21:30

**Dinner Menu**  
Daily Open Buffet

#### Drinks

Soft & Alcoholic Drinks, Coffee, and Tea, until 00:00 midnight.  
Alcoholic drinks starting from 11:00 AM till midnight.

## Services and Activities

Sunset Bar Opening Time  
10:00-18:00 .

Pool Bar Opening time  
10:00 – 00:00

Water Slides on the deluxe side Opening time  
10:00 – 17:00

### Room Service

Room Service at extra Charge

24 Hours orders :  
Dial 3805 ( 45 minutes Delivery )



## Our Recreational Facilities and Resort Information



- Pool and beach will be open from 8:00 -18:00
- Fitness center, will be open from 8:00 Am to 5:00 pm.
- And will be closed (from 12:00 pm to 12:30 pm / from 2:00 pm to 2:30 pm) for disinfection and sanitizing
- In case of any dietary requirement, please refer to Front Desk Team.
- Hotel doctor is available 24 hours at charge just contact reception.
- Breakfast boxes requests could be taken at the reception until 21:00 only.
- For safety reasons, SHISHA is not allowed at the guest room.
- Daily fumigation for the hotel gardens and public areas starts from 18:00 till 19:30.
- Unattended sun beds will be released by the pool or beach attendant and given to another guests.
- DO NOT walk on the corals or feed the fish
- DO NOT take anything from the RED SEA i.e. corals, shells etc
- In case of late checkout please refer back to the front desk in advance ( subject to availability / chargeable )
- For your convenience, Please use the rope in room's bathroom to dry your laundry.

### Dress Code

PANTS, SHIRTS & CLOSE SHOES ARE MANDATORY FOR GENTLEMEN IN ALL INDOORS AREAS; LADIES ARE KINDLY REQUESTED TO KEEP RELEVANT ATTIRE (PANTS & TOPS, SKIRTS OR DRESSES); NUDITY IS STRICTLY PROHIBITED FOR ALL GENDERS & AGE GROUPS. SHORTS & T-SHIRTS ARE ALLOWED DURING BREAKFAST & LUNCH TIME ONLY



# Hilton

SHARKS BAY RESORT

Kindly refer to the Front Desk for more information about our facilities and if you wish to upgrade your meal plan and about the things to do in Sharm El Sheikh We hope that you enjoy the warm feeling here at Hilton Sharks Bay Resort and make our hotel your home whenever you are in Sharm El Sheikh. Wish you a very enjoyable stay with us.

With warmest regards,  
Sincerely

*Ramy Latif*

General Manager