CLEOPATRA

LUXURY RESORT - SHARM EL SHEIKH

Adults Only

Dear Guest,

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

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

GENERAL HOTEL INFORMATION

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

Restaurants:

•	Early light Breakfast at the Lobby bar		05:00 – 07:00
•	Late breakfast (Pool Bar Restaurant)		10:00 – 12:00
	The Palmetto" (Main Restaurant) (Buffet service style)		
		Breakfast	07:00 – 10:00
		Lunch	12:30 – 14:30
		Dinner	18:30 – 21:00
		Late Dinner	22:00 – 23:30
•	Pool Bar & Restaurant	Lunch	12:00 – 16:00
•	"Beach Grill" Restaurant (Front resort)	Lunch	12:00 – 16:00
•	Pool Bar	Ice Cream	10:00 – 16:00
•	" The English" Pub	Tea Time & Cakes	15:00 – 17:00
•	Sushi (a la carte)	Dinner	18:30 – 21:00
•	Asian (a la carte)	Dinner	18:30 – 21:00
•	Teppanyaki (a la carte, extra charge only)	Dinner	18:30 – 21:00
•	"Fellini" Italian Restaurant – A La Carte (Extra charge - Front line)		18:30 – 21:30
•	"Red Sea Wharf" Restaurant – A La Carte (Extra charge - Front line)		18:30 – 21:30

Our All-inclusive guests are entitled for one time per 4 nights, two times per 7 nights to dine at our specialty restaurant (Asian).

Bars:

•	Lobby Bar (open 24/7)	10:00 – 02:00
•	Lobby Bar (Beverage served at extra charges)	02:00 – 10:00
•	"The English" Pub	15:00 – 02:00
•	Grill Beach Bar located in Cleopatra Front Resort	10:00 – 18:00
•	Pool Bar	10:00 – 18:00
•	Blues Bar	15:00 – 02:00

Beach: Located in Cleopatra Front Resort.

Beach shuttle: Shuttle station is located outside of the Lobby available from 08:00 till 18:00 to take you to the beach.

Credit Cards: Cleopatra Luxury Resort accepts Visa, Maestro, American express & 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 is15:00. Late checkout is at additional charge upon availability. Please, call to Reception Desk one day ahead of your departure.

Internet: The Hotel offers Wi-Fi service in all rooms, lobby, English Pup.

. Please ask the reception for high speed internet WIFI access (chargeable). For more information, please, dial 0.

Luggage: We are happy to offer you our luggage service on request. Please, contact Concierge Desk for collecting or storage service (ext.0).

Transportation: Please, contact Concierge Desk (ext. 0) in order to check and confirm pick up or drop off to the airport.

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

CLEOPATRA

LUXURY RESORT - SHARM EL SHEIKH

Adults Only

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

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

Room cleaning: Daily cleaning from 9:00 till 17:00. For any special request please dial ext.0

Laundry: Laundry service is available 7 days a week, the price list and laundry bag are placed inside your wardrobe. For pick up laundry please dial ext. 0.

NOTE: For all laundry sent before 9:00 AM receiving time will be by 17:00 (same day)
For all laundry sent after 9:00 AM receiving time will be by 17:00 (next day)

Mini-bar: You are entitled for one complete minibar per stay refilling is at extra charge and upon request (ext.0)

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

Room Service is available 24 hours and will be charged on your room bill. Please dial ext.0

Dress code: 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.

Food allergy: In case of food allergy please contact reception desk or Restaurant manager.

Beach Towels: For your own safety towels are sanitized and placed in the room in the bag upon arrival. Towels are changed during daily cleaning or upon request. Please dial ext. 0. **Please make sure that the towels are left in the room upon your departure.**

Do Not Disturb: For quiet relaxing time at the pools & beach, please, contact pool/ beach attendance to get "Do Not Disturb" sign.

Pools: There are 4 different styles swimming pools on side. Two main pools are heated by winter time, Ripples pool with artificial waves and Activity pool. As well there is separate area of 3 outdoor Jacuzzi.

Tennis court: Two carpet tennis courts are available during the morning hours for free. After sunset at additional charge for floodlight 20 USD per hour. For reservation please contact GYM instructor from 08:00-18:00

Cleo SPA: Located in Cleopatra Front Resort on the left side of the main building. Opening from 10:00 till 20:00. Sauna & steam room complimentary 30 minutes from 10:00 to 15:00(reservation in advance is required). For more details please call 136

GYM: Opening from 08:00 till 20:00 (ext. 0).

Additional service: Services that you have used additionally must be paid at the end of your stay at the front desk. Please do not pay in cash. The hotel employee will ask you to sign a check for additional service.

Doctor: The hotel doctor is available upon call 24 hours a day (ext. 0), service provided at additional charge.

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.

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