

## Hard All -Inclusive Package

A warm welcome from all of us at Sheraton Soma Bay. We are delighted you chose to stay with us.

According to your reservation details, you booked a **Hard All-Inclusive Package**. To ensure you understand and enjoy all the benefits of this package, please review the following inclusions and limitations at your convenience.

Know we are here to ensure you have an amazing stay, please do reach out to any member of management or contact Reception if we may be of any service or assistance during your stay.

### *Food services*

- International cuisine, buffet style breakfast and dinner served daily in L 'Abydos Restaurant.
- During dinner, a smart casual dress code applies in the L'Abydos and L'Emporio restaurants, which excludes the wearing of sleeveless shirts, shorts pants and open men's shoes of any style.
- Lunch is served from the a la carte menu in the Sea View Restaurant – Note items may not be included in your package; these are clearly marked on the menu.
- A Snack Menu (Sandwiches, French-fries, cakes etc.) served between 15h00 and 17h00 daily at the Sea View Restaurant.
- Dinner buffet is available in L'Abydos restaurant. You can also enjoy 300 EGP credit in L'Emporio a la carte restaurant every day of your stay, you will be charged for any extra amount.
- From time to time, other events and food options may be available to you at an additional supplement, kindly enquiry at Reception.
- Dine Around - You may choose to dine at any of the participating restaurants in Soma Bay located at the Marina or in the other hotels. To facilitate this you will receive a non-refundable credit of EGP 150, towards your restaurant bill. Please contact the Reception re participating restaurants or if you require assistance.
- Children menus are available in all restaurants.
- Please discuss any specific dietary requirements you may have with the Restaurant Manager.
- Please alert management to any food allergies.

### ***Daily Opening Hours***

- Breakfast 06:30 to 11:00
- Lunch 12:30 to 15:00
- Snacks 15:00 to 17:00 (Sea View Restaurant)
- Afternoon Tea 16:00 to 18:00 (Solar Bar)
- Dinner 19:00 to 22:00
- Room Service 24 Hours (Not included)

### ***Beverage Service Locations and Operating Hours***

- Al Farafra Pool Bar 10:00 to 22h00
- Sea Breeze Beach Bar 10:00 to Sunset
- Water Sport Bar 10:00 to Sunset (Closed during low occupancy)
- Solar Lobby Bar 10:00 to 22h00
- L'Abydos During Lunch and Dinner
- Sea View Restaurant 12:30 to 17h00 (With Lunch & Snacks)
- L'Emporio 19h:00 to 22:00 (With dinner)

### ***Beverage Included (Unlimited unless specified)***

- Hot Beverages – Selection of Teas and Coffee – Including Espresso, Cappuccino, Lattes and Turkish coffee excludes any other specialty hot beverages.
- Cold Beverages - Served by glass – All available soft drinks, and local water.
- Fruit Juice – Lemon and Orange juice
- Alcoholic Beverages – Local Brands – Whiskey, Gin, Vodka
- Wine – Red, Rose and White local wine (Shahrazad, Arabesque, Omar El Khayyam)
- Beer – Local Beers (Luxor, Sakkara, Stella)
- Cocktails – Selection of local Alcoholic and Non-Alcoholic Cocktails
- Free Mini Bar once per week containing four soft drinks, four canned juices & 2 Beers.
- Extra mini bar refill is available upon request with extra charge as per the mini bar pricelist in the room– Please contact Room Service.
- Beverages in all Bars and Restaurants are served by glass.

### ***Options for children***

- Daily Kids Club from 9:00 till 17:00
- Children pools and playground
- Special entertainment kids programs
- Baby chairs available in all restaurants
- Children area available in L'Abydos Restaurant
- Children Menus available on request in all Restaurants
- Aqua Park – entrance fee not included in your package, enquire at Reception

### ***Sports & activities (Reservation required marked with #)***

- Twenty four hour free WIFI access in all hotel areas, including beach and pools
- Free snorkeling equipment.
- One hour free tennis court usage once per day #
- Daily animation program on the beach
- Three live shows per week
- Free discotheque access

### **Not included:**

- All imported & premium alcoholic beverages, unless specified
- Champagne and sparkling wine
- Imported wines
- Imported water i.e. Evian
- Shisha
- Spa Services
- Aqua Park Access
- Canned beverages
- Room service or In Room Dining
- A La Carte Restaurants
- See Food Menu
- Fresh Fruit Juices
- Ice Cream, if not part of your buffet menu
- Any other item or service not specified as included in the package

### **Important Information:**

- All drinks will be served per glass
- All drinks served opened as required by our liquor license.
- Please ask for the All Inclusive Beverage Menu in all Restaurants and Bars.

- No beverages may be order in bulk, meaning one beverage per person per time of order.
- Your All Inclusive Package benefits and privileges start at 12h00 on the day of arrival and ends 11h00 on the day of your departure.
- Any charges prior to, or after these times will need to settled in cash, except if alternative arrangements were made with Management.
- All beverage services prior to, or after the specified times (See Beverage Service Locations and Operating Times) will be charged at the published rates, without any discounts.
- The hotel may change services venues, meal styles and menus without prior notice.
- The hotel may change or replace any item or service mentioned without prior notice.
- You will be required to sign for all services render in all outlets; this is an internal control measure. Items and services included in your package will not appear on your room bill.
- We assume that the Company and Tour Leader responsible for the client has fully brief their clients on this document. Please contact us at any time, if further clarification is necessary.
- Only services and products specifically mentioned in this document are included in your package.
- All beverages and food must be consumed at the hotel and may not be removed under any circumstances as per our Liquor License and Health & Safety requirements.
- All food items must be consumed in the restaurant and may not be removed for any reason. If you have a specific requirement in this regard kindly discuss it with management for assistance.
- For you convenience, you will be issued with a color-coded wristband to identify your package benefits to our associates.
- **You may upgrade you package at any time, please contact reception to discuss options.**

Once again, we welcome you at Sheraton Soma Bay. Please feel free to approach Reception or any member of management, at any time, if any conditions in the package are unclear or if we may be of any other service or assistance.