SUNRISE
GRAND SELECT
Crystal Bay Resort
HURGHADA

Welcome home at SUNRISE Crystal Bay Resort -Grand Select-
All Inclusive Concept

-Grand Select- All Inclusive Privileges	With the all-inclusive bracelet, you can enjoy the following services free of charge; breakfast, lunch & dinner in The Gallery International Restaurant, plus the choice of breakfast in Dalila restaurant & snacks in the Poseidon Restaurant. Local alcoholic beverages (no alcoholic drinks are served between 06:00 – 10:00 & alcoholic drinks are served from 18+) & soft drinks, À La Carte Restaurants (excluding Felucca) subject to availability and limited to SUNRISE Crystal Bay Restaurants. The official check-in time is 14:00 & check-out time 12.00. À La Carte restaurants require reservation which can be made on the touch screen computer located in the main lobby one day in advance, for any assistance contact the Guest Experience Center on #3. You are not required to pay cash in our F&B outlets, but upon check-out at the Reception on #1.		
The Gallery Restaurant	Early Breakfast	06:00 - 07:00 (Early continental breakfast is available upon request with prior reservation one day in advance)	
	Breakfast	07:00 - 10:30 (No alcoholic drinks are available during breakfast)	
	Lunch	13:00 - 15:00	
	Dinner	19:00 - 22:00	
Poseidon Restaurant	Beach Snacks	12:00 - 17:00 (Kindly note that it is not acceptable to wear swimming suits in the restaurant)	
	À la Carte Greek Cuisine	19:00 - 23:00 (Reservation required)	
Elia Restaurant	À la Carte Mediterranean Cuisine	19:00 - 22:00 (Reservation required)	
	Midnight Snacks(late dinner)	23:00 - 01:00	
Manohar Restaurant	À la Carte Indian Cuisine	19:00 - 23:00 (Reservation required)	
Dalila Restaurant	À la Carte Egyptian Cuisine	19:00 - 23:00 (Reservation required)	
The Avenue Lobby Bar	Open 24 Hours (No alcoholic drinks served from 06:00 - 10:00)		
Sunrise Pool Bar	Beverages	10:00 - 17:00	
Poseidon Beach Bar	Beverages	10:00 - 17:00	
Oasis Beach Bar	Beverages	10:00 - 17:00	
Champion Sports Bar	Beverages	12:00 - 00:00 (Billiard table Adults Only 16+)	
Dress Code	It is not permitted to wear beach clothes, flip-flops or sleeveless shirts in the Lobby and Restaurants. Long trousers or tailored shorts are required for dinner. It is not allowed to sunbathe topless.		
Daytime Entertainment Program	There is a variety of activities daily with our Animation Team, please see the information boards located at the pool & beach or for more information contact the Guest Experience Center on #3.		
Evening Entertainment Program	Live Music	20:00 - 21:00	Lobby Terrace
	Mini Disco	20:30 - 21:00	Lobby Terrace
Kids Planet	Daily program	10:00 - 12:00 & 15:00 - 16:30 (Ages 3 – 12)	
Tennis & Football Court	Grass Football Court (5x5) (International Dimensions) 2 Acrylic Tennis Courts (flood light free of charge). For more information or reservation contact Reception on #1.		
Wellness & Leisure	Spa	09:00 – 20:00 (Age 16+)	
	Fitness Center	08:00 - 19:00 (Age 16+)	
Room Key Card	As per our environmental policy, please note that one key card will be provided per room.		
Towel Card	The towel card you have received upon check-in entitles you to receive one towel a day from one of our Towel Centers between 08:00 and 17:00. You are required to return all towel cards upon check-out to the Reception, any missing towel cards will be charged to your room (200 LE per card). Please note that the towels should be returned before sunset to one of our Towel Centers in order to provide clean fresh towels the following day. As an environmentally friendly resort, towels exchanged more than once a day will be against charge. The Management of SUNRISE Crystal Bay takes no responsibility for valuable items or towels left on your sunbeds, around the pool, beach or public areas.		
Pool & Beach	Please note that it is not allowed to reserve any sunbed on the swimming pools or on the beach. Please note that it is not allowed to wear any clothes that are not intended for swimming, and this includes cotton clothes. Please note that it is not allowed to wear swimwear in the reception or restaurant area and not to wear shorts and flip-flops during dinner. Please note that smoking is not permitted in the children's pool or in the children's play areas. Pool Suites: Swimming and children under your own responsibility as no life guard in the private suites.		
Red Flag Policy	To enjoy your day without interruptions by our sales team at the pool, you have the option to place a red flag on your umbrella / sunbed. The red flags are available at the towel center.		
Sunbed Reservation Policy	Sunbeds with towels or other belongings left unattended before 08:00 will be removed by our recreation team.		

Mini Bar	A mini-bar is available in the room (filled with water & soft drinks upon your arrival). The mini bar will be refilled every 4 days with soft drinks and daily with water. If you wish to order additional items, please contact the room service on #5 (additional charge).	
Safe Box	There is a digital safe available in your room free of charge, you will find the instructions next to the safe. Please be sure to empty the safe box and leave it unlocked upon your departure from the hotel. The Management of SUNRISE Crystal Bay takes no responsibility for valuables left in your room.	
Laundry	Please use the laundry requisition and laundry bag in your room. Payment is at the Reception Desk upon check-out. Please contact the Guest Experience Center on #3 for any special requests or queries.	
Room Cleaning & Turn Down Service	Your room will be cleaned daily between 09.00 - 17.00 & the turn-down service from 18:00 - 22:00. If there is a specific time you require the room to be cleaned please contact the Guest Experience Center on #3. As per our environmental policy, please note that your towels will only be changed if they are placed on the floor or in the bathtub.	
Breakfast & Lunch box Or Early breakfast	Please order one day in advance at the Reception Desk or dial #1.	
Limousine Service	For the limousine service and price list, please contact the limousine desk at the lobby area.	
Doctor	Clinic	10:00 - 11:00 (Additional charge)(Closed on Fridays)
	Doctor	On call 24/7, for emergency cases please contact reception on #1 (additional charge)
Wi-Fi	Wi-Fi is available free of charge throughout the resort. Once connected you are required to log into the Crystal Bay page with your username and password provided by the Reception team upon check-in.	
Telephone	To access an international direct line from your room, please dial 9 + 00 + Country Code + City Code and then subscribe number. Please note that a call ringing more than 30 seconds, will be charged at the minimum cost of 1 minute even if the call is not answered. To call to another room please dial #8 then the room number.	
Payment Information	By cash or credit cards (Visa / Master Card)	
Exchange Service	The cash-machine is located in the Lobby Area, this machine also exchanges currencies. The bank is located across the street to the left side of the hotel at the SUNRISE Mall.	
Aqua Park	The Aquapark is located in our sister hotel SUNRISE Garden Beach Resort, operating hours are 10:00 - 13:00 and 15:00 - 18:00	
Check-Out Time	Please contact the Reception Desk with your preferred time for luggage collection one day before your departure date. You are kindly requested to bring the room key to the Reception and pay your account if you have any extras to pay. If you would like to enjoy our late check-out service please contact the Reception Desk one day in advance to confirm the availability. Kindly note that your room key card will be automatically invalid after 12:00. For more information please contact the Reception on #1.	
Tenants	The hotel accepts no liability and will not pay compensation for accidents and complaints caused by third parties, such as hotel tenants (shops, water sport centers, sport activities etc.).	
Child Safety	Children are the responsibility of their parents / caretakers and must be accompanied by and be under parental guidance at all times.	
Extra Information	As an environmentally conscious resort please take note of the signs around the resort (e.g. Food waste, trash separation, plastic straws, air conditioning usage). We kindly ask you not to walk on the grass.	
	In case of an emergency, please follow the fire exit map behind your room door.	
	Kindly note that in case of any visitors outside consuming food or beverages, an additional charge will be added to your bill. Please contact the Reception Desk in advance for more information.	

Travelife Gold
Sustainability in tourism

The Travelife Sustainability System is an initiative managed by the travel industry. It helps tourism related businesses to measure, improve and report on their contribution to the environmental protection, social development and economic stability of the destinations and communities in which they are based. Following an independent audit of our business against the Travelife sustainability criteria we are proud to have achieved a Gold Travelife award.