

Dear Guest,

It is our sincere pleasure to welcome you at Cleopatra Luxury Resort Sharm El Sheikh, where our enthusiastic team is looking forward to making your stay enjoyable and comfortable.

This directory (Summer 2020) is a quick reference guide about anything you might need during your stay with us.

GENERAL HOTEL INFORMATION
Summer 2020

*Please note that all meals and drinks will be served by Cleopatra team.

Restaurants:

- Early light Breakfast at the Lobby 05:00 – 07:00
- Late breakfast (Lobby Bar & Beach Grill Restaurant) 10:00 – 12:00
- The Market (Main Restaurant)

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| Breakfast | 07:00 – 10:00 |
| Lunch | 12:30 – 14:30 |
| Dinner | 19:00 – 21:30 |
| Late Dinner | 22:00 – 00:00 |
| (Ready sandwiches, soup & pastries) | |

- Beach Grill Bar & Restaurant Lunch 12:00 – 16:00
- Beach Grill & Activity pool Bar Ice Cream 10:00 – 16:00
- Lobby Bar Tea Time & Cakes 15:00 – 17:00

A la Carte Restaurants:

- Fellini (Italian) Dinner 19:00 – 22:00

- Our all-inclusive guests are entitled for one time per 4 nights, two times per 7 nights at our A La Carte Restaurant Fellini.
- Reservation in advance is required through Guest Relations from 10:00 to 12:00 and from 14:00 to 16:00.
- We would like to reconfirm the credit we afford to our guests in A La Carte Restaurants as follow:
80 LE. For guests based on half board and all-inclusive meal plan (applied on Set Menu) in case if you would like to visit the A La Carte Restaurant out of the allowed times included in the all-inclusive formula, you can enjoy that credit.

Bars:

- Lobby Bar 24 hours
- Lobby Bar, Beverage served at extra charges 02:00 – 10:00
- Pilli Pilli Pub (outdoor area only) 16:00 – 02:00
- Grill Beach Bar 10:00 – 17:30
- Activity Pool Bar 10:00 – 17:30

Beach Towels: Towels are placed at the room and changed during daily cleaning or upon request. Please dial **ext. 165**

Do Not Disturb: For quiet relaxing time on the pools & beach, please, contact the towel desk to get “Do Not Disturb” sign.

Credit Cards: Cleopatra Luxury Resort accepts Visa, Maestro & Master Card for payment. For currency exchange, an ATM machine is available in the lobby area and/or Bank located next to the hotel premises.

Check In/out: Check out time is 12:00 & check in time is 14:00. Late checkout is at additional charge upon availability. Please, call to Reception Desk one day ahead of your departure.

Electronic registration: Electronic registration possible with prior emailing ID photocopies and required information

For any further information and questions please feel free to contact Reception or Guest Relations

Dress code: For safety & hygiene reasons all indoor restaurants require our guests to wear proper clothing “No barefoot, No bathing suits”. In all restaurants dress code is “smart casual elegant”. Dear gentlemen please avoid short pants in general and please wear trousers.

Pools: There are 4 swimming pools for adults on site and 2 swimming pools for children, please keep the distance of 3 meters between sunbeds. Please do not swallow pool water.

Doctor: In case of any needed medical support or developed symptoms, please, contact Reception or Guest Relations. The hotel doctor is available upon call 24 hours a day (ext. “0”), service provided at additional charge.

Outside food and beverage: Due to the hotel health and safety regulations, it is not permitted to bring food from the outside in the resort.

Internet: The Hotel offers Wi-Fi service in all suites and in public area: lobby, pools, outlets, meeting room. Please ask the reception for high speed internet WIFI access (chargeable). For more information, please, dial 0.

Kids Club “Hippo”: Our Kids Club is open daily from 10:00 to 12:30 & from 15:00 to 17:00 - for children of 3 to 12 years. All activities will be held on the open area only. For more information, please, dial 0.

Laundry: Laundry service is available 7 days a week; the price list is placed inside your wardrobe (Special Offer, fill your laundry bag with 18 pieces of clothes by cost 160 LE).

Luggage: We are happy to offer you our luggage service on request. All luggage will be disinfected upon arrival & departure. Please, contact Concierge Desk for collection or storage of your luggage (ext. 140).

Mini-bar: You are entitled for one bottle of mineral water per person per day. Mini-bar refilling is at extra charge upon request (ext.0)

Room Service is available 24 hours and will be charged on your room bill. Please dial 150.

Safe- box: Free Safe Deposit Box is available in your room. Please follow the instruction guide on the safe deposit box, to program your own secret code. Free Safe Deposit Box is available as well on the reception desk (Please contact reception). The Hotel Management takes no responsibility for any valuables left unattended in guest rooms and public areas

Transportation: Please, contact Concierge Desk (ext. 140) in order to check and confirm pick up or drop off to the airport.

Wake up call: for your timely wakeup call, please call operator (ext. 0).

Tennis court: Two acrylic - carpet tennis courts are available at additional charge for floodlight 15 Euro per hour. For reservation please contact GYM instructor from 08:00-18:00

GYM: located on the left side of the main building, opening from 08:00 till 20:00 with limited number of the guests (ext. 151).

Quarantine: There is a place for quarantine in case of any symptoms of infection with COVID-19 disease.

Your voting and recommendations are highly appreciated on www.tripadvisor.com

NOTE: the Hotel management reserves its rights to apply any changes in the above concept & time table due to weather conditions, guest requisitions, etc. or any force major development - without prior notification.