

El Palacio 24 Hours All Inclusive Formula



<u>Meals</u>	Mirette Main restaurant Breakfast From 06:30 till 10:00 Lunch From 12:30 till 15:00 Dinner From 18:30 till 22:00 Late Dinner From 22:30 till 24:00 (Only for late arrivals & excursions guests)
<u>Snacks</u>	Snack bar & Pizzeria From 11:00 till 17:00 Lobby bar light Snacks From 22:30 till 24:00 Lobby bar midnight Snacks From 24:00 till 06:00
<u>Beverage service</u>	Andalusia Lobby bar 24 Hours Working Pool bar and Beach bar From 10:00 till 17:00 In All Bars one person can get two drinks per time.
<u>Beverage information</u>	Be kindly informed that fresh juices, ice-cream, pop corn and imported alcoholics are not included in AI system
<u>Discounts</u>	Guests at <u>Standard Rooms</u> are entitled for 50 % discount at Italian restaurant and Fish restaurant during the stay. For reservation please contact our Guest Relations Team. The reservation should be done shortly after arrival.
<u>AI privileges</u>	The bracelet has to be worn the whole stay and to be shown if requested.
<u>Safe</u>	Available in the room free of charge. You can find an instruction paper in different languages inside of the wardrobe on the door. Kindly be advised to keep the safe door opened before your check out .The Management of "Sunny Days El Palacio" takes no responsibility for valuables left in your room, which are not deposited in the safe.
<u>Towel card & Towels</u>	The towel card, which you received upon check in, entitles you to get one towel each a day at one of our Towel Centers. And the guest needs to give the towel back to the towel centre and get his card by the end of the day. In case of lost towel or towel card you will be charged with amount of 100 L.E. Kindly be informed that it is not allowed to leave hotel towels at the balcony or at the terrace unattended. Do not leave unattended towels on the beach. The Management of "Sunny Days El Palacio" will be very sorry to charge you for towels in case of their disappearance.
<u>Dress code</u>	We kindly request you not to wear swimming costumes in the restaurant during the breakfast, lunch and dinner. Please don't wear sleepers, shirts without sleeves or shorts during the dinner time.
<u>Sport & Animation Evening entertainment</u>	You can get all information about our animation program and our kids club from our info board, located in front of the main restaurant. Seven nights per week different shows and daily kids and open disco.
<u>SPA</u>	Open from 10:00 am till 20:00 pm. Fitness room is free of charge. Massage, sauna, Jacuzzi and steam bath from 09:00 am till 19:00 pm against extra charge. For more information you can contact (Ext. 743). It is not permitted to use the gym room without sport shoes and it is not allowed for the persons under 16 th year to use the fitness room.
<u>Kids club</u>	Daily various programs with professional pedagogues and animators. Open from 09:30 till 17:00. Evening kids program from 19:00 till 21:00.
<u>Babysitter</u>	If you need a babysitter (with extra charge), please contact the reception (Ext.2) one day in advance.
<u>Doctor</u>	The clinic is open daily (with extra charge) From 10:00 till 12:00 and from 18:00 till 20:00 ** In emergency cases please call Ext. 2 (24 hours) **
<u>Room cleaning</u>	Room cleaning hours: daily from 9:00 am to 17:00 pm If you prefer a special time for cleaning, please use the door sign or call Ext. 3.
<u>Laundry</u>	Please use the requisition and the laundry bag in the wardrobe of your room. You can call the laundry service ext 3
<u>Mini fridge</u>	Your Mini- Fridge is filled with 2 mineral water bottles upon arrival, if you like to have it filled; it will be extra charged according to the price list of our hotel. Mineral water dispensers are available.
<u>Internet and Billiard</u>	Internet & Billiard are against charge.
<u>Healthy and Safety</u>	Fire Escape map is located on back of each rooms door to show the direction to the nearest exit way. Smoking water pipe (Shisha) is not allowed in the room (balcony or terrace). Keep your terrace door closed when you are not in the room
<u>Key system</u>	You can leave your room key at any time at the Reception. In case of key loss you will be charged with amount of 200 L.E.
<u>Guest questioners</u>	Kindly fill guest questioner card and deliver it to the Reception 3 days before your departure.
<u>General Information</u>	<u>Please note for your safety:</u> 1) You are responsible for all room facilities so please contact reception (Ext. 2) if you have any damage upon check in. If we will see any damage upon check out we are sorry to charge you. 2) Not allowed to leave the power card inside the power saver if you are not in the room.
<u>Check Out</u>	Please note that the check out time is at 12:00 noon. Please, leave your luggage outside the door and deliver to the Reception your room key, towel cards (but not towels) and bracelets. You will get coupon for one soft drink till 15:00 and coupon for lunch or dinner. At dinner you are entitled to have one soft drink per person free of charge. In case if you lost your towel card you have to pay 100 LE per one card. You can settle your account either by cash or by credit card: only (American Express, Visa, Master or Diners). If you would like to stay longer in the room, the hotel provides late check out with extra charge according to hotel availability. For more information please contact the Reception (Ext. 2).