

Welcome to Amarina Hotels Sharm El Sheikh

“Never on EARTH before, the Sun, the Moon, and the Star”

All Inclusive Privileges	Upon your check-in, you can enjoy the following services free of charge between 10:00 and 00:00 midnight, all hot & cold, alcoholic & non-alcoholic drinks are included. After midnight, all Alcoholic drinks in bars are against charge. Alcoholic drinks are served only to adults 18 years old & over. The official Check-in time is 14:00, the Check-out time is 12:00 Am. (fresh juices, Turkish coffee against charge) Please do not pay cash in our F&B outlets but upon Checkout at the Reception.
“Star” Main Restaurant	For All-Inclusive: Breakfast 07:00 till 10:00 – buffet style Late Breakfast 11.00 till 12.00 - Station Lunch 13:00 till 1500 – buffet style Snacks around the beach – pool area as follows. (sandwiches verities - Pizza – French Fries and Salads 12.00 Till 17.00 Dinner 18:30 till 21:00 – buffet style Late Dinner 22:30 till 00. 00 – buffet style
“Star” Lobby Bar	- 24/7 All hot & cold drinks and alcoholic & non-alcoholic Local Beer and Cocktails - Wine service at the lobby and main dining room - (from Midnight till 10:00 AM serving only non-alcohol drinks and soft drinks)
“Star” Pool Bar	Beverages (cold & hot drinks, cocktails, alcoholic & non-alcoholic drinks) Open Daily from 10:00 till sunset
“Sand Beach” Beach Bar	Beverages (cold & hot drinks, cocktails, alcoholic & non-alcoholic drinks) Lunch & Snacks from 12:00 till 14:00 & from 15:00 till 17:00 Sandwich – Fries & Salad Open Daily from 10:00 till sunset
Ala- Card Restaurants	B.B.Q oriental restaurant once per stay Cadillac American restaurant once per stay Fish restaurant against supplement charge
Dress Code	Smart casual is recommended; swim wear is not allowed in all the restaurants and lobby area.
Guest Relation	For any maintenance orders, special requests or assistance, please contact Reception (0)
Entertainment	Daily Morning & Evening animation program and shows Tennis – Volleyball and football Courts Weakley special event
Child Safety	Children are responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times.
Kids Club	Open Daily from 10:00 till 16:30 for children 4-12 years old. Evening Mini disco activities
Gym Room	Adult only, children are not allowed. Start 7:00 to 19:00

Tenants	The hotel accepts no liability and will not pay any compensation for accidents and complaints caused by Third Parties, such as hotel tenants (shops etc.)
Pools/Beach Aqua Park	Available 6 pools (3 for adults / 3 for kids) – Activity Pool, Family Pools & Aqua Park Pools. Children must be supervised by an adult at all times. Aqua Park open daily from 10:00 till 12:30 and from 15:00 till 16:30. Late breakfast from 10.00 to 12.00 Please familiarize yourself with the pool, slides & beach information, rules on the board. Please note: It is not allowed to reserve sunbeds at the pool and beach. It is not allowed to sunbath topless, please respect other guests staying in the hotel.
Minibar	Against extra charge, please choose your preferred package from the list.
Safe Box	Digital Safe Box is available in the room, free of charge. Instruction to the Safe Box is provided. Kindly leave the Safe Box door open before you Check-out from the hotel. Management of Amarina Hotels & Resort accepts no responsibility for valuable items left outside the Safe Box or in an opened Safe Box.
Laundry	Please use the laundry requisition and the laundry bag placed in your room. Service available against extra charge. Payment at the Reception upon Check-out. For assistance please contact Reception (0)
Rooms Towel	Hanging the towel on the rack means: “I'll use it again”, A towel on the floor means: “Please exchange” Please don't use towels to remove make up, otherwise any damages will be charged to the guest.

Room Cleaning	Times for room cleaning: daily from 09:00 till 17:00. Just mention for "Make Up" OR "Do Not Disturb". If you prefer a specific time for day time cleaning, please contact Reception (0)
Breakfast & Lunch Box	Please order your Breakfast Box or Lunch Box (free of charge) <u>only for excursions</u> one day before, till 20:00. Lunch Boxes at Check-out day not available. For assistance please contact Reception (0)
Limousine Service	Available upon request at the desk located in the lobby, against extra charge.
Doctor	Doctor available 24h upon request, against extra charge. For assistance or emergency please contact Reception (0)
Internet Service	Free Wi-Fi Service Available at the Lobby Area.
Wake-Up Call	To arrange your wake up-call please contact Reception
Food Allergy	Special menu is available upon request, please contact guest relations, restaurant manager or kitchen chef for assistance.
Payments	You may choose to pay your bill either by cash or by credit card (Maestro, Visa Card, and MasterCard).
Available upon request	Adaptor, iron, toilet seat for kids, wheel chairs, baby stroller and prayer mat.
Check-out Time	Please let Reception know one day before departure the time we can collect your luggage. At departure day please bring back the room key card along with the towel card and all-inclusive bracelets to the Reception and settle your account for any extra pay. Please note: we do not accept coins. Please be aware, the room key card will automatically be invalid after 11:00 Am on the day of departure. If you would like to stay in the room after 11:00 Am, please contact Reception one day in advance (late Check-out is subject to availability, against extra charge). For more information please contact Reception
Roof Top Regulations	Please do not enter the roof top areas of the buildings. Any damage or accident will be at your own risk. The hotel management will not accept any responsibilities for claims of injury.
Local Legislation	The Health & Safety standards and regulations in Egypt may not be the same as in your country of residence.

In case of emergency, please follow the fire exit map behind your room door.

Please, be advised that it is not recommended to bring food, drinks and water from outside the resort for Health & Safety reasons.

Please contact Reception or Guest Relation for any further information. HAVE A NICE STAY!