

## Arabella Azur Resort

| Category | Telephone                                       | Address                                     | E-mail   |
|----------|---|---|--|
| 3 STARS  | +20 65 3615086/7/8/9<br>+20 100 1714001/2/3/4/5 | El-Cornich St, Hurghada,<br>Red Sea - Egypt | <a href="mailto:arabellaazur@azur.travel">arabellaazur@azur.travel</a> |

|             |                                  |  |  |
|-------------|----------------------------------|--|--|
| Reservation | +20 2 33357569<br>+20 2 33358589 | 48 B Giza St. Orman building - Dokki,<br>Giza 12411, Egypt | <a href="mailto:arabella-res@azur.travel">arabella-res@azur.travel</a> |
|-------------|----------------------------------|--|--|

| Website  | P.O. Box | Bank Details |                | Bank Name & Swift Code  |
|--|----------|--------------|----------------|---|
| <a href="http://www.azurhospitality.com">www.azurhospitality.com</a> | 235      | L.E.         | 11018180286738 | Credit Agricole Bank<br>Hurghada ,Red Sea , Egypt<br>Account Name ARABELLA AZUR RESORT<br>Swift code: AGRIEGCX<br>\$IBAN: EG400036000100011018400061191<br>€ IBAN:EG180036000100011019780027916<br>L.E IBAN:EG670036000100011018180286738 |
|  |          | USD \$       | 11018400061191 |   |
|  |          | Euro         | 11019780027916 |   |

|                         |                      |  |
|-------------------------|----------------------|--|
| General Manager         | Mr. Mohamed Moustafa | E-mail: <a href="mailto:m.moustafa@azur.travel">m.moustafa@azur.travel</a>     |
| Hotel Manager           | Mr. Emad El Sebai    | E-mail: <a href="mailto:e.elsebai@azur.travel">e.elsebai@azur.travel</a>       |
| Front Office Manger     | Mr. Bebawy Tawfik    | E-mail: <a href="mailto:b.tawfik@azur.travel">b.tawfik@azur.travel</a>         |
| Reservation Manager     | Mrs. Nagwa Fouad     | E-mail: <a href="mailto:arabella-res@azur.travel">arabella-res@azur.travel</a> |
| Guest Relations Officer |                      | E-mail: <a href="mailto:gr.arabella@azur.travel">gr.arabella@azur.travel</a>   |

### Distance

|                |       |
|----------------|-------|
| From Airport   | 10 Km |
| From Down Town | 3 Km  |

### Rooms

|                    |     |
|--------------------|-----|
| Total No. of Units | 295 |
| Total No. of Beds  | 594 |

### Categories of Rooms

|                             |     |
|-----------------------------|-----|
| Total No. of Standard Rooms | 109 |
| Total No. of Deluxe Suites  | 1   |
| No. Sea View Rooms          | 100 |
| No. Pool View Rooms         | 85  |
| No. of Connecting Rooms     | 8   |
| No. of Non-Smoking Rooms    | 45  |

| Room Facilities                | Av. | N/Av. |   | Av. | N/Av. |
|--------------------------------|-----|-------|---|-----|-------|
| Air Condition                  | ✓   |       | Balcony / Terrace with table and chairs                       | ✓   |       |
| Heating                        | ✓   |       | Hair dryer  | ✓   |       |
| Bathtub /Shower                | ✓   |       | Satellite TV  | ✓   |       |
| Bidet                          |     | ✓     | Kettle/ Cups/ Tea/ Coffee                                     | ✓   |       |
| Toilet                         | ✓   |       | Local & International calls<br>(From Reception, Extra charge) | ✓   |       |
| Mini Oven                      |     | ✓     | King Size Bed   | ✓   |       |
| Mini Bar (Soft drinks & Water) | ✓   |       | Twin Bed  | ✓   |       |
| Voltage                        | 220 |       | Sofa Bed  | ✓   |       |

| <b><u>Hotel Facilities</u></b>                           | <b>Av.</b> | <b>N/Av.</b> | <b>Charge</b> | <b>Free</b> |
|--|------------|--------------|---------------|-------------|
| Safe Deposit Box (In room)                               | ✓          |              |               | ✓           |
| WI- FI Connection – (Free of charge in all public areas) | ✓          |              |               | ✓           |
| Shops  | ✓          |              | ✓             |             |
| Laundry  | ✓          |              | ✓             |             |
| Shuttle Bus ( <i>Down Town</i> )                         |            | ✓            |               |             |
| Car Parking  | ✓          |              |               | ✓           |
| Car Rental   |            | ✓            |               |             |
| Doctor   | ✓          |              | ✓             |             |
| Currency Exchange Service                                |            | ✓            |               |             |
| Credit Cards ( <i>Visa, MasterCard</i> )                 | ✓          |              |               |             |
| <b><u>Entertainment</u></b>                              | <b>Av.</b> | <b>N/Av.</b> | <b>Charge</b> | <b>Free</b> |
| Live Band  | ✓          |              |               | ✓           |
| Animation Programs                                       | ✓          |              |               | ✓           |
| Folkloric Shows  | ✓          |              |               | ✓           |
| <b><u>Sports Facilities</u></b>                          | <b>Av.</b> | <b>N/Av.</b> | <b>Charge</b> | <b>Free</b> |
| Gym Room   | ✓          |              |               | ✓           |
| Sauna  | ✓          |              | ✓             |             |
| Steam Bath   | ✓          |              | ✓             |             |
| Jacuzzi  | ✓          |              | ✓             |             |
| Massage  | ✓          |              | ✓             |             |
| Billiard   | ✓          |              | Snooker       | ✓           |
| Swimming Pool ( <i>Fresh Water</i> )                     | ✓          |              |               | ✓           |
| Swimming Pool ( <i>Sea Water</i> )                       |            | ✓            |               |             |
| Heated Swimming Pool                                     | ✓          |              |               | ✓           |
| Indoor Swimming Pool                                     |            | ✓            |               |             |
| Tennis Court   | ✓          |              | Flood Light   | ✓           |
| Football Court   | ✓          |              |               | ✓           |
| Squash Court   | ✓          |              | Flood Light   | ✓           |
| Volleyball court   | ✓          |              |               | ✓           |
| Table Tennis   | ✓          |              |               | ✓           |
| Water Sports Center                                      | ✓          |              | ✓             |             |
| Pedal Boat   | ✓          |              |               | ✓           |
| Windsurf   | ✓          |              | ✓             |             |
| Diving   | ✓          |              | ✓             |             |
| Snorkeling Equipment                                     | ✓          |              |               | ✓           |
| <b><u>Beach &amp; Pool Facilities</u></b>                | <b>Av.</b> | <b>N/Av.</b> | <b>Charge</b> | <b>Free</b> |
| Sun Beds   | ✓          |              |               | ✓           |
| Sun Shades   | ✓          |              |               | ✓           |
| Towels   | ✓          |              |               | ✓           |
| Beach Volleyball Court                                   | ✓          |              |               | ✓           |

| <b>Food &amp; Beverage facilities</b> | <b>Av.</b> | <b>N/Av.</b> | <b>Charge</b> | <b>Free</b> | <b>Kids Facilities</b> | <b>Av.</b> | <b>N/Av.</b> | <b>Charge</b> | <b>Free</b>  |
|---------------------------------------|------------|--------------|---------------|-------------|------------------------|------------|--------------|---------------|--------------|
| Bar                                   | ✓          |              |               | ✓           | Kids Club              | ✓          |              |               | ✓            |
| Snack Bar                             | ✓          |              |               | ✓           | Kids Pool              | ✓          |              |               | ✓            |
| Breakfast Buffet                      | ✓          |              |               | ✓           | Kids Animation         | ✓          |              |               | ✓            |
| Lunch Buffet                          | ✓          |              |               | ✓           | Kids Menu              | ✓          |              |               | ✓            |
| Dinner Buffet                         | ✓          |              |               | ✓           | Kids Restaurant Seat   | ✓          |              |               | ✓            |
| Late dinner                           | ✓          |              |               | ✓           | Baby Cot               | ✓          |              |               | ✓            |
| Specialty A La Carte Menu             | ✓          |              | ✓             |             | Baby Sitting           |            | ✓            |               |              |
| Room Service                          | ✓          |              | ✓             |             | <b>TV Channels:</b>    |            |              | <b>Av.</b>    | <b>N/Av.</b> |
| Pub – free until midnight             | ✓          |              | ✓             | ✓           | Arabic Channels        |            |              | ✓             |              |
| Oriental Corner                       | ✓          |              |               | ✓           | English Channels       |            |              | ✓             |              |
| Meeting Room                          | ✓          |              | ✓             |             | French Channels        |            |              | ✓             |              |
| <b>Total No. Of Restaurant</b>        |            |              |               | <b>2</b>    | German Channels        |            |              | ✓             |              |
|                                       |            |              |               |             | Russian Channels       |            |              | ✓             |              |
|                                       |            |              |               |             | Polish Channels        |            |              | ✓             |              |

### Food & Beverage Schedule

| Outlet name                 | Operating Hours |          | Days of Operation | Meal(s) served                                | Location                              | Service Style   | All Inclusive                                     | Entertainment |
|-----------------------------|-----------------|----------|-------------------|---|---------------------------------------|-----------------|---|---------------|
|                             | From            | To       |                   |   |                                       |                 | Extra Charge                                      |               |
| Grill Restaurant            | 7:00            | 10:00    | Daily             | Breakfast                                     | Sea Side                              | Buffet          | All Inclusive                                     | House Music   |
|                             | 12:30           | 15:00    | Daily             | Lunch   | Sea Side                              | Buffet          | All Inclusive                                     | House Music   |
|                             | 18:30           | 21:30    | Daily             | Dinner  | Sea Side                              | Buffet          | All Inclusive                                     | House Music   |
| Oasis Pool Restaurant & Bar | 10:00           | 17:00    | Daily             | Beverages                                     | Pool                                  | Bar             | All Inclusive                                     | House Music   |
|                             | 10:30           | 12:30    | Daily             | Snacks  | Pool                                  | Tea Snacks      | All Inclusive                                     | House Music   |
|                             | 12:00           | 16:00    | Daily             | Ice cream                                     | Pool                                  | Ice cream       | All Inclusive                                     | House Music   |
|                             | 15:00           | 17:00    | Daily             | Pizza   | Pool                                  | Snacks          | All Inclusive                                     | House Music   |
| Palms Bar                   | 10:00           | 17:00    | Daily             | Beverages                                     | Beach                                 | Bar             | All Inclusive                                     | House Music   |
|                             | 15:00           | 17:00    | Daily             | Hot Snacks                                    | Beach                                 | Snacks          | All Inclusive                                     | House Music   |
| Reef Beach Bar              | 10:00           | 17:00    | Daily             | Beverages                                     | Beach                                 | Bar             | All Inclusive                                     | House Music   |
| Paradisio Bar               | 10:00           | 17:00    | Daily             | Beverages                                     | Pool                                  | Bar             | All Inclusive                                     | House Music   |
| El Khan Bar                 | 10:00           | midnight | Daily             | Beverages                                     | Main Building                         | Bar             | All Inclusive                                     | House Music   |
| Om Kolthom Bar              | 18:00           | 23:00    | Daily             | Beverages. Water pipe is against extra charge | Upstairs next to the Grill Restaurant | Oriental corner | All Inclusive. Water pipe is against extra charge | House Music   |
| Bierkeller Pub              | 18:00           | midnight | Daily             | Beverages                                     | Sea Side                              | Bar             | All Inclusive                                     | House Music   |
| Il Duomo Restaurant         | 18:30           | 21:30    | Daily             | Dinner  | Main Building                         | Buffet          | All Inclusive                                     | House Music   |
| Kalaboush PUB               | 22:00           | 02:00    | Daily             | Beverages                                     | Hotel Entrance                        | Bar             | All Inclusive till midnight only                  | DJ            |

**Outlets opening days & hours can be changed according to seasonality & hotel occupancy**

## **Restaurants rules & Dress code policy**

### **Dress code policy:**

Arabella Azur Resort enforces a strict dress code in all restaurants in order to maintain the highest Dress Code standards of service to all guests of all nationalities. The following attire is expected to be worn:

**Breakfast:** Shorts & sandals are allowed if worn with a decent shirt or polo shirt. Sleeveless shirts & beach/swimming wear is not allowed. Flexibility will be provided for children.

**Lunch:** Shorts, sandals & covered beach wear are allowed. Men are requested to wear proper T-shirt, polo-shirts & dry shorts. Women must cover bikini / swimsuits with light summer dress or appropriate tops. Beach/swimming wear is not allowed.

**Dinner:** Smart casual dress code. Men are required to wear shorts or trousers, decent shirts or polo's, closed shoes or sandals. Women are required to wear dinner dress or equivalent attire. Beach wear is not allowed.

### **Restaurant rules:**

Arabella Azur is an All-inclusive Resort, providing a large choice of food & beverage to guests inside each outlet. Removing food items from the restaurants is strictly prohibited. Special food requests are handled by the Restaurant Manager on individual basis & to be charge to the guest room.