

Dear Valued Guest,

As we continue to navigate the unprecedented challenges due to the novel coronavirus (COVID-19), your health and safety—and that of our team members— remains our top priority. During this period, we continue to adhere to all federal, state and local government mandates and public health authority guidelines. As a result, your stay and experience may look different during this time.

<b>All-Inclusive</b>	With the All-Inclusive package, you can enjoy the following services <b>free of charge</b> : Hot & cold, local alcoholic & non-alcoholic drinks in designated outlets. <i>(Fresh Fruit Juice and Turkish Coffee available with additional charges)</i> <b>Alcoholic beverages are served only for 21+ years.</b>
<b>Facebook &amp; Instagram</b>	Follow us on <b>Facebook</b> : Hilton Hurghada Plaza <b>Instagram</b> : hiltonhurghadaplaza
<b>Dress Code</b>	All guests are requested to wear appropriate swimming apparel upon entry into the pool & beach areas
<b>Dining Options</b>	
<b>Rostrata Restaurant</b>	<b>Limited Buffet Service:</b> <b>Breakfast</b> 07:00 - 10:30 <b>Lunch</b> 13:00 - 15:00 <b>Dinner</b> 19:00 - 22:30  <b>During meals:</b> <b>Beverages</b> Local House Wine by Glass, Draft Beer, Local Spirits & Cocktails, Soft/Hot Drinks. <b>During breakfast, no alcoholic drinks are served in the restaurant.</b> Facemasks or coverings are required during meals times at the buffet.
<b>Coquina Lobby Bar</b>	The All-Inclusive drinks menu is served from 11:00-23:00 including the below: Local House Wine by Glass, Draft Beer, Local Spirits & Cocktails, Soft/Hot Drinks. <b>Charges apply for beverage service from 23:00-02:00.</b>
<b>Poseidon Café</b>	All-Inclusive hot drinks available (teas, coffees) from 08:00-22:00. Chef's daily selection of patisserie and cakes; Selection of ice-cream available daily. <b>(Chargeable)</b>
<b>Bluefin Pool Bar</b>	From 09:00 – 17:30 <b>Beverages:</b> Draft Beer, Local Spirits & cocktails, Soft/Hot drinks. <b>Food:</b> Snacks according to Chef Choice from 11:00 – 13:00 & 15:30 – 17:00 <i>*Snacks are not permitted to be consumed on the sunbeds. Designated snacks areas are available.</i>
<b>Delphine Pool Bar</b>	From 09:00 – 17:30 <b>Beverages:</b> Draft Beer, Local Spirits & cocktails, Soft/Hot drinks. <i>*Snacks are not permitted to be consumed on the sunbeds. Designated snacks areas are available.</i>
<b>Sands Beach Bar</b>	From 09:00 – 17:30 <b>Beverages:</b> Draft Beer, Local Spirits & Cocktails, Soft/Hot Drinks. <b>Food:</b> Snacks according to Chefs Choice from 11:00 – 13:00 & 15:30 – 17:00 <i>*Snacks are not permitted to be consumed on the sunbeds. Designated snacks areas are available.</i>
<b>Ice Cream</b>	Available on the beach <b>(chargeable)</b> .
<b>Lophelia Seafood Restaurant</b>	Every day except Tuesday from 19:00 - 22:00 (Last orders 21:30) <b>(chargeable)</b> . <b>With Prior reservation All-inclusive guests are entitled to receive a 100le voucher per room, per stay to dine in Lophelia.</b>
<b>Turkuaz Restaurant</b>	Every day except Monday from 13:00 - 22:00 (Last orders 21:30) <b>(chargeable)</b> . <b>With Prior reservation All-inclusive guests are entitled to receive a 100le voucher per room, per stay to dine in Turkuaz.</b>
<b>WOK Asian Restaurant</b>	Every day except Sunday from 18:30 - 22:30 (Last orders 22:00) <b>(chargeable)</b> . <b>With Prior reservation All-inclusive guests are entitled to receive a 100le voucher per room, per stay to dine in WOK.</b>
<b>In Room</b>	
<b>Tea &amp; Coffee</b>	Replenished daily upon consumption.
<b>Mini-bar</b>	Please press the Magic button to place your order <b>(chargeable)</b> .
<b>Breakfast &amp; Lunch boxes</b>	Please order one day in advance (until 20:00). Please press the Magic button to place your order.
<b>In-Room Dining</b>	24 hours - Menu available in the digital room directory on your TV. Please press the Magic button to place your order <b>(chargeable)</b> .
<b>Anaconda Night Club</b>	All-Inclusive drinks menu is served from 20:00-23:00 including the below: Local House Wine by Glass, Draft Beer, Local Spirits & Cocktails, Soft/Hot Drinks.

**Charges apply for beverage service from 23:00-02:00.**

**Services**

<b>Entertainment</b>	Every night from 20:00- 23:00 in the Anaconda Night Club.
<b>Sports and Recreation</b>	<b>Gym</b> accessible via key card 24hrs. Fitness instructor available daily from 8:00 - 18:00. <b>It is not permitted for children under 18 years old to use the gym equipment.</b> <b>It is not permitted to use the gym without sport shoes.</b> <b>Tennis &amp; Squash</b> – (Chargeable) please contact the Concierge desk for details and reservations. <b>Billiards Table</b> – (Chargeable) please contact the Concierge desk for details and reservations
<b>Beach</b>	Animation activities are taking place on the right side of the beach throughout the day, or you can enjoy our quieter area on the left side of the beach for rest and relaxation.
<b>Clownfish Kids Area</b>	Clownfish Aqua Park and Kids Area from 09:00 - Sunset
<b>Internet</b>	Free internet access ( <b>standard speed</b> ) Hilton Honors Diamond members can enjoy ( <b>premium speed</b> )
<b>Red Flag</b>	To enjoy your day without interruptions, you are kindly requested to tie the red flag on your umbrella or sunbed. <b>The red flags are available at the Towel Center.</b>
<b>Sunbed Reservation</b>	Kindly note that it is not permitted by the hotel association committee to reserve sunbeds
<b>Safe Box &amp; USB Chargers</b>	There is a safe box and USB charger available on your umbrella on the beach free of charge. You will find the instructions next to the safe. Please check with the recreation team for any assistance. <b>The Management of Hilton Hurghada Plaza takes no responsibility for valuables left in/outside the safe box or in an open safe box.</b>
<b>Room Cleaning</b>	Room servicing will be upon request at your preferred time and frequency. Please press the Magic button to arrange suitable timing and frequency for servicing your room. <b>Please keep your safe box locked all times.</b>
<b>Linen, Pillows and Bathrobes</b>	<b>Linens, Pillows and Bathrobes</b> may not be taken on excursions due to hotel hygiene regulations. <i>*Used beach towels can be exchanged for fresh towels at the Pool and Beach Towel Centres.</i>

**Services at a Charge**

<b>Spa</b>	Available from 09:00 A.M to 18:00 P.M ( <b>Chargeable</b> )
<b>Laundry</b>	Available upon request ( <b>chargeable</b> )
<b>Shisha</b>	Closed
<b>Romantic Dinner</b>	Available upon request ( <b>chargeable</b> )
<b>Water Sports and Diving</b>	Available from 09:00 A.M to 18:00 P.M ( <b>Chargeable</b> )
<b>Shopping Arcade area</b>	Gift shop & Jeweler at the lobby area ( <b>chargeable</b> )
<b>Limousine</b>	Available upon request ( <b>chargeable</b> )
<b>Doctor Services</b>	On-call doctor available 24-hours ( <b>chargeable</b> )
<b>Tattoos/ Henna</b>	Not recommended for safety. Hotel management will not be held responsible for any damage or injury related to these services.
<b>Local Legislation</b>	The Health & Safety standards and regulations in Egypt may not be the same as in your country. Please follow and pay close attention to the safety instructions placed in the hotel.
<b>Health &amp; Safety</b>	Please note that for your own safety you should refrain from swimming for 2 hours after a long flight. <b>Please be advised that it is not permitted to bring food, drinks and water from outside the Resort for safety reasons.</b>
<b>Tenants</b>	The Hotel accepts no liability and will not pay any compensation for incidents or complaints caused by Third Parties such as hotel vendors (shops, water sport centers, sport activities etc.).
<b>Outside Visitors</b>	Outside visitors are permitted in the hotel outlets and public areas only.

- The All Inclusive package is designed for your personal consumption only – it is not transferrable to a third party. The glass for consumption inside the outlets serves all beverages only.
- All beverages are served one glass per person for consumption inside the outlets only. Please refrain from taking any glass or chinaware around the pool and beach areas, to prevent any health and safety risks.
- No swimwear is allowed to be worn inside the bar and restaurant outlets during meal service. For dinner, the dress code is smart casual.
- Should you have any further questions or would like to make any reservations for the above activities, please contact the concierge team at the reception desk.