



Welcome to Hawaii Riviera Aqua Park Resort  
**All-Inclusive Program**

<b>All Inclusive Privileges &amp; Bracelet</b>	With this bracelet, which you have received upon check-in, you can enjoy the following services free of charge. The bracelet has to be worn the whole stay and to be shown if requested. The all-inclusive program starts from 10:00am Until 00:00 midnight. No alcoholic drinks are served between 06.00am - 10.00am. Alcoholic drinks are served for adult only (18+). <b>All Restaurants and all indoor bars are non-smoking. It is forbidden to smoke own private shisha in all hotel territory.</b> <b>The official check-in time is 14:00, the check-out time 12.00noon.</b> <b>Please do not pay cash in our F&amp;B outlets, but upon check-out at the Reception.</b>
<b>The main Restaurant And European Restaurant</b>	Breakfast from 07:00 till 10:00 (No Soft Or alcoholic drinks are available ) Lunch from 13:00 till 15:00 Dinner from 06:00 till 20:30
<b>Beach Bar at the beach</b>	<u>Beverage</u> from 10:00 till 17:00 (Local Alcoholic Cocktails, local spirits, soft drinks, water, Juice, Beer, Espresso, Cappuccino, and tea & Coffee).
<b>Pool Bar at the Pool</b>	<u>Beverage</u> from 10:00 till 17:00 (Local Alcoholic Cocktails, local spirits, soft drinks, water, Juice, Beer, Espresso, Cappuccino, and tea & Coffee).
<b>Splash Snacks Bar</b>	<u>Beverage</u> from 15:00 till 17:00 (local spirits, soft drinks, water, Juice, Beer, Espresso, Cappuccino, and tea & Coffee). <u>Snacks</u> from 15:00 till 17:00 (Snacks - Pizza)
<b>Bistro Bar ground floor</b>	<u>Beverage</u> from 17:00 till 23:00midnight (Local Alcoholic Cocktails, local spirits, soft drinks, water, Juice, Beer, Espresso, Cappuccino, and tea & Coffee).
<b>Lobby Bar at the lobby area</b>	<u>Beverage</u> from 10:00 till 00:00midnight (Local Alcoholic Cocktails, local spirits, soft drinks, water, Juice, Beer, Espresso, Cappuccino, and tea & Coffee). Tea time from 16:00 till 17:00. Open 24 hrs. Please note that after midnight till 10:00am all drinks (alcoholic and non-alcoholic) are against extra charge.
<b>Food &amp; Beverage</b>	All above Beverages drinks are served by glass from dispensers. Wine is only served at the main Restaurant and Specialty Restaurant during meals time. For your own safety all beverages around the pool bars and the beach are served in plastic cups. All bottled and Cans Beverages ,bottled water, Fresh Fruits, Fresh juices, Turkish coffee Milk Shakes, Shisha and sparkling wine are available against extra charge. The all-inclusive items (food & drinks) to be used only in the specific places (Restaurants or bars). It is not recommended to take any glasses to the rooms for safety reasons. In case of any allergies to any of the Food or Beverages please inform the Restaurant Manager or Reception.
<b>Dress Code</b>	Please note that swim wear is not to be worn in the Lobby & Reception areas or in the Restaurants during breakfast, lunch or dinner. Smart casual is recommended to be worn during the Breakfast &Lunch meals. Elegant wear is recommended to be worn during the Dinner meal.
<b>Visiting</b>	For your safety it is not allowed to visit the guests in their rooms
<b>Reception/ Guest</b>	Maintenance order, room service order, special requests in your room or any special occasions please contact the guest relation or the reception or dial Ext <b>#1, 2</b>
<b>Towel Card / Towel Center</b>	Beach towels provided in the room and changed in the room. in the end of the stay, they should be left in the room, and in case of loss they are paid 150 pounds.
<b>Sunbed Reservation</b>	Kindly be informed that it is not allowed to reserve a sunbed on the beach or pool
<b>Quite Area</b>	The Beach Pool is quite area: no sales, no music, and no disturb. Swimming only in bikini!
<b>Topless</b>	Its' not allowed to sunbath topless.
<b>Mini-Bar</b>	Please be advised that a mini-bar is available in the room. One small bottle of mineral water per adult will be provided on daily basis free of charge.
<b>Safe Box</b>	A digital safe box available in your room free of charge. The instruction in different languages is located on the door of the safe box. Kindly keep your safe door open before you check out from the hotel. <b>The Management of Hawaii Riviera Aqua Park Resort has no responsibility for valuable items left outside the safe box or in an open safe box.</b>
<b>Laundry</b>	At your service against extra charge. Please use the price list and the laundry bag in your room. For more information please dial Ext. <b>#1</b> (Payment at the Reception upon check-out).



<b>Breakfast &amp; Lunch box</b>	Please contact your tour-leader to make an order at the reception for your excursions. It should be done at least one day before until 08.00pm. Ext. #1
<b>Limousine Taxi Service</b>	Against extra charge. For the Taxi Service and Price-list, please contact the Limousine Desk at the lobby. For your safety kindly ask you to don't use orange taxi outside of the hotel.
<b>Clinic</b>	The doctor is available 24hrs against extra charge
<b>Internet Service (Wi-Fi)</b>	Free WIFI access in the lobby area. Paid Wi-Fi is available in the rooms. To buy an Internet card, contact the reception.
<b>Telephone calls</b>	To make any external phone call, please contact the reception (price list is available at the reception). For calling to other room please dial 5 and room number.
<b>Room Cleaning</b>	Room cleaning takes place on daily basis between 09:00 and 17:00. If you prefer a certain time for cleaning, please contact the Reception. Ext. #1,3
<b>Wake-up Call</b>	Please contact the reception to order your wake-up call. Ext. #1
<b>Payment</b>	You have the possibility to choose either to pay by cash or to pay by credit cards (Visa or MasterCard).
<b>Check-out time</b>	Please note that the latest check out time is 12.00 noon. You are kindly requested to bring back the room key card to the reception and settle your account if you have any extras to pay. Please note that we do not accept the payment with coins. If you would like to stay longer in the room (as per availability) it will be extra charge (till 3 pm -\$25, till 6 pm - \$35). For more information please contact the Reception Ext. #1 <b>Kindly note that lost room key card will be charged with 100 EGP.</b>
<b>Local Legislation</b>	The Health & Safety standards and regulations in Egypt may not be the same as in your country.
<b>Health &amp; Safety</b>	Please note that for your own safety you should refrain from swimming for 2 hours after a long flight
<b>Aqua Park</b>	The minimum height of children is 120cm. (For you safety kindly ask you to follow Aqua Park rules)

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. Visitors can be only at Lobby area.

**Thank you for choosing Hawaii Riviera Resort for your holiday and we all wish you a very memorable stay.**

**Hawaii Riviera Aqua Park Resort**  
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