SUNRISE
Remal Resort
SHARM EL SHEIKH

Welcome Home to SUNRISE Remal Resort

Select All Inclusive privileges & Bracelet	You may enjoy your All-Inclusive privileges starting from the arrival day until the departure day . The official **Check-In time is 14: 00** & the **official Check-out time is 12:00**. The bracelet has to be worn the whole stay and to be shown if requested**.** All the à la carte restaurants are available upon prior reservation. Alcoholic drinks are served from 18+. All Inclusive privileges are from 10:00 – 00:00 **(alcoholic drinks are not served/sold from 06:00 till 10:00).** Please do not Pay Cash in our Food & Beverage Outlets, but upon Check-out at the Reception. For any assistance please contact Reception **Ext. #0.**
NO SMOKING	As per the policy of the hotel, all indoor areas such as Restaurants, Bars, Lobby, Reception, Rooms, etc. are n**on-smoking areas**.
"Heliodoro" International Restaurant (Buffet)	**Breakfast** 07:00 to 10:30 **Lunch** 12:30 to 14:30 **Dinner** 18:30 to 22:00 **Late Snack** 22:30 to 00:00
"Gamila" Egyptian Restaurant	Serving A La Carte Egyptian Cuisine **Dinner** 18:30 to 22:00 Please reserve your table trough the reservation touch screen located next to Guest Experience Center at least 1 day in advance.
"Elia" Mediterranean Restaurant	Serving A La Carte Mediterranean Cuisine **Dinner** 18:30 to 22:00 Please reserve your table trough the reservation touch screen located next to Guest Experience Center at least 1 day in advance.
"Manohar" Indian Restaurant	Serving A La Carte Indian Cuisine **Dinner** 18:30 to 22:00 Please reserve your table trough the reservation touch screen located next to Guest Experience Center at least 1 day in advance.
"Frida" Mexican Restaurant	Serving A La Carte Mexican Cuisine **Dinner** 18:30 to 22:00 Please reserve your table trough the reservation touch screen located next to Guest Experience Center at least 1 day in advance.
"Chimichurri" Steak House Restaurant in Remal Beach	Serving A La Carte Steak Cuisine **Dinner** 18:30 to 22:00 Please reserve your table trough the reservation touch screen located next to Guest Experience Center at least 1 day in advance.
"Mai Thai" Thai Restaurant in Remal Beach	Serving A La Carte Thai Cuisine **Dinner** 18:30 to 22:00 Please reserve your table trough the reservation touch screen located next to Guest Experience Center at least 1 day in advance.
"Basilico" Italian Restaurant in Remal Beach	Serving A La Carte Italian Cuisine **Dinner** 18:30 to 22:00 Please reserve your table trough the reservation touch screen located next to Guest Experience Center at least 1 day in advance
"Felucca" Seafood Restaurant in Remal Beach	Serving A La Carte Seafood Cuisine **Dinner** 18:30 to 22:00 Please reserve your table trough the reservation touch screen located next to Guest Experience Center at least 1 day in advance. **Against extra charge**
Snacks	**Chiringuito Beach Bar** 12:00 to 17:00 (located at Remal Beach) **Elia Restaurant** 12:00 to 17:00
Sun Ray Lobby Bar	Open and All Inclusive 24 hours Beverages Service (All Inclusive privileges till midnight 00:00, any beverage facilities after this time till 10:00, will be against extra charge except water, tea, coffee & hot chocolate.). **Tea time from 15:00 to 17:00**
Bars	**Island Pool Bar** Beverage 10:00 to 17:00 **Arena Bar** Beverage 18:00 to 00:00 **Chiringuito Beach Bar** Beverage 10:00 to 17:00 (located at Remal Beach) **Solana Bar** Beverage 10:00 to 17:00 (located at Remal Beach) **Oriana Bar** Beverage 10:00 to 17:00 (located at Remal Beach- Adults Only)
Yazol Shisha Tent	Beverages 18:00 to 00:00 Shisha (water pipe)- all for extra charge.
Beverages	All drinks hot & cold, non-alcoholic & local alcoholic (according to market availability) are included. All beverages are served by glasses (beverages served in bottles- extra chargeable, fresh juice- extra chargeable); daily refill of mini bar (in your room) with water and weekly with soft drinks (other drinks extra chargeable). All Inclusive privileges till 00:00, any beverage facilities after this time till 10:00 will be against extra charge. All Bars are self-service.
Dress code	We kindly request you not to wear swimming costumes in the Lobby & Reception area or in the restaurants during the meals and no slippers, shirts without sleeves or shorts during the dinner.
Signing Checks	Kindly be informed that in case you sign any check it will be automatically charged to your bill.
Guest Experience Center	Any maintenance order, room service order or special requests in your room please dial Ext #0.
Payment/Money exchange	The possibility to choose either to pay cash or to pay by Credit Cards. The hotel accepts: American Express / Visa / Master / Diners Card. Ext. #0. ATM, money exchange machine is available in the Lobby.
Safe Box	A digital safe available in your room free of charge. Kindly keep your safe door open before you check out from the hotel. The Management of SUNRISE Remal Resort takes no responsibility for valuable items left outside the closed safe box or in an opened safe box.
Lunch Box	Please contact your Tour Leader to make an order at the Reception for your excursions. It should be done at least one day in advance until 20:00 Ext. #0.
Spa & Wellness	Spa is open from 10:00 till 19:00 against extra charge. For more info kindly contact the Spa Center. Complimentary Spa credit voucher (Age: 16+, with prior reservation and non-transferable). Sauna, Steam Bath & etc. (chargeable, with prior reservation, Age: 16+)

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Beauty Salon	Open daily from 10:00 till 19:00 (16+), with prior reservation. All services are with extra charge. Complimentary Beauty Centre credit voucher (with prior reservation and non-transferable).
Gym (16 +)	From 08:00 till 20:00 (Free of Charge). It is not allowed to use the GYM without sport shoes.
Tattoos	**Please be advised not to use "Henna Tattoos" as it is not recommended for safety reasons. The management is not responsible for any personal injury or damage of hotel property (i.e. linen, towels, etc.) due to Henna Tattoo; this is on the guest's own responsibility.**
Recreation & Leisure Facilities	There are 2 swimming pools, including 1 Kids Pool & a small Aqua Park with 3 slides.
Child Safety	Children are the responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times.
Baby Sitting	Against extra charge and upon availability with prior reservation one day in advance. Please contact the Reception Desk #0.
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, water sport centers, sport activities etc.)
Towel for Beach & Pools	**The towel card, which you received upon Check-in, entitles you to get daily one towel at one of Towel Centers between 08:00 and 17:00 (give back your towel before 18:00 to get back the card).** Kindly be advised to give back the towel card upon check-out at the Reception. Lost towel card will be charged with 200 LE. It is not allowed to reserve sun beds at the pool or beach, any towels and/or personal belongings will be removed by recreation team.
Red Flag	To enjoy your day without interruptions, you are kindly requested to put the red flag on your umbrella. **The red flags are available at the Towel Centre.**
Topless	**It is not allowed for ladies to stay topless in the beach or pool area.**
Entertainment	You can get all information about our animation and evening program from the info boards. For more information please contact the Reception. Ext. #0.
Kids Club	Kids Club is open every day from 10:00 to 12:00 and from 15:00 till 17:00 Mini Disco on daily basis at 20:30. For more information please contact the Reception.
Telephone Calls	To access an international direct line from your room, please call Reception # 0. One-minute costs approximately 18 LE. To call another room please dial the number 5 + the room number.
Clinic	The Clinic is open from 10:00 till 12:00 and from 18:00 till 20:00 **(Extra Charge)** In emergency cases please dial Ext. #0 (24 Hours). Against extra charge, to be paid at the Reception.
Wi-Fi	**Free Wi-Fi Throughout the Resort. To log in: Step 1**- Connect to SUNRISE Remal Resort. **Step 2-** Open your internet browser. **Step 3-** will appear Log-in screen, fill in the Username & Password. **In case of any difficulties please contact the Reception**.
Laundry	At your service against extra charge. Please use the price list and the laundry bag in your room. For more information please dial Ext. # 0. (Payment at the Reception upon check–out).
Room Cleaning Time	**Daily Room Cleaning Time: from 09:00 till 17:00.** If you prefer a special time, please call #0. **Kindly note that if your safe box is open, we will not be able to clean the room.**
Limousine	For the Limo service & price list please contact the limo desk in the lobby. **(Extra Charge)**
Key System	Please keep it **away from mobile phone or water** otherwise the magnetic key will not work. Please return the key card back to Reception upon Check-out. As we are an environmentally aware hotel, please don't leave your key in the power saver while you are not in the room.
Check-out	Please note that the **check-out time is 12:00**. Please let the Reception desk know when we can pick up your luggage 1 day before your check-out. You are kindly requested to bring back the room key to the Reception and settle your account if you have any extras to p ay. Please note that we do not accept the payment with coins. **If you would like to stay longer in the room (as per availability) this will incur an extra charge.** For more information please contact the Reception. Ext. #0.
Roof Top Regulations:	**Please refrain from entering the roof top of the buildings. Any damage or accident will be at your own risk. The Hotel Management will not assume any responsibility for any incident or claim.**

Please be advised that it is not recommended to bring food, fruits, drinks and water from outside the Resort for safety Reason.

Please be informed that in case you will have visitors from outside, extra charge will be added to your bill.

Kindly be advised to keep your chocolate or sweet inside your mini bar, in order to avoid any pests to be in the room

WE WISH YOU A NICE STAY!