Welcome to Amarina Sapphire Resort

All Inclusive Privileges	Upon your check-in you can enjoy the following services free of charge between 10:00 and 00:00. All hot & cold, alcoholic & non-alcoholic drinks are included. After midnight all Alcoholic drinks in bars are against charge. Alcoholic drinks are served only to adults 18 years old & over. The official Check-in time is 14:00, the Check-out time is 12:00 Am. **Do not pay cash in our F&B outlets but upon Check-out at the Reception.**
"Element" Restaurant	For All-Inclusive: Breakfast 07:00 till 10:00 – buffet style Lunch 12:30 till 14:30 – buffet style Dinner 18:30 till 21:30 – buffet style
"Zeina" **Oriental Restaurant**	Serving A la Carte free of charge once per stay based on minimum stay of 5 nights. Dinner 18:30 – 20:00 first seat (prior reservation is required) 20:30 –22:00 second seat (prior reservation is required) For reservation, there is touch screen located at the hotel lobby next to reception desk. Lunch 12:30 till 14:30 – buffet style
Chopsticks (Asian restaurant)	Serving A la Carte (some items subject to charge) once per stay based on minimum stay of 5 nights. Dinner 18:30 – 20:00 first seat (prior reservation is required) 20:30 – 22:00 second seat (prior reservation is required) For reservation, there is touch screen located at the hotel lobby next to reception desk
"Luca Toni" **Italian Restaurant**	Serving A la Carte free of charge once per stay based on minimum stay of 5 nights. Dinner 18:30 – 20:00 first seat (prior reservation is required) 20:30 – 22:00 second seat (prior reservation is required) For reservation, there is touch screen located at the hotel lobby next to reception desk.
Lobby Bar	24/7 All hot & cold drinks and alcoholic & non–alcoholic (from 00:00 till 10:00 serving only non- alcohol drinks and soft drinks)
Pool Bar	Beverages 10:00 till 23:00 (cold & hot drinks, cocktails, alcoholic & non-alcoholic drinks)
Beach Bar	Beverages 10:00 till 17:00 (cold & hot drinks, cocktails, alcoholic & non-alcoholic drinks) Snacks 12:30 till17:00
Paino Lounge	Beverages 19:00 till 00:00 (Serving beer & wine)
Sports Bar	Beverages 19:00 till 00:00 (Serving soft & alcoholic drinks)
Dress Code	Smart casual is recommended; swim wear is not allowed in all the restaurants and lobby area.
Guest Relation	For any maintenance orders, special requests or assistance, please contact Reception (0)
Entertainment	Daily animation program and evening Show program.
SPA	Open daily from 09:00 till 19:00, for 16 and over years old, against extra charge.
Fitness Center (Gym)	Open from 07:00 till 19:00, free of charge. **It is not permitted to use Gym room without sport shoes.**
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 etc.)
Hairdresser	Open daily from 09:00 till 19:00, upon reservation, against extra charge.

Pools/Beach	Available 02 pools for adults – Infinity Pools, Please familiarize yourself with the pools & beach information, rules on the board. **Please note:** **It is not allowed to reserve sunbeds at the pool and beach.**
Minibar	Against extra charge, please choose your preferred package from the list.
Safe Box	Digital Safe Box is available in the room, free of charge. Instruction to the Safe Box is provided. Kindly leave the Safe Box door open before you Check-out from the hotel. **Management of Amarina Abu Soma Resort accepts no responsibility for valuable items left outside the Safe Box or in an open Safe Box.**
Laundry	Please use the laundry requisition and the laundry bag placed in your room. Service available against extra charge. Payment at the Reception upon Check-out. For assistance please contact Reception (0)
Rooms Towel	Hanging the towel on the rack means: "I'll use it again ", A towel on the floor means: "Please exchange " **Please don't use towels to remove make up, otherwise any damages will be charged to the guest.**
Room Cleaning	Times for room cleaning: daily from 09:00 till 17:00. Just press the electric button for "Make Up" OR "Do Not Disturb". If you prefer a specific time for day time cleaning, please contact Reception (0)
Breakfast & Lunch Box	Please order your Breakfast Box or Lunch Box (free of charge) only for excursions one day before, till 20:00. Lunch Boxes at Check-out day not available. For assistance please contact Reception (0)
Limousine Service	Available upon request at the desk located in the lobby, against extra charge.
Doctor	Doctor available 24h upon request, against extra charge. For assistance or emergency please contact Reception (0)
Internet Service	Free Wi-Fi Service covering all the hotel areas and rooms
Wake-Up Call	To arrange your wake up-call please contact Reception
Food Allergy	Special menu is available upon request, please contact guest relations, restaurant manager or kitchen chef for assistance.
Payment / Exchange	You may choose to pay your bill either by cash or by credit card (Maestro, Visa Card, MasterCard). ATM machine is available in the lobby.
Available upon request	Adaptor, iron, wheel chairs and prayer mat.
Check-out Time	Please let Reception know one day before departure the time we can collect your luggage. At departure day please bring back the room key card along with the towel card and all-inclusive bracelets to the Reception and settle your account for any extra pay. Please note: we do not accept coins. Please be aware, the room key card will automatically be invalid after 11:00 Am on the day of departure. If you would like to stay in the room after 11:00 Am, please contact Reception one day in advance (late Check-out is subject to availability, against extra charge). For more information please contact Reception
Roof Top Regulations	Please do not enter the roof top areas of the buildings. Any damage or accident will be at your own risk. The hotel management will not accept any responsibilities for claims of injury.
Local Legislation	The Health & Safety standards and regulations in Egypt may not be the same as in your country of residence.

In case of emergency please follow the fire exit map behind your room door.

Please, be advised that it is not recommended to bring food, drinks and water from outside the resort for Health & Safety reasons.

Please contact Reception or Guest Relation for any further information. HAVE A NICE STAY!