Arabella Azur Resort

Welcoming you and wishing you a nice vacation with us

General services

Restaurants		
	Grill Restaurant	**Obba Restaurant**
Breakfast	**07:00 – 10:00**	
Lunch	**12:30 – 15:00**	
Dinner	**19:00 – 22:00**	**19:00 – 22:00**

- During dinner time at all restaurants beach shorts, flip flops and swimming dresses are not allowed.
- Entry to the all restaurants in swim wear is forbidden.
- Please Contact the restaurant manager for any food allergy concerns, to guide you accordingly for alternative items
- It's not allowed to take food outside the restaurants.
- The buffet will be a closed buffet not an open buffet, and will be dealt with the chef present.
- The AI system includes all local alcoholic beverages, water, hot and soft drinks, juices except fresh ones

Bars			
	Location	**Opening Hours**	**Remarks**
El-Khan Bar	**Lobby**	**10:00 – 04:00**	**From 00:00 till 4 am - drinks - against the payment**
Oasis Bar	**Small swimming pool**	**10:00 – 17:30**	**Snacks 10:30 – 12:30 Pizza 15:00 – 18:00**
Reef Bar	**Reef beach**	**10:00 – 18:00**	
Paradisio Bar	**Big swimming pool**	**10:00 – 18:00**	
Palms Bar	**Main beach**	**10:00 – 18:00**	**Snacks 15:00 – 18:00**
Om Kolthom Bar	**Upstairs next to the Grill restaurant**	**19:00 – 23:00**	**Shisha, drinks**
Bierkeller Bar	**Between Diving Center and Grill restaurant**	**18:00 – 00:00**	
Bordiehns	**Ali Baba Shopping Gallery**	**18:00 – 22:00**	**A la carte restaurant**
Kalaboush disco	**Beside main hotel's entrance**	**22:30 - 02:00**	**After 00:00 - all drinks against the payment**
Al Raouche	**Beside Obba Restaurant**	**19:00 - 22:00**	**A la carte restaurant with extra charge**

Please note that the "All Inclusive" system begins at 10 am and ends at 00-00.

General information

- **Safe box** is free of charge and available in the room.
- **Mini Bar** refilled with 2 bottles of water daily and 2 bottles of soft drinks weekly. Each room is equipped with kettle, 2 mugs, tea, coffee, creamer, sugar. Sachets will be restocked daily as per consumption.
- **Internet** free WIFI is available in lobby area, at Khan bar, at Bierkeller bar, at Fire corner, at small and big pools, at reef beach and main beach by user name **(ARABELLA)** without any password.
- **Guest service** is available at reception desk daily from 09:00 till 17:00.
- **Limousine** service is available. For price list please contact the reception.

- **Kids club** opened from 9 am till 5 pm.

Medical consultation

The Hotel Doctor is available at the clinic from 10:00 till 13:00 and from 19:00 till 21:00
The doctor visit expense 50 Euros at the clinic 60 Euros At the room
To get urgent medical assistant in case of emergency please call number 9

Sport facilities

- **Animation Activities** please check the information boards near to the billiard room, on the big pool and by the Grill restaurant. For kids animation in the kids club please asks the animation (for children from 4 till12 years old)
- **Diving center** is extra charge. For any information please contact directly on TEL **(6689).**
- **Surf Center** is extra charge. For any information please contact the surf center directly.
- **Billiard room** - from 12 pm till 00:00

Important to know

- Check-in starts at 14.00 and check-out is at 12.00. Late check out with extra charge till 18:00 will cost 25 Euro, till 22:00 will cost 50 Euro, check out after 22:00 will cost full room rate.
- In case of losing or damaging the room key or the power saver card the following charges will apply: Room Key: 150,- LE , Power Saver Card: 100,- LE.
- In case of losing or damaging kettle in the room, it will cost 200 LE and the mug 50LE .
- The sun beds reservation is strictly forbidden.
- Spraying against the mosquitoes is daily on sunset.
- It's not allowed to keep or smoke water pipe in the room. You can keep your water pipe at reception and we will return it to you on departure day.
- You can use only the swimming dress to swim in the pool, no t-shirts allowed in the pools.
- For entering the sea we strongly recommend to wear shoes for your own safety.
- Towel cards are delivered to all guests upon check-in (one card per guest). With this card you can receive your towel (free of charge) from the towel house at the pool or the beach. Fees for the lost beach towel or towel card is 300 LE
- "Red flag"- a sign, which will show that you don't want to be disturbed by salesmen at the pool and beach. Available for all guests by our towel desks.
- Lunch box for excursions or early departures can be ordered by reception one day in advance till 20:00
- **200 EURO FINE FOR THE TAKING OUT OF THE SEA SHELLS OR CORALLS AS WELL AS SWIMMING OUT OF DESIGNATED AREA**

For any assistance please don't hesitate to contact our reception on Tel No 9.

Arabella Azur Resort wishes you a nice stay