HWAIDAK HOTELS
SINCE 1938
TITANIC PALACE

Ultra All - inclusive Program

Dear Guest,

Welcome to Titanic Palace!

Please find below an overview of some of services and facilities in the hotel. We wish you enjoyable and unforgettable stay.

Procedures should be followed to prevent yourself from Corona virus, please follow the below:

1. Please don't get crowded and use hand sanitizers in public area, please Keep your safe distance between you and others within 2 meters to avoid the occurrence of any infection.
2. If you feel any symptoms, please contact the reception desk immediately ☎ **8701/8702/8703.**

Meals	**Main Restaurants (Antonio & Cleopatra)** Breakfast Late breakfast Lunch Dinner Late Dinner	 07:00 - 10:00AM 10:00 - 11:00AM 12:30 - 14:30 18:00 - 21:00 22:00 - 23:00
A la carte Restaurants	Indian Restaurant (Tandory) Chinese Restaurant (Chinese) Mongolian Restaurant (Mongolian) Mexican Restaurant (previous reservation from 10:00 till 12:00) Japanese Restaurant (Tapanyaki) (previous reservation from 10:00 till 12:00) Titanic Beach (Italian, Grill – reservation in Titanic Beach from 09: 00till 12:00.	18:00- 20:30 18:00- 20:30 18:00- 20:30 18:00- 20:30 18:00- 20:30
Snacks & ice cream	Beach Restaurant lobby Bar Ice cream at beach bar Shin Shin Bar Tea Time at Alexander Cafe	12:00 - 16:30 00:00 -03:00 12:00 -16:00 13:00 -16:00 16:00 – 17:30
Beverage Service	Lobby Bar (Caesar bar) local alcoholic , draft Soft drinks, Pool Bar Aqua Bar Beach Bar Alexander Cafe (**Serving Hot drinks)**	24 hours 09:00 – sun set 10:00 – sun set 09:00 – sun set 07:00 –23:00
Paid Services	Doctor - Spa – Laundry - Limousine Service - imported alcohol – Turkish coffee – Hot Stone restaurant - Fresh Juice, Pop Corn, Cotton candy & Ice cream	
Wi-Fi	Wi-Fi is free of charge (limited speed), (password with reception desk).	
Beach Towels	The towel card which you receive upon check in entitles you to get one towel each day for from our towel center or on the beach . Please don't forget to return your towel and take your towel card back. In case you lost your towel or towel card you will charge by 10 euro per one .	
Ultra All inclusive privileges	Your AI privileges will be counted 24 hours, the bracelet has to be worn the whole stay and to be shown upon request, Vip bracelet for regular guest (Blue one).	
Safe Deposit Box	Safe deposit box available in the room free of charge, the management takes no responsibility forvaluables items left in the room or public area, which not inside the safe box. If you have a problem with safe box please contact the reception desk 8702 – 8703, 0.	
Dress Code	Swimming wear is acceptable only outdoor. When indoor please dress appropriately.	
Check- in check- out Time	Check-in time: 3:00 PM check-out time 12:00 PM On the departure day please leave your luggage Outside your room door and deliver the key card to the reception desk before 12:00 PM. For late check- Out please contact the reception desk regarding the availability and the price.	

Activities	For the animation programs, please check information board which located at the entrance of the Main Restaurant, pool area, and lobby bar. Tennis & Mini Golf: From 10:00 AM till 5:00PM sunset free of charge with previous reservation with the recreation team
General information	• Please do not reserve sunbeds around the pool & on the beach before 8 AM. • Swimming Pools working from 08:00 AM till 4:30 PM, • Aqua Park slides working from 10:00AM till 5:00PM (winter time) 10:00AM till 4:30PM (winter time), break from 12:00 till 2:00PM for cleaning and to be maintained. • Money Exchange: ATM Machines in the lobby area and shopping arcade, customer service number written on ATM. • Please leave your safe box open during your check-out time and make sure that the safe box empty. • It is not allowed to smoke shisha anywhere in the hotel. • Breakfast boxes and wake up calls for your excursions & departure can be reserved one day before with reception desk maximum till 08:00 PM. • Pillows and linen: please it's not allowed to take any pillows or linen from the room to outside the hotel for excursions. • Mini bar refilled daily with Soft drinks and Mineral water. • For health and safety reasons, proper swim wear must be worn in our swimming pools (rubber Shoes is recommended at the beach), please follow pools and beach instruction board. • Hotel management has the right to change any times of service according to the operation. • Bungalow & Swim up rooms: Higher category rooms with direct pool access with extra charge, it's not allowed for children less than 12 years old according to safety rules. • Kids Club: From"04 up to 12 years old accompanied by our animators, Enjoying by different Activities for children beside the kid's pool area. • For the loss of the Towel card will be charged 10 €, the bracelet 20 € , room card 5 $. • Limousine service desk available daily from10:00AM– 09:00PM. (Outside taxi): Please be informed that the hotel doesn't hold any responsibility for any accidents happen outside the hotel with outdoor taxi. • Pets are not allowed in the hotel. • All indoor area nonsmoking. • Please don`t leave the room key card in the power sever when you out to saving power. • Children safety under parent's responsibility at (elevator ,escalator ,aqua park – kids garden-Swimming pool, beach area), Children less than 1.20 cm tall can't use the adult aqua park slides \ And please follow up aqua park instruction. • Babysitter: available for extra charge with pervious reservation please contacts the reception desk. • Gym: Located at the spa center (Free of charge). • Diabetic, allergenic and vegetarian guests: Please advise us if you have diabetic, Allergic for Glutamine towards any kind of food, please contact food and beverage manager directly at the restaurant area. • Balcony / Terrace door: please keep your terrace door closed when you will be out of the room. According to the local law "disco entrance and Alcoholic drinks not available less than 18 years old". • Please upon your arrival be sure that everything in your room working normal and if you find any damage items immediately contact the reception desk to avoid any responsibility. • Electricity & Voltage: The voltage at the hotel is 220v; when you enter the room please insert yourkey card in the switch next to the room door to turn on the electricity. • Air – Conditioning button in the commode beside the bed. • Warning Dear Guest Kindly please don't use the ramps because it's for the disables only. • The hotel Tele Extensions Reception 8702/8703 - Operator/ 0 - Guest relation 8711- Clinic /8460 - Housekeeping office / 8722 Hospital / 5550. ***Hotel Management team wishes you a very nice holiday*** Warning Dear Guest Kindly please don't use the ramps because it's for the disables only