SUNRISE
GRAND SELECT
Montemare Resort
SHARM EL SHEIKH

Welcome to SUNRISE Montemare Resort –Grand Select- All Inclusive

Grand Select All Inclusive Privileges	Once checked in you can enjoy the all-inclusive concept 24 hours: All drinks hot & cold, local alcohol, House wine and non-alcoholic drinks. Alcoholic drinks are not served between 06:00 -10:00. Alcohol served to 18 years & over. All imported alcohol and fresh juices are payable. The official check-in time is 14:00, the check-out time is 12.00 noon. Please do not pay cash in any hotel bar or restaurant but upon check-out at Reception, 2#
Horizon Buffet Restaurant Main building, first floor 	All-Inclusive. Ala carte menu Breakfast: 07.00 till 10.30 (alcoholic drinks are not served during breakfast) Lunch: 13:00 till 15:00 Dinner: *19:00* till 22.00
Basilico Italian restaurant Main building, ground floor	Serving fine Italian food (All-Inclusive) Opening hours from *18:30* till 22.00
Manzoku Asian restaurant Main building, ground floor	Serving Wok Menu All Inclusive. Sushi &Teppanyaki (Chargeable) Opening hours: *18:30* till 22:00
Gamila Oriantal restaurant close to Diving center beach area	Serving Egyptian and Oriental food (All-Inclusive) Opening hours from *18:30* till 22.00
FELUCCA Seafood restaurant Near the beach 	A la carte dinner *18:30* till 22:00 Serving Seafood (Chargeable)
Roots& Light Diet and Vegeterian Restaurant	Serving Vegetarian and diet food (All-Inclusive) Opening hours from *18:30* till 22.00.
Chimichurri Steak House Restaurant On the Island pool	Serving Steak House Cuisine (All-Inclusive) Opening hours from *18:30* till 22:00. Snacks: 12:00 till 17:00
A la carte Restaurants	Please reserve your table for dinner by using the reservation program (touch screen) which is located in the lobby, next to the reception desk. All à la carte restaurants can be reserved up to 1 day in advance. For assistance, please contact the Guest Service Centre or reception by dialing 1# or 2#.
Ivory Lobby Bar, Main building, first floor	Beverage, open 24 hours. Imported alcohol is Chargeable. No alcohol is served from 06:00 till 10:00
All Pool Bars	Beverage 10:00 till 17:00
The Terrace Shisha Lounge Aqua Pool Area	Opening hours: 17:00 till 00:00 Serving all inclusive drinks (hot & cold, local alcohol, house wine and non-alcoholic serving from Ivory lobby bar). Please note that the Shisha is not available due to Covid-19 situation.
Kids Planet	Opening Hours: 10:00 – 12:30 and 15:00 – 17:00 Age (4-12 Years old)
Dress Code	Please do not wear swimming attire in the Lobby or Reception areas. No swimwear is allowed in the restaurants during breakfast, lunch and dinner. Please do not wear shorts or sleeveless shirts in the restaurants during dinner time.
Guest Service Center	For any maintenance orders, room service, special requests or assistance please contact the Guest Service Center Team **# 1**
Entertainment	Daily animation programs. Evening entertainment as per schedule (live singing, instrumental, oriental show, quiz, karaoke, contests, etc.).
Fitness Centre (Gym)+16 years	Opening hours: 07:00 till 19:00 (free of charge).+16 years old It is not permitted to use the gym room without suitable footwear/ sport shoes.
Spa Centre Main building, ground floor +16 years	Opening hours: 09:00 till 20:00 All treatments are Chargeable. Quiet treatment rooms, separate areas for ladies & gentlemen with sauna, steam room, plunge pool, foot bath, showers & massage room ▪ general area with heated spa pool and 2 hydro pools, steam room and Turkish bath ▪ a variety of body treatments ▪ 2 private areas with own sauna, steam room, spa pool and shower - available with prior reservation at the Spa desk. Sauna and steam free of charge with prior reservation.
Hairdresser	Opening hours: 09:00 to 20:00 All treatments are Chargeable and with prior reservation
Tattoos	Please be advised, "Black Henna Tattoos" are not recommended for Health & Safety reasons. The management is not responsible for any personal injury or damage to hotel property (i.e. bedding, towels, etc.) due to the ink transfer. This is your responsibility.
Towel Exchange/ Sun beds	The towel card you receive upon check-in entitles you to one towel exchange per day. Kindly give the towel cards back upon check-out at the reception.

	Lost towel cards will be charged at 200 L.E. per card. It is not permitted to reserve sun beds at the pool or beach.
Topless	It is not allowed to sunbath topless, please respect other guests staying in the hotel.
Mini-Bar	The mini-bar in the room is filled with soft drinks for your arrival. The mini- bar will be refilled after 4 days with soft drinks and daily with water. If you wish to order any additional items, please contact the Room Service. Extra charges will apply 3#
Safe Box	There is a digital safe in your room, free of charge. You will find the instructions in various languages next to the safe. Kindly leave your safe door open before you check out from the hotel. The Management of SUNRISE Montemare Resort –Grand Select- accepts no responsibility for valuable items left outside the safe box or in an open safe box.
Limousine Service	The limousine service is available upon request. For more information, please call the reception, 2#
Laundry	At your service & against charge. Please use the price list and the laundry bag in your room. Payment to be made at the reception upon check-out. For more information, 2#
Room cleaning & Turn Down Service	Times for room cleaning: daily from 09.00 to 17:00. Touch screens are available in the room for "Make up, do not Disturb & Doorbell ". The Turn-Down-Service is between 18:00 and 20:00 If you prefer a specific time for day time cleaning contact the Guest Service Centre Team, 1#
Breakfast and Lunch box	Please contact your tour leader to make your order for a take away box with the reception staff for your excursions. The latest time to order the breakfast box or lunch box is one day before until 20:00.
Doctor	The clinic is open from 12:00 till 13:00 and 18:00 until 19:00. A Consultancy charge will apply in addition to medical costs and medication. In the event of an emergency please dial 2# 24 hours
Internet Service	Free Wi-Fi service
Telephone calls	To call another room, please dial the required room number.
Wake-up Call	Please contact the reception to arrange your wake-up call. Ext. **#2**
Payment	You can choose to settle your account by cash payment, Debit or Credit card. (American Express, Visa, Mastercard, Diners Club Card)
ATM Machine	For money exchange and get money located front of Natura Spa center
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, **#2**
Resort Regulations - Roof Top	Please do not enter the area of the roof tops of the buildings. Any damage or accident will be at your own risk. The Hotel Management will not accept any responsibility or liability for claims of injury.
Kids Rules	Children's required to be accompanied with patents
Covid-19 Regulations	I herewith confirm that I am aware that despite all measures taken infections such as COVID-19 remain possible. Hence, the effectivity of anti-infection measures depends largely on my own personal behavior. I agree that Sunrise Montemare Resort and the auditing companies working with the hotel or any of its affiliates are not responsible and not liable in case of any impact on my personal health situation.
Fogging Service	To ensure your comfort, the resort carries out the pest control-mosquito fogging service in the resort including garden area daily from 18:00hrs – 18:30hrs. Please do keep your room doors and windows closed during this period as it may cause an unpleasant odor in your room. Kindly note that the pest control service is carried out under strict and safe guidelines. Should you have any reactions or allergies to insecticides, please inform us immediately and we shall take the necessary precautions.
Local Legislation	The Health & Safety Standards and Regulations in Egypt may not be the same as your country of residence.

We recommend that food, drinks and water are not brought into the hotel from outside for Health & Safety reasons.
Should you wish to invite visitors into the hotel, please speak to reception staff first as this will incur a charge
Please contact Reception or the Guest Service Centre for any further information.

Thank you for choosing to stay with us.

Enjoy your visit.