GRAVITY
HOTEL & AQUA PARK
HURGHADA

Welcome to Gravity Hurghada & Aqua Park

All Inclusive

Dear Guest, please take note of the following information regarding our All-Inclusive-system:

All Inclusive Bracelet	With this bracelet which you receive upon check-in you can enjoy the following services free of charge: - All meals in the Main Restaurant & all snacks in the Beach & Pool Bars - All beverages including local alcohol till 00:00 served by glass one by one, bottles will be charged extra. - According to local law it is not permitted to give alcohol to children and youth under 18 years All Inclusive - WIFI (free of charge) - In the outlets (except shops and spa) of the hotel you can have the bill written to your room. Please sign the check that will be charged to your room.
Towel card & Towels at the pool & beach	The towel card, which you receive upon check-in, entitles you to get one towel each a day at one of our Towel Centers between 9 am and 5 p.m. (6 pm summer time) Additional towel changes will be charged. Kindly be advised to give back the towel card upon check out at the Reception. **In case of loss or damage towels or the card you will be charged with 200 LE.** **Reservation of sun beds is not allowed.**
Swimming Pools & Beach	Kindly be advised that it is not possible to reserve sun beds at the pools and at the beach. For women it is not allowed to stay topless at the pools or at the beach. You seeking relaxation or wants to avoid sales on beach?! Please ask for the red flag from our towel center on the beach or on the pool
Aqua Park	From 10 am to 12 pm and 2 pm to 4 pm (5 pm summer time) Please refer to the Aqua Park Rules and Regulations.
Dress Code	We kindly request you not to wear swimming costumes in the Lobby & Reception area as well in the Restaurants during breakfast, lunch and dinner. Please do not wear shorts, shirts without sleeves and slippers in the restaurants during dinner time.
Non-Smoking areas	**All Restaurants and the lobby area and the corridors in the buildings are none smoking** 
The View **Main Restaurant**	For All-Inclusive International buffet style Breakfast time 7 am to 10 am (No alcoholic drinks are available at breakfast time) Lunch time 12:30 pm to 3 pm Dinner time 6:30 pm to 9:30 pm (different theme night) All drinks hot & cold, local alcoholic & nonalcoholic are included. No imported alcoholic drinks are included. Special drinks like fresh juices, Espresso, Turkish coffee and Irish coffee against extra charge
A la carte Restaurants: **El Khediue (Oriental)** **La Piazza (Italian)**	Two timing are available: from 6:30 pm – 7:30 pm and from 8:30 pm - 9:30 pm Both restaurants one time per stay (min. 5 night's stay) including. All Drinks by bottles (except water) against extra charge **Reservation required** Please reserve your table one day in advance 12:30 pm till 2:30pm and choose from our ala carte menu
Ginger (Mexican/ Brazil) & Sushi & Disco	OPENING SOON!!!
Snacks: **Palm Court** **West End Snacks**	Food courts: From 11 am till 5 pm - Hot Snacks and kids buffet (1 pm 3 pm) at Aqua Park - Cold Snacks and from 3pm Ice cream at the "West End"
Bars:	All the beverages are served in glasses, only water in bottles. Extra Charge Items in the Menu are available on all Restaurants and Bars. Please ask for the menu! It is not advised to take any bottles to the room as it will be charged extra. All the drinks by bottles, international/ imported alcoholics, and hot drinks (Espresso, Turkish coffee and Irish coffee), fresh juices against extra charge.
Lobby Bar	Open from 10 am to midnight & serving all inclusive drinks hot & cold. Coffee break from 10am till 11am and 4 pm till 5 pm After midnight all the drinks Extra Charge.

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La Wien Pool Bar	Open from 10 am till 5:30 pm serving All inclusive drinks hot & cold.
Aqua Park Bar	Open from 10 am till 5:30 pm serving All inclusive drinks hot & cold.
West End Bar	Open from 10 am till midnight serving All inclusive drinks hot & cold.
Shisha Café	Open from 6 pm till midnight (extra charge!)
Evening Entertainment	Mini Disco for the kids. And seven nights per week different shows
Sport and Animation	You can get all information about our animation program and our Kids Club from our info board or by our animation team.
Kids Club	Daily open from 10:30 am to 12:30 pm & 3 pm to 4:30 pm. For more information contact the Animation Team. Important! Children under 12 years should always be under the supervision of parents.
Spa/ Gym	Open from 10am to 6pm. Sauna, Jacuzzi, Steam Bath, and massage are against **extra charge.** Please reserve in advance at the Health Club. Gym is for free from 10:00 to 18:00. It is not permitted to use the gym room without sport shoes. Kids under 16 years old are not allowed to use the Spa and gym.
Hairdresser/ Beauty Salon	Open daily from 11am to 6pm. Services are against **extra charge**. Please reserve in advance your appointment.
Doctor:	The Clinic is open from 11:00 till 13:00 & from 15:00 Till 17:00 **At extra charge.** **For emergency cases please dial 0 (24hours). Room visit is against extra charge.**
Exchange Service	ATM Machine available in the reception area (near the exit to the pool).
Payment	You have the possibility to choose either to pay cash or to pay by Credit Card only (American Express – Visa – Master are accepted).
Safe Box	Available at your room free of charge is a digital safe. An instruction paper in your language you will find on the safe. Kindly keeps your safe door open before your check-out from the hotel and please make sure you have nothing left in the safe. **The Management of Gravity Hurghada & Aqua Park takes no responsibility for valuable left unlocked in your room.**
Room Cleaning Time	Times for room cleaning: daily from 9am to 5pm If you prefer a special time for cleaning, please use the door sign or call 0
Mini-Bar	Please be advised that a mini-fridge and a kettle with tea & coffee is available in the room (daily refill 2 big bottle of water, two juice & two soft drinks inclusive)
Laundry	Please use the laundry requisition and the laundry bag in your room. **Extra Charge** Payment at the Reception Desk upon check out. You can call to pick up your laundry under **0**
Guest Service Center	For any service like housekeeping, Laundry, maintenance, Room Service and other needs in your room please call **0**
Breakfast and lunch box	Please order at the Reception for your excursions. The last time to order the breakfast box or lunch box is one day before until 8pm.
Check out Time	Please let the Reception Desk know when we can pick up your luggage one day before your check-out. Please notice that the latest check out time is 12 o1clock noon. You are kindly requested to bring the room key & the towel cards to the Reception and pay your account if you have any extras to pay. If you would like to stay in the room longer according to the availability please contact the reception the day of departure, it will be extra charged. **In case of losing the key will be charged by 600 L.E.**
Roof Top	It is not allowed to enter to the roof top. Any damage or accident will be on your own risk. The Hotel Management will not resume any responsibility for claims.
	Dear Guests, please be informed that we will fumigate the hotel from mosquitoes before sunset and it is environment friendly martial

Please inform the reception in advance in case you will have visitors from outside a special charge will apply and added to your hotel bill.

You are kindly requested to wear the All Inclusive Bracelet all the time.

WE ARE AN ENVIRONMENTAL FRIENDLY HOTEL

HAVE A NICE STAY ☺