

**“Hard all-inclusive concept”**

We are delighted to welcome you at **Parrotel Lagoon Waterpark Resort**. This information guide has been thoughtfully prepared to help you make the most of our facilities and services, ensuring a truly memorable and unforgettable holiday

with us 😊

We wish you a relaxing and enjoyable stay.

**Dining open buffet**

**Lagoon Restaurant**

Breakfast	07:00 am – 10:00 am
Lunch	13:00 – 15:00
Dinner	18:30 – 21:00

**A la carte restaurants,**

Basilco “Italian cuisine”

LAYALI “Lebanese cuisine”

Once per stay for minimum seven nights for one of the Al La Carte restaurant.

Dinner only (From 18:30 till 21:00)

Pre-reservation 24 Hrs. in advance via our

**Snacks**

Late breakfast at Lobby Terrace Bar	11:00 AM – 12:00	Selection of breakfast bakeries
Splash water park bar	12:30 PM – 17:00	Pizza, sandwiches, salads & fruits
Beach bar	12:30 PM – 17:00	Pizza, sandwiches, salads & fruits
Rock bar (Main Pool)	14:00 – 16:00	Ice Cream
Lobby terrace bar	15:00 – 17:00	Sandwiches & French fries
Island bar	12:30 PM – 17:00	Pizza, sandwiches, salads & fruits

**Bars**

Lobby bar	10:00 AM – 00:00	Local alcoholic beverage, soft & hot drinks
Rocks pool bar	10:00 AM – 17:00	Local alcoholic beverage, soft & hot drinks
Beach bar	10:00 AM – 17:00	Local alcoholic beverage, soft & hot drinks
Splash water park	10:00 AM – 17:00	Soft drinks and hot drinks
Snacks bar	10:00 AM – 17:00	Local alcoholic beverage, soft & hot drinks
Island bar	10:00 AM – 17:00	Local alcoholic beverage, soft & hot drinks
Piano bar & disco	20:00 – 00:00	Local alcoholic beverage, soft & hot drinks

**Food and beverage note:**

- **Tea & Coffee** making facilities 2 bottle of water with complimentary daily refill.
- Local alcoholic beverage is included.
- Wine is served **only** in restaurants during lunch and dinner meals, and in Executive lounge bar.
- All our beverage varieties including alcoholic drinks, wine and beer **are served by glass**.
- **In case of any allergies or dietary requirements, please contact the front desk team.**
- Room Service 24/7 at Extra Charge. call EXT. (0)
- Please notify the front desk team by 20:00 Hrs. to request breakfast boxes.
- Late dinner is available from 22:30 till 2:00 only for late arrival guests after dinner time or for late arrival guests from excursions with prior reservation with our front office team 24 Hrs. in advance.

**Fitness center**

- Spa services are available during the day from 08:00 am till 20:00 pm, sportswear and athletic, Shoes should always be worn in the fitness center.
- Open air Jacuzzi pool is available from 08:00 AM till Sunset” included in the all-inclusive concept”
- Gym is available from 08:00 until 20:00” included in the all-inclusive concept”, and all other services are against extra charge according to our Spa price list.

### **Services not included in the Hard all-inclusive concept**

- Disco in the piano Bar from 12:00 midnight – 02:00 AM
- Diving center, spa treatments, local/international phone calls
- Laundry service, photographs, gift & souvenir shops, Limousine service, medical services, Babysitting – Special event
- Fresh juices, Turkish coffee, local premium spirits, bottled beer and wine

### **Important information**

- **The Children up to 14 years old are under the responsibility of their parents at all times and in all places in the hotel**
- **Children up to 14 years old should be accompanied by their parents upon using all swimming pools without any liability on the hotel.**
- **No jumping or swimming are allowed in the LAGOON, no life guards are securing this water area**
- Kids club are opened from 10:00 till 17:00 on daily basis. (Please fill the registration form upon entering the kids club and mention if there is any health problems history for your child).
- Animation activities started at 10:00 till 23:00 (Break times: From 13:00 till 15:00 & from 17:00 till 19:00 (Kindly review the animation program schedule hanged on board at lobby terrace)
- Check in & check out procedure: check in at 14:00 and check out is 12:00 mid-day.
- Aqua Park operating hours are from 10:00 till 13:00 and from 15:00 till 17:00
- Hotel doctor is available 24/HRS against extra charge.
- Please leave your luggage outside your room and our concierge will collect them to the reception.
- You should return your key card and towel cards upon check out (chargeable EGP 500 in case of losing). Your key card will deactivate at midday, if you require a late checkout, please reactivate your card before midday of your departure day with the reception. Please check availability and prices with our reception team 1 day prior to departure date.
- Money exchange is available at the ATM machine situated in the lobby, contact reception for help.
- Free WI-FI in the room and public areas
- Pools & beach are open at 08:00 AM till Sunset.
- Free shuttle bus from and to the beach **every one hour**, moving from the hotel's main gate
- DO NOT walk on the corals or feed the fish.
- DO NOT take anything from the RED SEA i.e. corals, shells etc.
- The beach has a jetty and it is 120 meters long.
- Laundry services are provided at an additional fee from 08:00 AM till 18:00, call N. (0). Please review the price list for laundry in your room
- Club cars are available from & to Aqua Park during the day.
- Please do not make any cash payment for any extra charge service, please sign your check and it is possible to pay and close your bill one day before or during check-out
- For any assistance during your stay please contact our guest service center via dialing (0)



Parrotel Lagoon management is wishing you a pleasant stay in our resort