

**HOTEL NAME & CATEGORY** Grand Rotana Resort & Spa - 5 Stars Deluxe  
**OPENING DATE** 2005  
**TYPE OF PENSION (BB/HB/AL/UAI)** BB/HB/AL/SAL/UAI  
**NATIONALITIES THE HOTEL WORKS WITH (generally)** all markets  
**LAST COMPLETE RENOVATION** 2023 (ongoing)  
**HOTEL ADDRESS** Sharks Bay, Sharm El Sheikh, South Sinai, Egypt

**E-MAIL** grand.resort@rotana.com

**OFFICE IN CAIRO (address & phone)** Abdel Hameed Badawy St; 2nd Floor, Heliopolis, Cairo, Egypt T: +2 (0) 221802801/3, +2 (0) 221802828/9, +20(2)21802805/6

**HOTEL WEB SITE** www.rotana.com

**DISTANCE FROM TO AIRPORT SSH** Airport(SSH)-Hotel 7 km Hotel-Naama Bay 8 km Hotel-Old SSH 15 km  
**FIRST OR SECOND LINE TO THE BEACH** first Distance from reception to the sea 150 m

TYPE OF THE BUILDING	HOW MANY BUILDINGS	HOW MANY FLOOR / including ground floor
Main building	1 (only reception)	6
Annex bld	9	2/4/6
Villas	9	2

**LIFT AVAILABILITY IN THE HOTEL (Quantity)** 6  
**TOTAL HOTEL NUMBER OF ROOMS INCLUDING SUITES & VILLAS** 526

**VIEW OF ALL TYPES OF ROOMS**

Garden View	Garden View Room	Back View	N/A
Sea Side View	Sea View / Villas	Mountain View	N/A
Pool View /Sea View	Panoramic Sea and Pool View Room	Lagoon View	N/A
Beach Front View	Panoramic Sea and Pool View One Bedroom Suite	City View	N/A
Beach Front View	Sea Front Room	Golf View	N/A
Beach Front View	Sea Front One Bedroom Suite - Lounge Access	Airport View	N/A
Beach Front View	Sea Front Room with Lounge Access		

**TYPE OF STANDARD ROOMS**

Garden View Rooms (twin bed) №	<u>69</u>		
Garden View Rooms (King bed) №	<u>65</u>	Non Smoking Rooms №	<u>315 for all types</u>
Garden View Rooms TRPL (3 beds) №	<u>N/A</u>	Connected rooms №	<u>40 for all types</u>

**DESCRIPTION & FACILITIES OF GARDEN VIEW ROOM**

How many Garden View Rooms №	<u>134</u>		
Dimension of the Room SQ (m2)	<u>28 - 36</u>		
Maximum capacity in the room	<u>2+2 or 3+1</u>		
Type of EXB / in classic room / camp bed, sofa, normal bed /	<u>american bed / sofa (1 EXB ONLY PER ROOM)</u>		
All type of view of Garden View Room	<u>garden</u>		
Rooms with bath tub %	<u>with shower cabin only %</u>	<u>100%</u>	
Hair dryer in the room	<u>Free</u>	<u>100%</u>	<u>On the reception Charge/free</u> <u>N/A</u>
Mini - Bar in the room (drinks)	<u>Empty/full</u>	<u>empty</u>	<u>Charge/free</u> <u>charge</u> <u>Free water (check-in)</u> <u>1 big bottle</u>
Safe box in the room	<u>Free</u>	<u>100%</u>	<u>Charge</u> <u>for BB&amp;HB guest free bottle of water only upon arrival</u>
Safe box on the reception	<u>Free</u>	<u>N/A</u>	<u>Charge</u> <u>for AI &amp; UAI daily replenishment of bottle of water</u>
Air conditions	<u>Central</u>	<u>Main building</u>	<u>Split</u> <u>Other buildings</u>
Air conditions	<u>Cold Only</u>	<u>√</u>	<u>Cold &amp; Heat</u> <u>N/A</u>
TV / satellite / LCD TV	<u>√ (LCD TV)</u>		
Telephone	<u>√</u>		
Coffee and tea maker	<u>Charge/free</u>	<u>√ (free)</u>	<u>Iron in the room</u> <u>Charge/free</u> <u>free as per request</u>
Slippers	<u>Charge/free</u>	<u>√ (free)</u>	<u>Bath Robe</u> <u>Charge/free</u> <u>√ (free)</u>
How many rooms with balcony %	<u>18% of 134 classic room</u>	<u>with terrace %</u>	<u>51% of 134 classic room</u>
How many rooms without balcony or terrace №	<u>31% of 134 classic room</u>	<u>size of these rooms (m2)</u>	<u>28 - 36</u>
Surface of the floor in the room (ceramic / marble / carpets)	<u>ceramic</u>		
Room service	<u>Charge/free</u>	<u>charge</u>	<u>Working hours</u> <u>24 hours</u>
Room cleaning	<u>Daily</u>	<u>√</u>	<u>Per day</u> <u>1</u> <u>Per week</u>
Change of linen	<u>Daily</u>	<u>or upon request</u>	<u>Per day</u> <u>1</u> <u>Per week</u>
Internet connection in the room	<u>Type</u>	<u>Wi-Fi</u>	<u>Charge/free</u> <u>free/charge</u> <u>Premium speed</u>
Internet connection in the public area	<u>Type</u>	<u>Wi-Fi</u>	<u>Charge/free</u> <u>free/charge</u> <u>Premium speed</u>
Accommodation with Pets	<u>Size/Weight</u>	<u>N/A</u>	<u>Charge/free</u>

**FACILITIES FOR DISABLE CLIENTS / HANDY CAP ROOMS**

Quantity of handy cap rooms	3		General size SQ m2 of handy cap room	40.8 m
Room Type	Grand Deluxe (Handy Cap Room)		Location / floor /	Building 6 (3, 4 floor)
Extra charge / without extra charge	availability upon request		Width of enter door in handy cap rooms	0.9 m
Terrace or Balcony / quantity	1t or 1b		Width of lift door	1 m
Handy Cap wheels availability	charge	free ✓	Special calls for handy cap on the territory	✓

**DESCRIPTION FOR ALL OTHER ROOM TYPES IN THE HOTEL**

Type & Name	How Many	Size SQ M2	Room view	Max capacity	Balcony or terrace	Bedrooms Qty & Door availability	Kitchen	Lying Room or Area	Type of EOB (emp bed, sofa, normal b)	Slippers and bathrobe availability	Bath Tub or Stand Shower Qty
Garden View Room	134	28 - 36	garden	3+1	1b or 1t or 1 french window	N/A	N/A	N/A	1 american bed or sofa	✓	1 (shower)
Sea View Room	78	28 - 36	partial sea	3+1	1b or 1t or 1 french window	N/A	N/A	N/A	1 american bed or sofa	✓	1 (shower / bath tub)
Panoramic Sea and Pool View Room	78	34 - 42	pool & sea	3+1	1b or 1t or 1 stone terrace	N/A	N/A	N/A	1 american bed or sofa	✓	1 (shower / bath tub)
Sea Front Room	139	34 - 39	sea front	3+1	1b or 1t or 1 stone terrace	N/A	N/A	N/A	1 american bed	✓	1 (shower / bath tub)
*Sea Front Room with Lounge Access	62	34 - 39	sea front	3+1	1b or 1t or 1 stone terrace	N/A	N/A	N/A	1 american bed	✓	1 (shower / bath tub)
*Sea Front One Bedroom Suite - Lounge Access	24	70	sea front	3+1	2 terrace	1 (door) long size bed	N/A	1	sofa	✓	2 Shower or 2 bath tub
*Panoramic Sea and Pool View One Bedroom Suite	2	70	pool & sea	2	2 Balconies	1 (door) long size bed	N/A	1	N/A	✓	1 (Jacuzzi + bath tub)
*Villa - private Garden and Pool	9	328-452	sea	from 8 till 10	2-3b & 2-3t	2/3/4/5	1 (stove)	1	folder bed	✓	1 (bathroom in every master bedroom)

\* Mentioned Room categories including special services at Club Rotana lounge with Sea Front View terrace (opening hours 07.00-23.00) : private check in- check out, complimentary Continental breakfast served 07.00 am – 11.00 am; snacks from 12.00 pm till 17.00, hot and cold beverages are served throughout the day in addition to evening canapés served from 18:00 to 20:00, inclusive of cocktails and alcohol.

**VILLAS DESCRIPTION**

How many villas / total number	9	General size SQ m2 of each villa	328-452
1st floor (full description)	1 Dining Room with salon + 1 or 2 Bed Rooms + 3 Bathrooms		
2nd floor (full description)	3 bedrooms + 3 bathrooms		
Full description	private garden and swimming pool, 4-5 bedrooms, one living room, DVD player, kitchen with a room for staff, private parking. (in villa can be for 2 bed rooms on the ground floor + 1 living room)		

**HOTEL FACILITIES**
**SWIMMING POOL**

Type of sw. pool	How many	Depth of each one (m)	Heated (in winter time) / quantity	Temperature of heating	Not Heated / quantity	Sea Water / quantity	Water slide for children and adult / quantity
Out Door Pool (3600 sq. m)	1	0.9 - 1.85	N/A	N/A	1	N/A	1 (middle slide)
Open air pool jacuzzi (80sq m. from 16 y.o)	1	1	yes	28 C	N/A	N/A	N/A
Children Pool (200 sq.m., kid's club)	1	0.4	yes	28 C	N/A	N/A	N/A
Children part in main pool (400sq.m.)	1	0.9	yes	28 C	N/A	N/A	N/A

Umbrellas	✓	Charge / free	free
Mattresses	✓	Charge / free	free
Sunbeds	✓	Charge / free	free
Towels	✓	Charge / free	free

## AQUA PARK IN THE HOTEL

Name	How many slides for adults	How many kids slides	In-house guest Charge / Free	Heated	Temperature of heating	working hours
N/A, only one slide for adult and children, from 10.00-12.00, 15.00-16.00						

## PRIVATE BEACH

Beach	Name of the beach	Charge / free	Sandy entrance	Coral entrance	Rocky entrance	Jetty for clients	Marina for boats
Private HI beach	Grand Rotana	free	12 m till the depth			√ (12m, 11m, 15 m)	N/A
			N/A (not deep sandy/coral lagoon for kids)	√	N/A		
Bar availability on the beach (quantity / name)		2 : Palms & Grill bar, C-Lido café			working hours	09:00 - sunset	
Restaurant availability on the beach (quantity / name)		Palms & Grill restaurant			working hours	13.00-17.00, 18.30-22.00	
Umbrellas	_____	√	Charge / free	_____	free	_____	_____
Mattresses	_____	√	Charge / free	_____	free	_____	_____
Sunbeds	_____	√	Charge / free	_____	free	_____	_____
Towels	_____	√	Charge / free	_____	free	_____	_____

## FOOD & BEVERAGE SERVICE

BB- Breakfast in the main restaurant Ramses including water, tea and coffee, packed juice  
 HB - Breakfast and dinner in the main restaurant Ramses including water, tea and coffee, packed juice, for dinner all drinks are extra charge.  
 AI- breakfast, lunch and dinner open buffet in the main restaurant. Late breakfast (11.00-13.00) a la carte available at Mezzaluna restaurant, snacks menu at The Palms & Grill restaurant and AI menu a la carte lunch at Mezzaluna from 13.00-17.00  
 SAI- breakfast, lunch and dinner open buffet in the main restaurant. Late breakfast (11.00-13.00) a la carte available at Mezzaluna restaurant, snacks menu at The Palms & Grill restaurant and AI menu a la carte lunch at Mezzaluna from 13.00-17.00, only non alcoholic beverages included according to the AI list  
 UAI - breakfast, lunch and dinner open buffet in the main restaurant. Late breakfast (11.00-13.00) available at Mezzaluna restaurant, snacks menu at The Palms & Grill restaurant and AI menu a la carte lunch at Mezzaluna from 13.00-17.00 Also Lunch in one of the restaurant by A la carte special menu at The Palms & Grill and Mezzaluna daily from 13.00-15.30, dinners at one of the a la carte restaurant from 4 - daily.  
 For both AI and UAI concepts we offer local alcoholic and soft drinks served from 09:00 am till 01.00 am according to the schedule. Ice cream are served in special time from 13:00 till 17:00 at Mezzaluna restaurant and from 15:00 till 17:00 at Palms & Grill bar

## RESTAURANTS

Name	Location	Working Hours	Specialty	comments
Ramses Restaurant	Main building	Breakfast 07:00-10:30; Lunch 13:00-15:30; Dinner 18:30-21:30	All Day Dining Restaurant	buffet
Silk Road Restaurant	Main building	18:30 - 22:00	Dinner, a la cart menu	Asian cuisines (dress code-smart casual)
"Mezzaluna" Restaurant	Pool Area	11:00 - 13:00	late breakfast a la cart (AI,UAI,SAI)	Italian Cuisine
		13:00 - 17:00	Lunch a la cart menu (AI, UAI,SAI) OR normal Italian Restaurant menu 13.00-15.30 (UAI)	
		18:30 - 22:00	Dinner, a la cart menu	
"The Palm's Bar & Grill"	Beach Area	13:00 - 17:00	Lunch Snacks a la cart menu (AI,UAI,SAI) OR normal a la cart menu 13.00-15.30 (UAI)	Grill and Seafood
		18:30 - 22:00	Dinner, a la cart menu	
"Duke's Pub"	Pool Area	18:30 - 22:00	Dinner, a la cart menu	Traditional English Cuisine

\*Guest, who will be staying for a minimum length of 7 nights, will be entitled for two visits every 7 nights at one of our 4 A la carte restaurants ( Mezzaluna Italian restaurant, Palms bar & Grill at the beach & Silk Road Asian Restaurant, Duke's English Pub)

\* A supplement of USD 30.00 per person per visit will be applied in case the guest will dine in any of 4 A la carte restaurants for Lunch & Dinner meals during his stay for AI and SAI

### Other F&B benefits for AI, SAI & UAI concepts

Guests will be entitled to 25% discount on Room Service menu.

Guest, using a la carte restaurants, can choose from any item on the menu except for the ones marked by(\*), as marked dishes can be ordered with 25% discount

## BARS

Name	Location	Working Hours	Specialty
Isis Bar	Lobby Area	07:00 - 23:00	alcoholic & soft drinks tea & coffee
Sky Lounge	Ramses Terrace	17:00 - 01:00	Drinks, menu, hookah
C Lido Bar	Beach Area	09:00 - sunset	Creps, drinks, hookah
Pool Bar	Pool	09:00 - sunset	Drinks, menu
Palms Bar	Beach Area	09:00 - sunset	Drinks, a la carte restaurant lunch
Duke's Pub	Main building, pool area	17.00 - 01.00	Drinks, menu

**CHILDREN ACTIVITIES**

Kids corner (kid's table)	Baby chair	Children	Animation for children	
Main restaurant	Restaurant	2 Playgrounds	Day time	Kids disco / Cartoon movies(evening)
√	√	√	√	√

Service	Free	Charge	Remarks (age/working hours)
Kid's Club	√		3 - 12 y.o. (children under 3 y.o. have to be accompanied by parents) 09:00 -13:00, 15:00-17:00
Baby Cot	√		upon request
Baby-Sitters		√	from 6:00 pm till 03:00 am extra charge 12 usd. Per hour from 4 y.o.
Baby Stroller	√		upon request ,no pre reservation

**HOTEL ACTIVITIES & SERVICE**

Service	Free	Charge	Remarks	Service	Free	Charge	Remarks
<b>Health Club activities</b>							
Fitness center (gym)	√		from 16 y.o	Tennis court	√		quantity 1
Sauna	√		from 16 y.o				tiles hard
Massage		√					light 15\$ per hour
Steam	√		from 16 y.o	Tennis Racket (2 rackets)		√	12\$ per hour
SPA		√		Billiards	√		
Jaccuzi Infinity pool	√		from 16 y.o	Tennis table	√		
<b>Animation activities</b>							
Animation evening show	√			Boca		√	
Stretching	√			Fool ball	N/A		
Aqua Gym	√			Baby foot ball	√		
Water polo	√			Beach Volleyball	√		
Yoga	√			Basketball	N/A		
Darts	√			Disco	N/A		
<b>Water Sport activities</b>							
Diving		√	Scorpions Diving center	Water sport activity		√	

**HOTEL SERVICES**

Service	Free	Charge	Remarks	Service	Free	Charge	Remarks
Live music / singer	√			In house doctor		√	On call
Laundry		√		Parking	√		
Dry Clean		√		Hair dresser		√	
Shuttle to Naama Bay	√		2 times per day	Shopping area		√	

Service	Available	Not available	Service	Available	Not available
Exchange on the reception		√	BUSINESS CENTER	√ (chargable)	
ATM	√		Limousine service	√ (chargable)	
Concierge service	√		Bank / In the hotel		√

**CREDIT CARDS**

ACCEPTED CREDIT CARDS			
Visa	√	Diners Club	√
Master Card	√	American Express	√

**MEETING FACILITIES  
CONFERENCE ROOMS**

Conference room name	Size (sq.m)	Length	Width	Ceiling height	Capacity					
					Theatre	Classroom	Banquet	U-shape	Boardroom	Casual
Cleopatra Ball Room	378	27	14	5.8	300	150	150	70	60	150
Nefertiti (1)	130	13	10	5	75	60	60	35	25	60
Sethy (2)	84	7	12	5	36	25	30	15	10	30
Tutankhamun (3)	110	11	10	5	70	50	50	25	20	50
The Pharaohs 1+2+3	310	31	10	5	200	150	140	70	45	140
Osiris	96	16,6	6,2	5	70	40	50	30	30	60

**AUDIO-VISUAL EQUIPMENT**

Equipments	Yes/No
LCD-projector (data show)	upon request, subject to availability, charge
Overhead projector	
Slide projector	
Screen (180x180)/(2.50x2.25)/4x4 In Cleopatra Ball Room	
Sound system :	
- microphones	
- speakers	
- amplifier	
- mixer	
Flipchart	
Clip microphone	
Wireless microphone	
Stand table microphone	
Long stand microphone	
Headset microphone	
Amplifier	
Speaker	
Mixer	

Equipments	Yes/No
Laptop	upon request, subject to availability, charge
Desktop Computer	
Laser Pointer	
White board	
Black board	
Plasma screen	
DVD player	
Video player	
Podium	
Color TV	
Printer (black & white)	
Printer (colored)	
Fax machine	
Translation system	
Other equipment:	

The regular guests are provided with amenities upon arrival. The Club Rotana Rooms, Suites & Villas are always provided with special amenities. We have special compliments for 'Birthdays & Honeymooners' guests such as bed decoration and fruit basket or cake. Private dinner on the beach can be organized with extra charge. Romantic Cabanas with individual service are available for rent extra charge per day including 2 drinks.

Hotel managed by Rotana Resort & Hotels

**MANAGEMENT CONTACTS**

Position	Name	Mobile number	E-mail
Owner			
General Manager	Mr. Azmi Sami	002 (069) 3602700	<a href="mailto:azmi.sami@rotana.com">azmi.sami@rotana.com</a>
Personal Assistant To The General Manager	Mrs. Ghada El Gendi	002 (069) 3602700	<a href="mailto:grand.resort@rotana.com">grand.resort@rotana.com</a>
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Director of Revenue	Mr. Gerges Roshdy	01221044981	<a href="mailto:gerges.roshdy@rotana.com">gerges.roshdy@rotana.com</a>
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Team Leader Guest Service	Ms. Inna Shefer	002 (069) 3602700	<a href="mailto:gs.grand@rotana.com">gs.grand@rotana.com</a>

**Grand Rotana**  
Resort & Spa - Sharm El Sheikh

Date: 05.10.2023  
Name: Mr. Mohamed Abdelaal  
Title: Director of Rooms  
Stamp & Signature:

