Jasmine Palace Resort & Spa

ALL INCLUSIVE FORMULA

Dear Guest
The Hotel Management would like to welcome you in Jasmine Palace Resort & Spa – Hurghada and wishes you a memorable holiday.

For your convenience, we have the pleasure to provide you with all important information about the hotel facilities from 10:00 till 00:00.

ALL INCLUSIVE MEALS AND SNACKS:

Dunes Restaurant: The restaurant is located in the main building of Jasmine Palace Resort & Spa, for all meals (no reservation needed) at the following times:

BREAKFAST BUFFET	**07:00 – 10:00**	**Dunes Restaurant**
LATE BREAKFAST	**10:30 – 11:30**	**Dunes Restaurant**
LUNCH BUFFET	**13:00 - 15:00**	**Dunes Restaurant**
SNACK TIME	**12:30 - 17:00**	**Om Ali Beach bar**
	12:30 - 17:30	**Pool bar**
	12:30 - 17:00	**Wave bar**
TEA TIME	**17:00 – 18:00**	**Dunes Bar**
DINNER BUFFET	**19:00 - 22:00**	**Dunes Restaurant**
LATE DINNER (COLD CUTS)	**23:00 - 00:00**	**Dunes Restaurant**

We provide you with different theme nights; Egyptian night, international night, Far Eastern night, Oriental night, Mediterranean night, B.B.Q night and Sea Food night.

You can visit our A la Carte restaurant Tiger Lily (Chinese A-la cart restaurant), Om Ali (Oriental A-la cart restaurant), Mama Mia (Italian A-La Carte Restaurant) once per 7-days stay included in our AI concept, space is limited, reservation one day in advance, according the hotel availability.
Reservation takes place at **Guest Relation office** from **10:00 – 12:00** and from **15:00 – 17:00**
Open from **18:30 till 22:00**

EXTRA CHARGED FINE DINING:

- Jabur Indian : Upon Request
- Sea Food Menu : Upon Request

OTHER FREE AMINITIES:

- Two small Bottle of water daily
- Ice Cream at Wave & beach bars for kids and adults served from 13:00 till 16:00

ALL INCLUSIVE BARS:

JASMINE LOBBY BAR	**10:00 – 00:00**	**Water & Juices 00:00 – 10:00**
DUNES BAR	**19:00 - 23:00**	**Tea time 17:00 - 18:00**
POOL BAR	**10:00 – 18:00**	
BEACH BAR	**10:00 - 17:30**	
Wave bar	**10:00 – 18:00**	

Drinks at the Bars & Restaurant are served per glass; Only one-way glasses can be used
(There will be a charge for refilling bottles from dispensers)

According to all-inclusive package, alcoholic drinks will not be served to children under 18 years old.
International Alcoholic, premium alcoholic, Turkish coffee, Irish coffee & fresh juices **are on extra charge**.

BARS ON EXTRA CHARGE:

FRESH CORNER	**08:00 – 20:00**
LOCOMOTIVE DISCO	**00:00 – 03:00** "Free Entrance"
LOUNGE VIP	**18:00-23:00**

SERVICES:

Theatre: Daily evening shows during summer / winter at 20:30 (mini disco) and 21:00 evening show.

Sport & Recreation: daily animation activities, Water gymnastics, Boccia, Aerobics, Beach Volleyball and Dancing lessons.

Game room: Located at 3rd floor with table Tennis (free of charge), Billiard table, Aero hockey and Gameboy (On extra charge).

Leisure facilities: Gym free of charge and it's not allowed for children younger than 14 years old and with the proper sport clothes and sport shoes. Open from 09:00 – 19:00.

Spa: Sauna, Massage etc. Hairdresser & Beauty salon are available extra charge.
Please contact the Health Club near kid's club for more information.

Kids Club: Next to the Pool bar. Operating time: from 10:00 till 12:30 and from 15:00 till 16:30; for kids from 4 till 12 years old; baby sitter is extra charge Upon guest request.

Room service: Against Extra charge.

Clinic: Located on the 3rd. Doctor is always available upon request through the reception. The doctor will bring the services in account, which you will receive back from your insurance (Against extra charge).

Internet access: Wi-Fi service is available in lobby area only and is free of charge.

Laundry: Against Extra charge - laundry price list and laundry bag are in your room.
Please contact reception for further information.

Wake Up Service: Please contact the reception, dial "3" for the Wake-Up service or "0" operator for any help.

Lunch box: A breakfast/lunchbox for your excursions can be ordered one day in advance at the reception before 21:00 and the boxes pick up will be at the reception at the requested time.

Telephone: For international calls, please contact Call Center located in the main building. Please be aware

that the call trial is charged to your account automatically after 30 seconds, either if there is an answer or not as it will be charged as one minute.
Safe deposit boxes: Available in all rooms free of charge. The hotel is not responsible for items left in your room or anywhere else inside the hotel. During your stay, please be sure of closing your safe box before leaving the room. During checkout, please, check your safe box and leave it opened.
Check out time: Check out time is at 12:00 please return your room keys, towel cards at 12:00 and empty your safe box before leaving your room. Late checkout is upon availability and against charge, please contact reception desk (3). To pick up your luggage from the room, call reception (3)
Non-Residents: Visitors allowed only with permission from the reception against extra charge maximum till 20:00.

GENERAL REMARKS:

- The main pool and the kids pool are heated in the winter time depending on the weather Circumstances.
- For your safety, footwear is advised for stepping into the open sea. It's forbidden to feed the fishes, touch the corals, to step on them. To take shells or corals out of the sea is prohibited by the law.
- Emergency cases please dial 3.
- **Limousine service:** limousine desk is available at the lobby (with extra charge).
- **Wind/Kite surf:** located on the beach with extra charge.
- **Diving center:** located on the beach with extra charge.
- **Bazaar:** Two bazaar areas: the first in main building next to the lobby bar, other area outside entrance right side.
- **Money exchange:** ATM machine available at lobby.
- **Dress Code:** Smart casual during the evening, swimwear is not allowed in the main restaurant during the meals & lobby area, while you are in reception area, please, wear a dress or a t-shirt.
- **Air Condition:** It can be controlled from your room, to get the air condition working, please place the power saver (room key) card into the switch next to the room door.
- **Electricity & Voltage:** The voltage at the hotel is 220v; when you enter the room, place your key in the switch next to the room door.
- **TV Satellite:** Enjoy TV channels by more languages.
- **Other information:**
- In case of arm band been missing, it will be against the charge of $30.00. The bracelet must be worn all time during the hotel stay.
- It's not allowed to take any food or to refill bottles with juices or water out of the main restaurant area or anywhere else.
- Please don`t take any glasses to the room; glass glasses are not allowed by pools or on the beach due to safety reasons.
- Swimming pools operation hours from 08:00 till sunset. Children should be supervised by their parents all time.
- Swimming after 18.00 is forbidden with regards to chemical treatment.
- It is not allowed being topless at the Pool or the Beach Area!
- For fire safety, it is not allowed to use a "Shisha" (water pipe) in the hotel! In a case, you have one, it should be handing over to the reception during your stay.
- Room sea view and family rooms are available against extra charge upon request.
- Guest, who has any allergy or special food problems, must inform reception upon arrival.
- Missing beach towel card or missing towel will be charge by 15$.
- **Smoking area:** lobby terrace.
- **Warning:** please don't swim in the sea while it's a red flag or black flag.
- For further information or assistance please do not hesitate to call Reception (Ext.3) or the guest relations team (Ext. 6108, English, Arabic, French and Russian).
- Red flags are available at the towel center for guests, who do not want to be disturbed by the sellers.
- Advice: Please do not drink tap water.

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