SENTIDO

Mamlouk Palace Resort

Welcome Home at SENTIDO Mamlouk Palace Resort -Select-
All Inclusive Concept

All Inclusive Bracelet	With the all-inclusive bracelet, you can enjoy the following services free of charge: - Breakfast, lunch and dinner in the Main Restaurant, snacks at the Splash pool bar. - Dinner in the À la Carte Restaurants with prior reservation - All drinks hot & cold, local alcoholic & nonalcoholic are included from 10:00 till 00:00 - This bracelet is valid until your departure from the hotel Please do not pay cash in our F&B outlets but upon check out at the reception	
Restaurants		
Shahrzad International Restaurant	Early Continental Breakfast Breakfast Late Breakfast Lunch Dinner Evening Snacks	Available upon request with prior reservation one day before until 20:00 07:00 – 10:30 10:30 - 11:30 12:30– 14:30 18:30– 22:00 22:30 – 01:00
À la Carte Reservation System	Please reserve your table for dinner on the touch screen computer located in the lobby area, with the tablet at the reception, with the QR code below or via the following website: rsr.sunrise-resorts.com - one day in advance, from 06:00 am. If you find A La Carte Restaurants are fully booked for today. Please try it tomorrow from 6 AM for the next day. Thank you for understanding.	
La Terraza Restaurant	À la Carte Spanish Cuisine	18:30 – 22:00 (Reservation required)
Frida Restaurant	À la Carte Mexican Cuisine	18:30 – 22:00 (Reservation required)
Manzoku Restaurant	À la Carte Asian Cuisine	18:30 – 22:00 (Reservation required)
Manohar Restaurant	À la Carte Indian Cuisine	18:30 – 22:00 (Reservation required)
The Boulevard	Burger house	18:30 – 22:00 (Reservation required)
Gamila Restaurant	Snacks À la Carte Egyptian Cuisine	12:00 – 17:00 18:30 – 22:00 (Reservation required, located in SUNRISE Garden Beach Resort -Select-)
Basilico Restaurant	À la Carte Italian Cuisine	18:30 – 22:00 (Reservation required, located in SUNRISE Garden Beach Resort -Select-)
Mongolian Grill Restaurant	À la Carte Mongolian Cuisine	18:30 – 22:00 (Reservation required, located in SUNRISE Garden Beach Resort -Select-)
Nasaya Restaurant & Lounge	À la Carte Fusion Cuisine (Chargeable)	18:30 – 22:00 (Reservation required, located in SUNRISE Garden Beach Resort -Select-)
Dietary, Allergic or Special Menu	For dietary or allergic requirements please inform the Guest Experience or reception team up on your arrival to the hotel.	
Bars		
Aybak Lobby Bar	Open for 24 HRS serving all-inclusive drinks hot & cold, local alcoholic & non-alcoholic. Drinks between 00:00 – 10:00 are chargeable, except water & hot drinks (coffee, tea, hot chocolate). Tea time from 16:30 - 17:30	
Island Pool Bar	Beverage	10:00 – 17:00
Splash Pool Bar	Beverage Snacks	10:00 – 17:00 12:00 – 17:00
Shakes & Bakes Bar	Snack	13:00 – 17:00
Chiringuito Beach Bar	Beverage	10:00 – 17:00 & 18:00 – 22:00
Facilities & Services		
Daytime & Evening 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 #8.	

SENTIDO

Mamlouk Palace Resort

Aqua Park	The Aqua Park is located in SUNRISE Garden Beach Resort -Select-, the minimum height to use the slides is 120cm. The opening times are from 10:00 – 12:00 and 14:00 – 16:00 O'clock. The opening times for the slides in our resort are 10:00 – 12:00 and 14:00 – 16:00 O'clock.
Children's Facilities	"Kids Planet" is open daily for children age 3-12 years from 09:00 – 22:00 O'clock. Kid's play zone with slides adapted to small children: Octopus, Rabbit and Snake. Aqua Park opening times from 10:00 – 12:00 and 14:00 – 16:00. Kids pool area is non-smoking area. Children are the responsibility of their parents / caretakers and must be accompanied by and be under parental guidance at all times.
Tennis Court & Football Field	We have two artificial grass tennis courts & one Padel tennis court and one football field with natural grass. Both are located in front of the Spa Center and behind building #15 (10 $ per hour if the lights are used after sunset).
Wellness & Leisure	Gym: Open from 07:00 - 19:00 free of charge (age 16+) It is not permitted to use the gym room without sport shoes Spa: Open from 09:00 - 19:00 (age 16+) with prior reservation. All services are chargeable.
Red Flag	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.
Mini-Bar	The mini-bar is available in the room (filled with soft drinks and water upon your arrival). The mini bar will be refilled daily with water and every 7th day with soft drinks. If you wish to order any items, please contact the room service #2. Extra service charge applies.
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 SENTIDO Mamlouk Palace Resort takes no responsibility for valuables left inside & outside the safe box.
Laundry	Please use the laundry requisition and laundry bag in your room. Payment is at the Reception Desk upon check-out. For more information # 0 or #3.
Room Cleaning Time	Your room will be cleaned daily between 09:00 – 17:00. If there is a specific time you require the room to be cleaned, please contact the Guest Experience Center on #8. 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	If you require a breakfast or lunch box to take on excursions, please place your order at the Reception Desk one day before until 20:00.
Limousine Service	For the limousine service and price list, please contact the limousine desk at the lobby area.
Doctor	The Clinic is located next to the Spa, opening times from 10:30 - 12:30 and from 18:30 - 20:30 O'clock. In emergency cases please dial Ext. # 0 or # 3 (24hrs), chargeable, paid at the reception.
Wi-Fi	Wi-Fi is available free of charge throughout the resort. Once connected you are required to log into the "Garden & Mamlouk" page with your username and password provided by the reception team upon check-in.
Telephone Calls	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.
Exchange Service - Payment	The cash-machine is located in the Lobby Area, this machine also exchanges currencies. The bank is located across the street on the left side of the hotel at the SUNRISE Mall.
Policies & Procedures	
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 #3.

SENTIDO

Mamlouk Palace Resort

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.
Digital Menus	To access our digital menus, please scan the QR code via the camera on your mobile, or download a QR Code reader app from the app store.
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 O'clock. You are required to return all towel cards upon check-out to the reception, any missing towel cards will be charged to your room (30$ 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. The Management of SENTIDO Mamlouk Palace Resort takes no responsibility for valuable items or towels left on your sunbeds, around the pool, beach or public areas.
Pool & Beach Regulations	It is not allowed to swim in cotton clothes in the pools, as the cotton fibers enter into a chemical reaction with substances that are added to the pools for water purification, as a result of such a chemical reaction, components that are dangerous to human skin are formed. Thus, this prohibition is valid for the health safety of visitors.
Sunbed Reservation	**Please note that it is not allowed to reserve any sunbed on the swimming pools or on the beach. Sunbeds with towels or other belongings left unattended before 08:00 O'clock or for a period of one hour or more during the day will be removed by our recreation team and will keep them safely at the Towel Center.**
Payment Information	By cash or credit cards (Visa / Master Card)
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.)
Jetty Entry	Please be cautious when using the jetty, if you exceed the designated areas, it is at your own risk. The Hotel accepts no liability and will not pay any compensation for accidents.
Roof Top	Please refrain from entering the roof top of the buildings. Any damage or accident is at your own risk. The Hotel Management will not resume any responsibility for claims.
Child Safety	Children are the responsibility of their parents / caretakers and must be accompanied by and be under parental guidance at all times.
Sunshine Project International	"Sunshine Project International Orphanage' Donation box located in the Lobby. For more information, please contact the Holiday Concierge or Reception
Extra Information	We recommend that food, drinks and water are not brought into the hotel from outside for Health & Safety reasons.
	Any food or beverages consumed by visitors from outside the Resort will be charged to your room.
	Kindly be informed, that all our rooms are non-smoking rooms.

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.

