*** Dear Guest,**

We would like to take this opportunity to thank you for choosing
Coral Sea Holiday Resort and Aqua Park, wish you have an enjoyable stay.
For your comfort and convenience, Please find below is information about all–inclusive concept in the Resort.

Food:	From	To	Service	Location
Breakfast	07.00	10.00	Buffet	Main restaurant
Late Breakfast	11.00	12.00	Snacks	Snack bar "main pool"
Lunch	12.30 13:00	14:30 15:00	Buffet Snacks	Main restaurant American restaurant
Snacks	14.00	16.00		Snack bar "main pool"
Afternoon Tea	16.00	18.00		Main restaurant terrace
Dinner	18:30	21:30	Buffet	Main restaurant
Midnight Snacks	00:00	02:00	Snacks	Lounge bar
Ice Cream	11:00	13:00		Snack bar

Beverages:

All drinks are served by glass (one drink served per person at a time). All Inclusive drinks are served at:-

Bars:	From	To	Service	Location
Lobby Bar	10:00	00:00	Counter	Lobby
Terrace Bar	18:00	00:00	Counter	Lobby terrace
Main Pool Bar	10:00	Sunset	Counter	Pool
Beach Bar	10:00	Sunset	Counter	Beach
Sports Bar	18:00	00:00	Counter	Lobby
Dine Around Bar	During Meals		Counter	Main restaurant

General

- Beach & pool towels are available in the room.
- Please DO NOT leave your passport at the reception.
- **Safe box**: is available in the room free of charge) the **hotel has no liability for any valuables left outside the safe box.**
- Checkout time is at 12:00 noon to avoid an automatic late checkout charge. For late check-out reservation, please check for arrangements with reception one day prior to departure date.
- **Premium Alcoholic** drinks are at charge. No alcoholic drinks for children under the age of 18.
  Soft All-inclusive drinks are available in the lobby bar 24 hrs and guests can purchase alcoholic drinks from the bars or room service.
- **Extra charge**: Food and beverages by room service (24Hr)& Stone-grill restaurant & La Mer restaurant & Village Dinner restaurant and alcoholic drinks at lobby bar from 00:00 till 10:00 am & mini bar items & laundry Service & Tennis court &Spaand beauty salon.
- Gym working hours 8:00 AM till 06:00 PM (45 min. working & 30 min rest for disinfection)
- Beach Volleyball and Table Tennis are part of All-inclusive package.
- Children under the age of 16 are not permitted to charge items to a room bill.
- In case of excursions Meals Boxes need to be ordered in advance at the reception desk before 20:00 hrs.
- Departing guests are not entitled to have lunch boxes.
- Food allergies: please ask to speak to food and beverage Manager for assistance.
- WIFI: is covering throughout the hotel, Free limited Quota, and additional Giga bytes can be purchased.
- Pool & Beach Towels: are available in the rooms.
  Dress Code: Please wear suitable attire in the restaurants. Swimwear and sportswear are not permitted in the evenings or Lobby area.
- **A La carte restaurants:** reservations are required minimum 48 hours in advance throw the kiosk screen in the lobby area.
- **Smoking shisha:** is forbidden inside the hotel (rooms or public areas)

- **CHILDREN MUST BE SUPERVISED BY AN ADULT AT ALL THE TIME ESPECIALLY AROUND THE POOLS, AQUA PARK, BEACH, KIDS PLAYGROUND AND ALL PUBLIC AREAS**.

- **All guests and children under 120 CM are not allowed to use Slides or pools nor Lazy River without being accompanied by an adult.**

Wi-Fi Access:

We are delighted to be able to offer free Wi-Fi internet access **(limited Quota)** throughout the hotel including in guest rooms

Free Wi-Fi:

Our Wi-Fi access is called "**Coral Sea Wi-Fi**"

- When connecting to the Wi-Fi, you will need to enter a user name and password:
  - **User name –** Your room number
  - **Password –** will be your reservation number (as shown at the bottom of this letter)
- Up to 2 devices per room may access the free Wi-Fi.
- There is a limit on the download capacity of the free Wi-Fi this is 4 gigabyte per room per week, we are alsopleased to offer two additional packages for purchase, should you require extra capacity:

✓**One day package –** offers unlimited usage and up to 5 devices connected at anytime – **115 Egyptian Pounds**
✓**Rest of stay package -** offers unlimited usage and up to 5 devices connected at anytime – Special offer price of **385 Egyptian Pounds**

To purchase either of these extra packages, please click on the purchase button after the login screen. The cost will automatically be charged to your room.

**** Please note that once an extra package has been purchased, the free Wi-Fi cannot be reactivated.**

Once you have checkout from the resort you can continue to use the hotel Wi-Fi through logging in under Account Login with the same below password.

Password … … … …

Aqua park information and regulations

- **Snack bar:** From 10:00 till 16:30 **(Service Soft Drinks Only)**

- Aqua park opening hours from 10:00 to 16:30.
- Guests have to read and follow instructions on the signs or given by recreation team.
- **NO LIFE GUARD ON DUTY. SWIMMING AND USING AQUA PARK IS AT YOUR OWN RISK**
- Do not pull or propel yourself or others into the ride, No running, jumping, diving, standing, kneeling, rotating, tumbling or stopping in the flume.
- Spitting and nose blowing is prohibited in the pools and Aqua Park area.
- **Children must be supervised at all times by an adult in all areas.**
- Swimming and using Aqua Park is not allowed if guest is under the influence of alcoholic or drugs or has been ill in the last 48 hours nor has chronic disease.
- Glassware is forbidden in the Pools and aqua park area.
- Appropriate swimwear must be worn when using the pools and Aqua Park.
- **THE HOTEL HOLDS NO RESPONSIBILITY FOR GUESTS INJURIES OR PERSONAL BELONGINGS LEFT ON THE POOLS, BEACH OR AQUA PARK AREA.**
- **Please follow the instructions of waste segregation.**

Enjoy Your Stay