SUNRISE GRAND SELECT
Tucana Resort

Premium All Inclusive

Restaurants System	Serving food in a la carte Concept not Open Buffet
Lucina International Restaurant Reservation NO SMOKING	Breakfast 07:00 – 10:30 Lunch 13:00 - 16:00 Dinner 1st seat at 19:00 (Reservation in Advance) 2nd seat at 20:30 (Reservation in Advance) Early and Late breakfast Available upon request (free of charge) 10:30 -11:00
Gaia Italian Restaurant Reservation NO SMOKING	Dinner 1st seat at 19:00 (reservation in advance) 2nd seat at 20:30 (reservation in advance)
Yades Greek Restaurant Reservation NO SMOKING	Breakfast 07:00 – 10:00 Snack & Lunch 12:00 – 17:00 Dinner 1st seat from 19:00 2nd seat from 20:30
Bedouin Village	Every Thursday Egyptian Dinner from 19:00 till 22:00 & Oriental Show till 22:30
Felucca Restaurant (Seafood): Chargeable NO SMOKING	Dinner at à la carte / themed restaurants upon prior reservation and as per availability. (Felucca Restaurant is against extra charge) With reservation through GEC Desk in advance.
Food Allergy	**If you have any food allergies or dietary restrictions kindly contact Guest Experience Team or Reception.**
Premium all-inclusive Beverages & Privileges	You may enjoy your select All -Inclusive privileges starting from the arrival day until departure day. The official Check In time is 14:00. Alcoholic drinks are served from 18+. All-inclusive privileges till midnight 00:00, any beverage facilities after this time till 10:00 a.m. will be against extra charge. (No alcoholic drinks served from 06:00 till 10:00). A minimum of 7 different types of whisky, 5 types of cognac and brandy, 8 types of vodka, 5 types of tequila, 5 types of rum, 5 types of liquor, 5 types of gin, 8 types of beer, and 10 types of premium wine and sparkling wine (according to market availability). Selection of local and premium alcohol and beverages are available at all Tucana bars. One outlet opens 24/7 (Lucina Restaurant Service bar). 24-hours: Hot, cold, local alcoholic and non-alcoholic drinks are included. No alcoholic drinks are served between 06:00 – 10:00 am - alcoholic beverages served by glass, bottles are chargeable. (Between 06.00 till 10.00, non-alcoholic drinks only) . Welcome experience with sparkling wine, fresh juice accompanied with macaron and chocolate. Room Service Order Menu available at the room against extra charge.
NO SMOKING	As per the policy of the hotel, all indoor areas such as Restaurants, Bars, Lobby, Reception, Rooms, Spa, Gym & etc. are Nonsmoking areas. Outdoor areas are considered as smoking areas.
Dress code	We kindly request you not to wear swimming costumes in the Lobby and Reception and as well in the restaurant during your breakfast and lunch. Also, we request you not to wear shorts, sleeveless shirts and slippers in the a la carte restaurant during dinner time.
Outside Visitors:	**For Outside Visitors it will be against extra charge (according to the hotel rules and to hotel availability). Please contact the reception for assistance**
Yades Greek Cuisine **Lucina International Cuisine** **Gaia Italian Cuisine**	Dinner at à la carte / themed restaurants upon prior reservation and as per availability – unlimited. Global cuisines. Served at 3 uniquely themed a la carte restaurants, and for our guests with specific dietary restrictions. From 19:00 – 22:00
Bar Codes (QR):	To get the menu of Drinks or Food please scan the QR code which is located at each Bar & Restaurant
Aqua Pool Bar	10:00 - 18:00 “Royal Makadi Hotel”
Oasis Pool Bar	09:00 –00:00

Yades Bar	10:00 - 18:00
Eos Bar & Lounge	18:00 - 00:00
Royal Lounge Bar	07:00 - 00:00 (For Royal Club member, “Suit Booker “) and imported Al cholic During the operation timing from (18:00 noon till 00:00)
Anjum Bar	18:00 - 00:00
Cohiba Bar (Cigar Bar) +16	Open from 18:00 till 01:00 am (+16).
Shisha Corner	It is against Extra Charge, and it is available each day in gitano bar from 20:00 till 00:00 Except Thursday it is available in Bedouin village from 19:00 till 22:30
Royal Lounge area (Bar & Pool)	Kindly be informed that Royal Lounge area (Bar & Pool) is entitled to royal member guests (Suit Booker) & Royal Pool for +16.
Mini Bar	Mini Bar filled upon arrival and refilled daily with a selection of soft drinks (minimum 6 cans– e.g., 2 Pepsi, 2 Diet Pepsi, 2 7up, 1 Tonic water, 2 mineral water, 2 Sparkling water, 1 Can of juice, 2 Cans of Heineken and Stella beer) 1 complimentary small bottle of water per person replaced daily. Ext. 1 or 719.
Tea & Coffee Facilities	Tea & coffee making facilities with complimentary daily refill with 2 Lipton Tea, 4 Nescafe, 2 Mint tea 2 Chamomile tea, 2 Green Tea 8 Sugar Portion, 8 Sugar Brown, 4 Sugar Diet, 4 Coffee Creamer (Local Tea Brand) Fruits and cookies upon arrival.
Midnight snacks	Lucina Restaurant (à la carte) 22:00 - 07:00
Signature on Checks	Kindly be informed that in case you sign any check it will be automatically charged to your bill.
Exchange Service:	ATM machine is available at the reception lobby 24 hours & Exchange in Royal Makadi.
Guest Experience & Quality Center	Ensures that your stay is going well so any advices or questions about the hotel services, rooms, guest feedback, special requests in your room please dial Ext 1 or 731
Spa & Wellness (Shared Facility)	SPA open from 10:00 till 20:00 against extra charge. For more info kindly contact the Spa Center Ext: 807 with prior reservation. Sauna and steam (Age:16+)
Gym (16 +)	From 08:00 till 20:00 (Free of Charge). It is not allowed to use the GYM without sport shoes. Personal Trainer with special programs available (chargeable) For more info please contact the GYM, Ext: 836
Baby-sitting	Baby-sitting service available (chargeable) upon availability with prior reservation one day in advance. Please contact the Reception Desk 1.
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.)
Kids Club Tucana	SUNRISE Kids Planet Concept, located beside the Cohiba bar, daily for children (Age: 3-12). Kids club, playground, daily kids disco, Kids Planet food corner, daily educational and entertaining sports & activities, , Kids Mini Archery, Kids Club opening hours: 10:00-12:30 & 15:00 - 17:00, &20:00 – 22:00 For more information please contact the reception. Ext. 1
Wi-Fi service	Wi-Fi Connection throughout the resort, (free of charge) To log in: Step 1- Connect to “SUNRISE Makadi”. Step 2- Open your internet browser. Step 3- Log-in screen will appear, fill in the Username & Password. In case of any difficulties please contact the reception.
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.
Sunshine Project International	“Sunshine Orphan House “-Donation box located in the Lobby. For more information, please contact Reception. Ext. 0 or 1
Room Cleaning Time	Daily Room Cleaning Time: from 08:00 till 17:00, depending on our schedule. If you prefer a certain time, please contact Ext: 851or 0 or 1. Kindly note that if your safe box is open or you put the do not disturb sign, we will not be able to clean the room.
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.
Billiard Victoria Bub Bar	At Sunrise Royal Makadi resort. Open from 18:00 until 00:00 (Adults only +16) The Billiard Table at Victoria Pub is free of Charge. (+16)

Tennis Court:	Open from 08:00 till 18:00. Floodlight is available against extra charge 10 Euros per hour from 17:00 till 20:00. Please contact reception for equipment
Swimming Pools Activities:	Oasis Pool, Royal Pool Kindly be advised that it is not possible to reserve sun beds at the pools and at the beach. Aqua Park operation from 10:00 till 12:00 & from 15:00 till 17:00. (Royal Makadi – Share).
Umbrellas, Sunbeds & Beach Towels:	Open time from 08:00 am till sunset. Are available free of charge around the pools and at the beach area and no reservation is requested. Please don't reserve any sun beds and leave them unattended till 08:00 am. Kindly be informed that upon check in you will receive one towel card for each person & you can change it vice versa from the Towel Center by the beach or the pools. you have to return all the beach towel cards to Reception upon Check-out. The cost for one beach towel in case of lost or damaged is 200 le.
Telephone Calls:	To access an international direct line from your room, please dial 9 + 00 + Country Code + City Code and then subscriber number. Kindly note that each call ringing more than 30 seconds will be charged at the minimum rate of 1 minute, even if the call is not been answered, one-minute costs approximately LE 18. To call another room, please call 5, then the room number
Wakeup Call & B.Boxes :	For Wakeup call please contact the reception and for Breakfast Boxes please contact reception to reserve maximum 20:00, Breakfast and Lunch Bags available upon request from the tour leader for excursions, minimum 24 hours in advance
Laundry:	For information, please dial 851 (payment at the reception upon check out). Please use the laundry requisition in your wardrobe.
Safe Box Policy	Available at your room free of charge. You can find an instruction paper in your language on top of the safe, kindly leave your safe door open upon check out. The Management takes no responsibility for valuables left in your room (items not deposited in the safe).
Clinic & Pharmacy:	The clinic is open from 10:30 till 12:30 and from 18:30 till 20:30. 24 hours (for emergency please call 1). Ext: 808 Doctor Service is (chargeable) In case of any covid-19 symptoms, please stay in the room and call the reception immediately. The pharmacy is located on the right side of the beach and opened from 10:00 till 22:00 (chargeable)
Limousine Service:	Limousine service from & to the airport; Butler service (introduction, 24h service chargeable)
Check Out:	Please let us know under the telephone number 1 when we can pick up your luggage one day before your check out. Kindly note that the maximum check out time is 12:00 noon and settle your account if you have any extras to pay. If you would like to stay in the room longer, please contact us, according to our availability. It will be extra charged. For more information, please contact the reception. Ext: 1
Payment:	You have the possibility to choose either to pay cash or to pay by credit card (American Express, Visa, Master, and Diners Club).
Roof Top:	It is not advised to enter the roof top. Any damage or accident will be on your own risk. The hotel management will not resume and responsible for claims.
Remarks	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 outside guests (Visitors) are not allowed at the property.

Thank you