

Factsheet 2023



RIXOS HOTELS QUALITY POLICY

At Rixos Hotels our guests are at the heart of everything we do. By delivering high-quality products and services, meeting the highest standards of food safety and providing a safe environment for our staff, we seek to win loyal guests who come back time and again.

Rixos Hotels is committed to

- taking environmental factors into account in every aspect of our operations, implementing measures to enhance our sustainability, raising public awareness and protecting bio-diversity;

- operating according to set objectives while continuously improving, providing regular training for our employees, acting in accordance with national laws and international standards, ensuring consultation with and the participation of our employees and employee representatives in the area of occupational safety, reducing occupational safety risks and making a positive contribution to our society.

As Chairman, I fully support this quality policy that will enable Rixos Hotels to become a leader in the global tourism business and I cordially invite all employees to understand, share, and implement this policy.

Fettah Tamince Chairman of the Board

L O C A T I O N

Date of opening	2021
Category	5*
Total Area	255 000 m2
Mailing Address	Safaga Road, Hurghada, Red Sea Governorate - Egypt
Phone	+20 110 325 0000 +20 110 328 0000
E-Mail	magawish@rixos.com
Website	www.rixos.com
Beach Location	Private Beach
Number of Rooms	410
Elevators	No



DESTINATION

Distance from Hurghada Airport	7 km
Hurghada City Center:	12 km
Senzo Mall	10 km
Transport	Transfer (Paid)
Internet	Free WI FI in all area
Open Air Parking	Free



In accordance with the circulars published by the Ministry of Interior, Ministry of Tourism and Ministry of Health, our hotel reserved the right to make necessary changes to follow the procedures; within the framework of new practices and mandatory procedures of pandemic process.



WELCOMING & FAREWELL

Welcome and farewell service				Special check –in service and accompany to the room for all guests in each arrival				
Welcome drinks during check-in				Priority for table reservation in main restaurant for disabled Guests				
General Manager	General Manager's welcome letter in all Rooms			Valet and parking services				
24 Hours Rece	ption / Conc	ierge Service	S	All cor	iveniences for	fully accessi	ble Guest Fac	ilities
Room Type	Suite (53-73 m²)	Superior Suite (140 m²)	Executive Family Suite (170 m ²)	Deluxe Swim Up (105 - Pool Villa Executive Roy				Royal Villa (944 m²)
Garden View	94							
Sea View	40		4					
Garden & Pool View	73					104	18	
Pool & Sea View	33	4		18	18			4
Total Room Number	240	4	4	18	18	104	18	4
Total Room Numbers: 410								



SERVICES PROVIDED WITHIN THE PREMIUM ALL INCLUSIVE CONCEPT

	Suite	Superior Suite	Executive Family Suite	Lagoon Swim Up Suite	Lagoon Deluxe Suite	Pool Villa	Executive Pool Villa	Royal Villa
Tea & Coffee facilities	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Turn Down Service	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Minibar (Refilled Daily)	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Espresso Machine	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Private Butler Service							\checkmark	\checkmark
Private pavilion								\checkmark
Airport Transfer							\checkmark	\checkmark
VIP Fast Track C/IN at Airport & Hotel							\checkmark	\checkmark
Flower Bouquet								\checkmark
Bathrobe - Slippers	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Kids Bathrobe, Slippers and Amenities	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Pillow Menu	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark



SUITE Sea, Garden, Pool, Sea & Pool View

Size: 53 - 73 m²

Specifications:

Spacious suite with King size bed or Twin bed and living area, Mini bar (refilled daily free of charge), espresso machine, tea and coffee making facilities, bathrobes and slippers, 43"LCD TV with international channels, free WI- FI, direct dial phone, telephone in WC, hairdryer, shower, toilet, AC, safe, carpet & tile floor, balcony or terrace.

Maximum: 2 adults and 2 children or 3 adults and 1 child





Suite Amenities:

Branded Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag.

SUPERIOR SUITE Pool and Sea View

Size: 140 m² Upper floor

Specifications

1+1, Spacious living room and bedroom King size bed, Mini bar (refilled daily free of charge), espresso machine, tea and coffee making facilities, bathrobes and slippers, 43" LCD TV in living room and bedroom with international channels, free WI-FI, direct dial phone, telephone in WC, hairdryer, shower, toilet, AC, safe, carpet & tile floor, balcony.

Maximum: 2 adults and 2 children or 3 adults and 1 child.





Suite Amenities:

Branded Luxury Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Shoe bag, Suit bag, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Nail trimmer set, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag, Sanitizer dispenser, slippers.

EXECUTIVE FAMILY SUITE Sea View

Size: 170 m² Upper floor

Specifications

2+1, Spacious living room, bedroom with King size bed and bedroom with Twin bed, Mini bar (refilled daily free of charge), espresso machine, tea and coffee making facilities, kitchenette, bathrobes and slippers, 43"LCD TV in living room and in 2 bedrooms with international channels, free WI-FI, direct dial phone, telephone in WC, hairdryer, shower, toilet, AC, safe, carpet & tile floor, balcony.

Maximum: 4 adults and 2 children or 5 Adults and 1 child





Suite Amenities:

Branded Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag.

LAGOON DELUXE SUITE Pool and Sea View

Size: 130 m² Upper Floor only

Specifications:

1+1, Spacious living room with skylight window, and a Bedroom with King size bed or Twin Bed, 2 Mini bars (refilled daily free of charge) espresso machine, tea and coffee making facilities, bathrobes and slippers,55" LCD TV in living room,49" LCD TV in bedroom with international channels, free WI-FI, direct dial phone, hairdryer, shower, AC, safe, carpet & tile floor, remote controlled curtains, 2 balconies.

Maximum: 3 adults and 1 child or 2 adults and 2 children.





Suite Amenities:

Branded Luxury Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Shoe bag, Suit bag, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag, Sanitizer dispenser, Leather slippers.

LAGOON SWIM UP SUITE Pool and Sea View

Size: 130 m² Ground Floor only

Specifications:

1+1, Spacious living room and a Bedroom with King size bed, 2 Mini bars (refilled daily free of charge), espresso machine, tea and coffee making facilities, bathrobes and slippers, 55" LCD TV in living room, 49" LCD TV in bedroom with international channels, free WI-FI, direct dial phone, hairdryer, shower, toilet, AC, safe, carpet & tile floor, direct access from the terrace to shared pool.

Maximum: 3 adults and 1 child or 2 adults and 2 children





Suite Amenities:

Branded Luxury Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Shoe bag, Suit bag, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag, Sanitizer dispenser, Leather slippers.

POOL VILLA Pool and Garden View

Size: 105 – 129 m²

Specifications:

1+1, Spacious living room with skylight window, Bedroom with King size bed, 2 Mini bars (refilled daily free of charge), espresso machine, tea and coffee making facilities, bathrobes and slippers, 55" LCD TV in living room, 43" TV in bedroom with international channels, free WI-FI, direct dial phone, telephone in WC, hairdryer, shower, toilet, AC, safe, remote controlled curtains, carpet & marble floor, direct access from the terrace to shared pool.

Maximum: 3 adults and 1 child or 4 adults only





Villa Amenities:

Branded Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag.

EXECUTIVE POOL VILLA *Pool and Garden View*

Size: 240 m²

Specifications:

3+1, Luxury and fully furnished suite with 1 bedroom with king size bed, 1 bedroom with twin beds and 1 bedroom with single bed, 3 bathrooms with a separate shower units, Spacious living room with skylight window, dining area, 4 Mini bar (refilled daily free of charge), tea and coffee making facilities, Espresso machine, bathrobes and slippers, children bathrobe and slippers, 55" LCD TV in living room and 43" LCD TV in each bedroom with international channels, free WI-FI, direct dial phone, hairdryer, AC, safe, remote controlled curtains, carpet & marble floor, terrace.

Maximum: 5 adults and 2 children or 6 adults only





Villa Amenities:

Branded Luxury Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Shoe bag, Suit bag, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Body spray, Nail trimmer set, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag, Sanitizer dispenser, Leather slippers.

R O Y A L V I L L A Pool and Sea View

Size: 944 m²

Specifications:

4+1, Luxury and fully furnished villa features 2 bedrooms with king size bed and 2 bedrooms with twin beds, 1 Butler room, Spacious living room, 4 bathrooms with a separate shower units, 1 guest toilet, fully equipped kitchenette & fridge with dining area and servant room, 4 mini bars (refilled daily), Espresso machine, bathrobes and slippers, children bathrobe and slippers, 65" LCD in living room and 55" in master bedroom and 43" in 3 bedrooms with international channels, surround home theatre system, free WI-FI, direct dial phone, AC, safe, remote controller curtains, carpet & marble floor, large terrace, private butler services. Villa has private garden with pool and private cabana on the beach. Maximum: 8 adults and 2 children.





Villa Amenities :

Branded Luxury Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Shoe bag, Suit bag, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Nail trimmer set, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag, Sanitizer dispenser, Leather slippers, Beach bag.







VILLA SERVICES

VILLA TYPE	TAILOR MADE SERVICES
EXECUTIVE POOL VILLA	Resident Private Butler. 7/24 Security at the Gate. 7/24 Club Car Services. Airport Transfer (Executive Pool Villa)
ROYAL VILLA	Resident Chambermaid. Resident Private Butler. 7/24 Security at the Gate. Private Chef. 7/24 Club Car Services. Airport Transfer



PREMIUM CONCEPT FOOD & BEVERAGE SERVICES



Main Restaurant	6 Different Cuisines of A 'la Carte Restaurants	Bars Around the Resort
Fresh fruit juices services for breakfast at the main restaurant	Patisserie Tea Time at Lobby Chocolate / Pastry Shop	Soft Drinks During all Day Dining as well as Alcoholic Beverages
24 Hours Food & Beverage Services	Ice Cream Corner	



PREMIUM ALL INCLUSIVE BEVERAGE CONCEPT



*All served drinks are original and world brands. The hotel reserves the right to change the concept of the beverages.



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A LA CARTE RESTAURANTS

Restaurant	Cuisine	Meal	Details	Operation Hours	Indoor Capacity	Outdoor Capacity
Salt	Seafood	Dinner	Dress Code. Need reservation	19:00 - 21:30	40	60
Lalezar	Turkish	Dinner	Dress Code. Need reservation	19:00 – 21:30	34	38
Asian	Asian	Dinner	Dress Code. Need reservation	19:00 - 21:30	34	38
La Churrascaria	Brazilian	Dinner	Dress Code. Need reservation	19:00 - 21:30	40	35
Doorlo's	International	During the day	No Reservation	09:00 – 23:00	60	45
People's	Teppanyaki	Dinner Extra Charge	Dress Code. Need reservation	19:00 - 23:00	16	





B A R S



Bars	Style Notes		Operation Hours
Lobby Bar	Drinks & Aperitifs	All drinks are served in glasses	24 Hours
English Pub	Drinks & Aperitifs	All drinks are served in glasses	22:00 till 02:00
Piazza Bar	Drinks & Aperitifs	All drinks are served in glasses	10:00 till 00:00
Panorama Bar	Drinks & Aperitifs	All drinks are served in glasses	12:00 till 00:00
Lagoon Pool Bar	Drinks & Aperitifs	All drinks are served in glasses	10:00 till 18:00
Beach Bar	Drinks & Aperitifs	All drinks are served in glasses	10:00 till 18:00
Lotus Pool Bar	Drinks & Aperitifs	All drinks are served in glasses	10:00 till 18:00
Lotus Lobby Bar	Soft Drink (No Alcoholic Beverages)	All drinks are served in glasses	24 hours
X Lounge	Drinks & Tapas with Rixos Signature	All drinks are served in glasses	11:00 till 00:00
Vitamin Bar	Soft Drink (No Alcoholic Beverages)	All drinks are served in glasses	10:00 till 19:00
Café De Vienne	Tea / Coffee and Pastries	All drinks are served in glasses	10:00 till 19:00
Detox Bar	Fresh Juices and No Alcoholic Beverages	All drinks are served in glasses	10:00 till 18:00



CABANA & SHISHA

		<image/>	
	Location	Description	Operation Hours
Beach Cabanas	Beach	The butler service strives to fulfill every possible requirement - naturally, refreshments and drinks are served directly into the cabana. Enjoy life in privacy with your partner or friends on your "private beach" and let yourself thoroughly spoiled. Cabanas are with extra charge and a prior reservation is required .Butler service provided within up-scaled packages only	09:00 – 18:00
Polls Cabanas	Lagoon Pool	Relax in your own poolside cabana and enjoy your own seating area	09:00 – 18:00
Shisha Corner	Beach	Located near the beach, Shisha corner can offer you different kinds of tobacco flavors and pleasure of real Oriental shisha.	Not available during pandemic time



ENTERTAINMENT & ACTIVITIES



Beach Activities	Pools Activities	Horse Riding	Exclusive Sports Club		
Tennis Courts	Table Tennis	Rixy Kids Club	Diving Center		
Multi Talent Artists	Musicians	Live Band	Professional Dancers		
Carnivals	Pool Party	Water Sport	Theme Nights Event		
EXTRA CHARGE: Diving School & Motorized Water Sports					



DAILY ACTIVITIES DETAILS

SPORT ACTIVITIES

YOGA	BEACH VOLLEYBALL
STRETCHING	DARTS
CROSSFIT	BOCCIA
TABATA	WATER POLO
TRX	DAILY TOURNAMENT
CRAZY ABS	TABLE TENNIS
CORE EXPRESS	SHUFFLEBOARD
AQUA FITNESS	POOL GAMES
ZUMBA	BEACH GAMES
PILATES	COCTAL GAMES
BODY – WORK OUT	DANCE COURSE











RIXY KIDS CLUB





	Activities	Price / Place	Operation Hours	Details
Baby Room	Special baby toys	Free / Indoor	9:30 - 17:00 / 20:00 - 23:00	1-4 Years accompany with parents
Rixy Club Activities	Learning & Craft Room, Game Room, Handicraft courses, Gym, Sleeping Room	Free / Indoor	9:30 – 17:00 / 20:00 - 23:00	4-8 Years 8-12 Years
Rixy Club Outdoor Activities (playground)	Competitions, Olympic Games, kids chef, Pirate's, oriental, hero's, Zoo days, Ghost Hunt, football	Free / Playground	9:30 – 17:00 / 20:00 - 23:00	4-8 Years 8-12 Years

Note: Rixy Kids Club service hours and activities may change due to weather conditions



SPA & WELLNESS (1.825 Sqm)



FREE

Turkish Bath	Gym	Steam Room			
Sauna	Jacuzzi	Relax Area			
Vitamin Bar & Fresh juices					
EXTRA CHARGE					
Special Spa packages	Massage	Body Treatments			
Whole Body peeling	Compresses	Spa & Beauty treatments			
Hair dresser	Beauty Center				

S P O R T A C T I V I T I E S



Туре	Quantity	Price
Tennis Court	2	Tennis Lessons and Floodlight (Charges Applied)
Football Field	1	Free
Horse Stable	1	Paid



POOLS



	Location	Heating	Fresh water	Depth	m2
Entertainment Pool	Beach Area	During winter	Х	140 cm	1250 m2
Lagoon Swim Up Suite Pool	Front of Lagoon Suites	During winter	Х	110 cm	1056 m2
Lagoon Garden Pool	Front of Lagoon Suites	During winter	Х	110 cm	222 m2
Lotus Pools	Front of Lotus	During winter	Х	120 cm	1333 m2
Lotus Pools	Front of Lotus	During winter	Х	150 cm	780 m2
Lotus Kids Pools	Front of Lotus	During winter	Х	55 cm	79 m2
Pool and Executive Villa Pools	Front of Villa (19 unites)	During winter	Х	140 cm	5164 m2
Kids Pool	Front of Villa 8 & 9	During winter	Х	55 cm	100 m2
Royal Villa Pool	Royal Villa (4 unites)	During winter	Х	100 cm	85 m2



MEETING ROOMS



Meeting Room	Dimensions	Height	Width	Length	Theatre	Banquette	Classroom	U-Shape
Diamond Hall	820 m2	8 m	36 m	-	1000	720	730	90
Sharm Meeting Room	27 m2	3,15 m	3.80 m	6.95 m	-	-	-	11
Hurghada Meeting Room	27 m2	3,15 m	3.80 m	6.90 m	-	-	-	11
Luxor Meeting Room	72 m2	3,15 m	7.60 m	9.50 m	30	-	15	15
Presidents Office	34 m2	3,2 m	4.60 m	8.75 m	-	-	-	-



WATER SPORTS & DIVING CLUB



N O T E S

According to our hotel terms and policy; check-in time is 2:00 PM onwards, and check-out time is on or before 12:00 PM (noon). Lobby is ready to serve with its Ultra All Inclusive service. Early check-in request, between 05:00 AM and 09:00 AM, is subject to availability and will be applied early check-in fee. Early check-in request, before 05:00 AM; is subject to availability and will be applied one (1) night's stay rate.

Pools and beach are open dependent on the weather conditions.

Alcoholic drinks are served with glasses in all restaurants and bars. They are not served in bottles.

All drinks are permitted to be imported by Customs directorate.

Hours and places of units (restaurants - bars) and entertainment programs outdoors may be changed or cancelled dependent on the weather conditions.

Hotel's information must be approved by the management before being published in any media (catalogue, magazine, outdoor advertising). Any kind of information published without consent shall be the responsibility of the publishing organization. In this case hotel is not responsible for any kinds of direct losses, direct and hidden damages, operating losses or losses of expected profit.

Hotel management is entitled to make changes, cancellation or venue amendments at any time without informing the third individual /corporation. The information on printed documents shall be evaluated by the publishing organization in such cases.

The brands that are included in drink concept may be replaced by equivalent in case there is any problem in the customs/borders.

Access to Rixos Anjana Spa and Fitness Center is available for children above 12 y.o. only

