

Safir Sharm Waterfalls Resort

ENJOY THE FOLLOWING PRIVILEGES AS PART OF YOUR

Soft All-inclusive

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La Cascade restaurant

07:00 until 10:00 Breakfast buffet
13:00 until 14:45 Lunch buffet
18:30 until 21:00 Dinner buffet

Paradise Reef – At the Main Pool

- Light Snacks at Paradise Reef Restaurant at 10:30 to 12:00
- 12:30 until 15:00 Daily
Advanced reservation is required (from 12:00 till 15:00 at the lobby)

- Light Snacks at **Latinos bar** at 15:30 to 16:30

In case you need to follow special dietary requirements please ask for our chef who will be happy to assist you.

Bars

Local soft drinks, tea and instant coffee (Nescafe), mineral water served by glass.

Café Shalalat

From 11:00 till 23:30

Latinos

12:00 AM until 23:30

Chillax Bar

10:00 AM until 18:00
For guests from 16 years and above.

Tipsy Turtle

09:30 AM until 18:00.

In your Room

Please be advised that we will provide the room with bottle of water according to the number of the adult persons. For Extra Bottles, will be against extra charge of 15 EGP.

Formula, bathroom amenities.

ALL mini bar items are **not** included in the Soft All-inclusive formula and is filled upon request.

Swimming Pools and Beach

Our outdoor swimming pools are available from 9:00 AM until 18:00. A private beach is available; our team will be happy to provide you with fresh towels daily at the beach/pools in exchange for your towel card.

Reserving of sun beds is not permitted. Kindly follow all hotel rules and regulations.

Chillax pool and area are only dedicated for guests from 16 years old and above.

Games and activities

Table tennis, volley ball, football, darts, ping pong, boccia ball, open air stretching, 24 hour fitness center are available Entertainment: **For the detailed program including weekly Karaoke, live music and shows at our amphitheater please refer to our activity schedule.**

Children's activities: Kid's menu for lunch and dinner upon request at all outlets, kids club for kids from 4 to 12 years, located next to our health club, mini disco daily from 20:30 -21:00 at the amphitheater, playground & children's daily program.

Internet: Standard speed Wi-Fi connection available at the lobby area, Chillax pool, and main pool & Paradise Reef restaurant is available free of charge - please contact front desk for the access code. Premium speed Wi-Fi connection, wired connection in guest rooms are further available for your convenience at an additional charge of EGP 171.00 for 24 hours per device.

Services which are not included

- ✓ Reserve a private airport transfer, 225.00 EGP per way per car, max. 3 guests
- ✓ Hotel doctor on call 24 hours.
- ✓ Billards is available by 100 le within one hour.
- ✓ ICE CREAM IS AVALIBLE BY 15 LE AT LATINOS & TRUTLE BAR.
- ✓ TURKISH COFFEE & ESPRESSO WITH CHARGE 30 LE.
- ✓ Tennis available with extra charge 100 EGP/Hour during day time and 160 EGP

Contact the concierge desk for any special arrangements and additional services, information or assistance. Please dial 509

Money exchange

ATM is available inside the lobby. For more information please contact Reception.

Additional Information

- Please wear your all-inclusive bracelets during your entire stay.
- Please note that Chillax pool / area / bar is for relaxation and quietness and is dedicated **ONLY** for guests from 16 years old and above.
- A "Do Not Disturb" sign is available at the towel desk for not being approached by any of the third parties sales persons.
- Majority of Sharm Waterfalls rooms are non-smoking, please refrain from smoking inside the guest room.
- The South Sinai desert is home to many animals and insects such as lizards, ants, mosquitoes and others. For a more relaxing stay we recommend to close your balcony door after sunset and during the night.
- To keep ants out of your room, we suggest not leaving food remains (crumbs). Kindly place your room service tray in the corridor and dial extension 5 (room service) to collect it.
- Area wide power outages are possible and considered as force – majeure; this may disrupt several services at any time. The Sharm Waterfalls resort is not responsible for any claim in this regard.

Safety Information

In order to guarantee safety for our guests, following regulations are applied by Ministry of Tourism (Department of South Sinai Governorate):

- Swimming is permitted within the limited area indicated with ropes and buoys. Swimming and snorkeling is STRICTLY forbidden beyond the roped area.
- Walking on the corals is forbidden.
- Diving and fishing from the beach and or jetty is STRICTLY forbidden.
- Feeding fish alerts their feeding patterns and therefore is strictly forbidden otherwise a fine of \$ 15,000 will be applied.
- Guests are kindly requested to follow the instructions of the beach recreation personnel at all times.
- Guests who refrain from following these instructions will be prohibited from accessing the beach for the duration of their stay.
- The management reserves its rights to make changes to the Information provided in this sheet without prior notice.
- **Breakfast boxes available upon request one day before maximum by 20:00.**

We wish you a relaxing stay. Should you feel that any of our services don't meet your expectations, kindly mention your suggestions to one of our guest relation agents.