

“All Inclusive” General information

On your arrival day you get the All-Inclusive-bracelet from the reception. We kindly ask you to wear it visibly on your wrist during your whole stay. Bracelets must be returned upon check-out at 12:00 noon.

- The all-inclusive privileges are from 10:00 A.M. till 12:00 A.M. Consumption before 10 A.M. and after 12 A.M. will be charged according to the hotel price lists.
- You are entitled to have two small bottles of water upon arrival from the mini bar, other items will be charged to your room bill according to the mini bar price list.
- Tea & Coffee facilities in the room with daily replenishment.
- Our “**Calavera**” Mexican Beach Resto/Bar is not included in the all-inclusive formula, but we provide 10% discount for our guests.
- Beverages (Hard & Soft Drinks, Juices, American Coffee & Tea) are free of charge according to the all-Inclusive beverage package.
- Our “**Basilico**” Italian Cuisine A La Cart restaurant is not included in the all-inclusive formula. We provide 10% discount for our guests.
- Our “**Sakura**” Asian Fusion A La Cart restaurant is not included in the all-inclusive formula. We provide 10% discount for our guests.

Please find below an overview of some of the services and facilities of the hotel.
We wish you a truly enjoyable and unforgettable stay.

“Six Continents” Restaurant and Terrace:

Breakfast:	07:00 am	-	10:00 am
Lunch:	12:30 pm	-	03:00 pm
Dinner	07.00 pm	-	10:00 pm

Beach Bar:

Beverages:	10:00 am	-	Sunset
Snacks Buffett:	01:00 pm	-	04:00 pm

Sunrise Pool Bar:

Beverages:	10:00 am	-	12:00 am
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Water Falls Pool Bar:

Beverages:	10:00 am	-	Sunset
Ice Cream:	10:00 am	-	04:00 pm

Vienna Lobby Bar:

Beverages:	10:00 am	-	12:00 am
Tea Time:	04:00 pm		05:00 pm

Outlook Lobby Bar:

Beverages:	10 am	12 am
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A La Cart Restaurants: "included in the A/I service 02 time per stay"

Working hours from 07:30 pm till 10:00 pm

Reservations from 09:00 am till 12:00 noon

Sofra Restaurant: "Turkish"

Fayrouz Restaurant: "Middle Eastern Fusion Cuisine"

Taj Restaurant: "Indian"

Khan Restaurant: "Mongolian Grill"

Pebbles Restaurant: "Stone Grill"

Sushi Train Restaurant: "Once per Stay"

Sport and leisure activities:

Gym:	06:00 am	- 06:00 pm	free of charge
Table tennis, Volleyball, Tennis court	Day time only		free of charge

Facilities with extra charge:

Doctor

Laundry

Limousine: Information & pricelist available near to reception desk

Nanny: 15\$ per hour

Tennis court by night: 10\$ per hour

Massage: Information & pricelist available at the health club

Billiards: 05\$ per hour

Rent a bicycle: At the beach

All Inclusive Beverage List

Soft Drinks & Juices

Pepsi, 7up, Mirinda, served by glass & Tang Juices



Water

Small 0.60

Hot Drinks

American Coffee, Espresso, Cappuccino,
Nescafe, Tea, Hot Chocolate



Beer

Stella served by glass

Local Wine

White, Rosé, Red, served by glass

Local Spirits & Whiskies

Whiskies, Vodka, Gin, Rum, Brandy, Tequila



Cocktails

A selection of alcoholic and non-alcoholic cocktails can be selected from our Beverage list

Fresh Juices "extra charge"

A La Cart Restaurants: "Extra Charge" not including in the A/I service

Working hours from 07:30 pm till 10:00 pm

Reservations from 09:00 am till 12:00 noon

Calavera: Mexican Resto Bar "on the beach"

Sakura: Asian Fusion Restaurant

Basilico: Italian Cuisine

Premium A/I for Premium Rooms

Unlimited access to the free A La Carte Restaurants:

Sofra

Fayrouz

Taj

Khan

Pebbles

Sushi Train (Once per Stay)

20% Discount on the Extra Charge A La Carte Restaurants

Calavera

Basilico

Sakura

1 Free Couple Massage

Free Laundry once per stay

Complimentary Soft Mini Bar upon Check-In

VIP Amenities

Safe Deposit Box:

Available in the room free of charge and the management of Pyramisa Sahl Hasheesh takes no responsibility for valuables left in your room, which are not deposited in the safe box, if you have any problem with the safe box kindly contact the reception (1 or 167) or guest relation desk (166) and kindly keep the safe box door opened before your check out.

Towel Card, Towels and Room Key:

The towel card which you receive upon check in, entitles you to get one towel each day from our towel center on the beach, you should return the towel to the towel center and get your towel card back by the end of the day. Please don't leave your towels unattended on the beach or pools area and it is not allowed to leave beach towels at the balcony or the terrace unattended. Lost towel or towel card are against a charge of 10\$ and Magnetic card 15\$.

Dress Code:

Kindly do not wear bathing suits to the main restaurant. Slippers, shorts, and sleeveless shirts are not allowed in the main restaurant.

Kids Club:

Daily changing activity program with professional animators. Open from (10:00 till 12:30 and 15:00 till 17:00) Club is admitting children from 4 to 12 years old.

Room Cleaning:

Room cleaning hours daily from 09:00 till 17:00. If you prefer special time for cleaning call Ex 1 or 166.

Mini Bar:

Your Mini Bar is filled with 2 mineral water bottles upon arrival and replenished daily.

Internet:

Internet (Wi-Fi) free of charge in lobby area

Health and safety:

Smoking water pipe (shisha) is not allowed in the room (balcony or terrace) please keep your terrace door closed when you are not in the room.

Guest Questionnaires:

Kindly fill guest comment and deliver it to guest relation or reception before your departure.

Check out:

Please note that the check-out time is at 12:00 noon. Please leave your luggage outside the door and deliver the room key, towel card, and bracelet to the reception. If you would like to stay longer inside the room, the hotel may provide late check out against charge according to hotel availability and for more information please call Ext 1 or 167.

General Instructions:

Please note that for your safety:

- You are responsible for all room facilities so please contact reception Ext 1 or 167 if you have any damage upon check in. If there are any damages upon check out, you will be charged.
- It is not allowed to leave room card inside the power saver if you are not in the room.
- Swimming in the sea or swimming pools is at your own risk.
- It's not allowed to use swimming pools without proper swim wear.
- Children must always be under parent's supervision without any responsibility from the hotel.
- The hotel is not liable for any accident, injury, or loss of personal belongings.
- No jumping or diving allowed in swimming pools.
- Please take a shower before entering swimming pools.
- In case of emergency at the pool or the beach contact swimming pool employees.
- Swimming pools duty hours are from 08:00 till 18:00, and for aqua park from 10:30 till 13:00 and 14:30 till 17:00.
- No night swimming.
- Fishing not allowed.
- It is not allowed to take food from restaurants to public areas or to the room.
- Pets are not allowed.