



GENERAL HOTEL INFORMATION

Air Conditioning:

The control is inside your room. To get the air condition working, please place the power saver attached to the key ring into the slot next to the bathroom door.

Armband - «Ultra all-Inclusive»:

On arrival you received an «Ultra All-inclusive» armband. Please wear it during your stay. This will make it easier for our staff to recognize you as a hotel guest.

Aqua Slides Attractions & Horror Room of "BLACK PEARL" Pirate's Ship:

Enjoy & have fun with our aqua slides attractions of "BLACK PEARL" Pirate's Ship: daily from 10.00 – 12.00 hrs. and 14.30 – 16.30 hrs. A horror room in the Ship's Belly is worth to be visited!

Beverages:

Our «Ultra All-inclusive» concept offers non-alcoholic & alcoholic beverages of Local Production. International Imported Beverages available for a fee, ask the price list in the bars.

Bars: Open From - To:

« RICK'S » Bar – Lobby Bar	10.00 – 00.00 hrs. (ONLY non-alcoholic beverages) NO SMOKING!
« CELEBRITIES » Bar – Lobby Bar	17.00 – 00.00 hrs.
« ADULT ONLY » Bar – Lobby Bar	17.00 – 00.00 hrs. (winter season only)
« DOLCE VITA » Bar – Pool Bar	10.00 – 18.00 hrs.
« COYOTE UGLY » Bar – Pool Bar	10.00 – 18.00 hrs.
« VITAMIN » Bar – Pool Bar	12.00 – 18.00 hrs. (not in «UAI» Concept)
« I -SCREAM » Cafe – Ice-Cream Cafe	15.00 – 18.00 hrs
« OO7 » Bar – Beach Bar	10.00 – 18.00 hrs. (winter season) 10.00 – 00.00 hrs. (summer season)
«SPARKS» Disco – Discotheque & Bar	After show – approximately: from 23.00 – 02.00 hrs. (Beverages are not included in «UAI» Concept)

Beach/Pool Towels:

Beach towel cards you will receive upon arrival at the Reception. The card is under your personal responsibility and can be exchanged against a towel. Always ask about your card when returning the towel. The card will be collected on the day of departure, any loss will be charged at 200 L.E.

Towels are available at several beach towel centres. To protect the environment we ask if you only change it whenever it's needed. Thank you for your understanding.

Cinema 3D:

World of Cinema invites all film lovers in our 3D Cinema.

Children's movie: daily from 17.00 – 19.00 hrs. and later – adult's movie: from 20.00 – 22.00 hrs.

Departure:

On departure please leave your room at 12.00 hrs. and remember to hand over the key, towel cards and «Ultra All-inclusive» bracelet to the Reception, as well as settling your account.

Dress Code:

Men are requested to wear at least a knee length short and a short-sleeved shirt/T-Shirt. In general no swimwear is allowed in the Restaurants.

Disco:

«SPARKS» Discotheque & Bar invites you after the evening show – open from 23.00 till 02.00 hrs. **(all beverages against charge).**

Attention: as per Egyptian Law, all children under 16 years old have to leave the disco at 00.00 hours!

Electricity & Voltage:

The voltage at the hotel is 220 V. When you enter the room, please place your key tag in the slot next to the bathroom door. If you need an adaptor for your electrical equipment, please contact the Reception. **Due to frequent power cuts in summer in Egypt this may effects on A/C, TV and the water pressure. We appreciate your understanding.**

Environment:

Please deposit the reusable hard plastic glasses on the collection points available in our resort.

By Egyptian law it is compulsory to spray against flies and mosquitoes at Sunrise and Sunset.

It is strictly forbidden to smoke the water pipe in the room or balcony.

Excursions:

A big variety of excursions are offered through your tour operator. Please find the consulting hours on the info board of your Tour Leader. If you have any further questions please contact the Reception.

Health Club – Spa:

Our fitness room is open daily from 09.00 – 19.00 hrs. Please check with the responsible employees about an appointment for massages and Spa treatments.

Lunchbox:

A lunch box for your excursions can be ordered for the next day at the Reception before 19:00 hrs.

Laundry:

We offer a laundry service at our hotel. Please take note of the prices and schedule for the collection of your laundry. The laundry price list and laundry bag are placed in the cupboard in your room.

Lost and found:

In case of loss of your personal belongings at the hotel, please contact reception.

Money Exchange:

An ATM machine is situated beside the Reception.

Pharmacy / Doctor:

A pharmacy is situated right next to the hotel. The hotel doctor is available from 14.00 – 16.00 hrs. In emergency cases the doctor can be reached 24 hours through the Reception.

Pool:

The pools - including the Kid's pool - can be used from 08.00 – 17.00 hrs.

Restaurants: Open From - To:

«INDIANA JONES » – Main Restaurant	– Breakfast (Open Buffet) – International Flair	07.00 – 10.00 hrs.
«GREASE » – Fast Food Restaurant	– Continental Breakfast	10:00 – 12.30 hrs.
«INDIANA JONES » – Main Restaurant	– Lunch (Open Buffet) – International Flair	12.30 – 14.30 hrs.
«INDIANA JONES » – Main Restaurant	– Dinner (Open Buffet) – International Flair	18.30 – 21.00 hrs.
«GREASE » – Fast Food Restaurant	– Fast food	12.30 – 07.00 hrs
«007 » – Beach Bar & Restaurant:	– Snacks	12.30 – 14.30 hrs.
«007 » – Beach Bar	– Tea/Coffee and Pastries	15.30 – 17.00 hrs.
«007 » – "A La Carte" Restaurant	– Dinner - Seafood Specialties / with reservation	18.30 – 21.30 hrs.
«DON VITO » – "A La Carte" Restaurant	– Dinner - Italian Flair / with reservation	18.30 – 21.30 hrs.
«ALADDIN » – "A La Carte" Restaurant	– Dinner - Oriental Flair / with reservation	18.30 – 21.30 hrs.
«OCEAN'S 11 » – "A La Carte" Restaurant	– Dinner - Star's Menu / with reservation	18.30 – 21.30 hrs.
«BUFFALO BILL » – "A La Carte" Restaurant	– Dinner - Meat/Chicken Specialties / with reservation	18.30 – 21.30 hrs.

Please don't take any food or drinks out from the restaurants due to hygienic reasons!

To ensure a fast and smooth service, please order only 2 drinks per person.

Safe:

The safety deposit box rent is free of charge, please contact Reception.

PLEASE NOTE: THE HOTEL CANNOT BE HELD RESPONSIBLE FOR ANY VALUABLE ITEMS LEFT IN THE ROOM.

Shopping Mall:

In our shopping mall are different souvenir shops, KODAK, Jewellery shop and a mini market situated.

Sport & Entertainment:

A big variety of sports and entertainment awaits you! Your MOVIE GATE Entertainment Team would like to inform you about our program and sports activities, which are included in our «Ultra All-inclusive» concept. Please check the info boards with our daily program from aerobics to shows situated in the Lobby and Beach.

PLEASE NOTE: THE HOTEL CANNOT BE HELD RESPONSIBLE FOR ANY SPORT ACCIDENTS.

Taxi Service and Shuttle Bus:

A Taxi Service is available next to the Reception. A shuttle bus can be organized depending on number of passengers.

Telephone and Fax:

Contact the telephone operator by dialling "0". The operator can also send faxes.

Tennis:

The tennis equipment and the floodlight are against charge. For more information and prices contact our Hotel Cashier located in Billiard Room.

TV:

A TV set with satellite reception with an international variety of programmes is available in your room.

Wake-up call:

Please contact the Operator by dialling "0" for a wake-up call.

Water sport activities:

The hotel has a Diving Center, Aqua Center & Kite - and Windsurfing Center located on our hotel beach.

PLEASE NOTE: THE HOTEL CANNOT BE HELD RESPONSIBLE FOR ANY SPORT ACCIDENTS.

WI-FI & Internet:

The hotel offers WIFI and Internet against charge. WIFI in the lobby area is free of charge. For more information contact the Reception.