SUNRISE
GRAND SELECT
Arabian Beach Resort
SHARM EL SHEIKH

Welcome to SUNRISE Arabian Beach Resort -Grand Select-
All-Inclusive Information

Grand Select All Inclusive Privileges	-Upon your check in you can enjoy the following services free of charge 24hrs: All drinks hot & cold, local alcoholic & non-alcoholic are included. No alcoholic drinks are served between 06:00 – 10:00. Alcoholic drinks are served to adults, 18 years & over. All imported alcoholic drinks (chargeable). -The official check-in time is 14:00, the check-out time 12:00. - Please do not pay cash in our F&B outlets but upon Check Out at the Reception, # 3.
Nora restaurant (at the ground level in main building)	**Breakfast** 07:00 till 10:30 (no alcoholic drinks are available during breakfast) ''Buffet'' **Lunch** 13:00 till 15:00 - ''Buffet'' **Dinner** 19:00 till 22:00- ''Buffet''
"Churchill" Lobby Bar At the lobby area	Beverages, opens *24 H* , No alcoholic drinks will be served from 08.00am to 10.00am
"Basilico " Bar & Restaurant " On the beach ,at the center	Beverages 10:00 till 17:00 **Snacks** 12:00 till 17:00 - "set menu"
"Island's" Pool Bar Main pool	Beverages 10:00 till 17:00 **Snacks:** 12:00 till 17:00 - "set menu"
Chiringuito Beach Bar	Beverages 10:00 till 17:00
Ala carte restaurants	Serving dinner with set menu , from *19*:00 till 21:30 , previous reservation is required Manohar indian - Cote de azure French – Mai Thai Thailand – Basilico Italian _ Poseidon Greek _ Waterfall Mongolian
Felucca Restaurant On the beach ,at the right side	Sea food restaurant , against charge
Dress Code	Please note that swim wear is not to be worn in the Lobby & Reception areas or in the Restaurants during breakfast, lunch or dinner. Please do not wear shorts, sleeveless shirts or slippers in the restaurants during the lunch & dinner periods.
Outside visits	Not allowed , according to Covid-19 regulations
Guest Experience Center	For any maintenance orders, room service, special requests or assistance please contact the Guest Experience Center Team **# 1**
Kids Club	Open daily from 10:00 – 13:00 & 14:00 – 17:00 for children 3-12 years of age. A babysitter is available upon request, with extra charge. Please contact the reception, # 3
Children Safety	Children are the responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times.
Tennis courts	Free of charge (including floodlights) Instructors are available upon request. ,Reservation through instructor in GYM
Fitness Center (GYM) (16 & over only)	Open from 07:00 till 19:00 (free of charge). It is not permitted to enter the gym room without wearing sport shoes.
Aqua Park(2 Slide pool)	Opening hours: 10:00 to 12:00, 14:00 to 17:00
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)
Pools / Beach	We have 5 pools - Island's pool, Kids Pool, Slides pool, Relaxation pool (adult only) and Royal Club pool (only for Royal Club guests). Children must be supervised by an adult at all times. Please familiarize yourself with the Pool, Slide & Beach information on the boards.
Royal Club Pool	For guests staying in the Suites only. For more information, please contact the reception, **#3**
Towel Exchange/	**The towels will be available in the rooms and to be changed through house keeper. Please**

FRONT OFFICE
SUNRISE Arabian Beach Resort Management

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Sun beds	**note: it is not allowed to reserve sun beds at the pool or at the beach.**
Topless	It is not allowed to sunbath topless, please respect other guests staying in the hotel.
Mini-Bar	Please be advised that a mini-bar is available in the room (filled with soft drinks upon your arrival). The mini- bar will be refilled every 4 days with soft drinks and daily with water. If you wish to order other items, please contact Room Service. Extra charges apply **#2**
Safe Box	There is a digital safe available in your room, free of charge. You will find the instructions in your language next to the safe. Kindly leave your safe door open before you check out of the hotel. **The Management of SUNRISE Arabian Beach -Grand Select- accepts no responsibility for valuable items left outside the safe box or in an open safe box.**
Laundry	At your service with extra charge. Please use the price list and the laundry bag in your room. Payment at reception upon check–out. For more information, **# 3**
Room cleaning & Turn Down Service	Times for room cleaning: daily from 09:00 till 17:00. Touch screens are available in the rooms for "Make up, Don't Disturb & Ring ". Turn-Down-Service from 18:00 till 22:00. If you prefer a specific time for day time cleaning, please contact the Guest Experience Center Team, **# 1.the cleaning of the rooms will be available each 48 hours**
Breakfast and Lunch box	For excursions and early departure before 07:00 am , Please contact your tour leader to make an order at the reception. The latest time to order the breakfast box or lunch box is one day before up to 20:00.
Limousine Service	With extra charge. For the Limousine Service and the Price-list, please contact the Limousine Desk in the lobby, **# 0**
Doctor	The Clinic is open from 11:00 until 12:00 and from 16:00 till 17:00. All services with charge. In the event of an emergency please dial **#3** (24h).
Internet Service	Free Wi-Fi Service covering all hotel areas (except lobby indoor area).
Telephone calls	To access an international direct line from your room, please dial 9 + 00 + Country Code + City Code and then the telephone number. Please note that only answered calls will be charged as we are using a reverse polarity system. For a call to another room, please dial the required room number.
Wake-up Call	Please contact the reception to arrange your wake-up call. Ext. **#3**
Payment / Exchange	You may choose to pay your bill either by cash or by credit card (American Express, Visa, MasterCard or Diners Club card). A cash-machine is available at the front of the lobby entrance. Please do not pay cash in our F&B outlets but upon Check Out at the Reception, # 3
Check-out time	Please let the reception desk know as soon as possible the time we can collect your luggage, ideally one day before your departure. Please bring back the room key and the towel cards to Reception and settle your account for any extras to pay. Please note; we do not accept coins. If you would like to stay in the room after 12 noon, please contact Reception one day in advance (late checkout subject to availability, with extra charge). Please be aware, the room key card will automatically be invalid after 12.00 noon on the day of departure. For more information, please contact the reception, **#3**
Sunshine Orphan House	The SUNRISE Group of hotels supports the charity for orphaned children in Egypt. A donation box is located in the Lobby. For more information please contact Guest Experience Center or Reception, #1 / #3
Resort Regulations - Roof Top	Please do not enter the roof top areas of the buildings. Any damage or accident will be at your own risk. The Hotel Management will not accept any responsibility for claims of injury.
Local Legislation	The Health & Safety Standards and Regulations in Egypt may not be the same as in your country of residence.

According to the instructions of the Ministry of Health and the Ministry of Tourism, it is not allowed to receive visits from outside the hotel, due to the implications of the COVID-19.
Please contact Reception or the Guest Experience Centre for any further information.

HAVE A NICE STAY!