



All-Inclusive Package

Thanks for choosing our Hotel for your Vacation. Kindly note that we will save no Efforts to make your Stay a memorable one, and here some Information about the All Inclusive Program!

All Inclusive Services are valid from 10:30 am on the Arrival-day / Room check-in time 2 pm
All Inclusive Services are valid till 12pm on the Departure-day / Room check-out time 12 noon

Restaurants

Main Restaurant "Gardino"	Breakfast	Lunch	Dinner
	07:00 - 10:00	13:00 -15:00	19:00 - 21:00

Bars

Lobby Bar "Galleria"	Beverages	Snacks	
	10:00 - 00:00	10:30-11:30; 15:30 - 17:00	Roof bar "Prima Scelta" 11:00 – 17:00 & 20:00-23:00
Primavera rest.		15:30 - 17:00	

Free of charge

- Safe box in the room
- Gym (7:00-21:00)
- 4 swimming pools (Active pool works till 7 pm)
- Wheel chair
- Darts
- Shuttle bus to/from beach
- Live music
- Wake up calls
- Internet is free of charge in the Lobby and in rooms
- Towel centers (08:00 till sun set)
- Kids club (from 4-12 years old; (10:00-12:30; 15:00-17:00)

Against Charge


- Mini bar in the room/ Upon request
- Fresh juices, Turkish coffee Bottled & canned beverage, Italian espresso, Red Bull and sparkling wine
- Room service
- SPA (09:00 – 20:00) * Billiard.(10:00 – 18:00)
- All Shops at El Mercato Mall.
- Doctor (clinic)
- Telephone / Fax
- Laundry/Dry cleaning service.
- Baby sitting
- Late check-out, please check availability with the front desk

From the Hotel		From the Beach	
Time	To	Time	From
08:00	To Bella Vita Beach		
08:30	To Palma Beach	09:15	From Bella Vita Beach
09:00	To Bella Vita Beach	10:15	From Bella Vita Beach
10:00	To Bella Vita Beach	11:50	From Palma Beach
12:00	To Bella Vita Beach	12:15	From Bella Vita Beach
14:00	To Bella Vita Beach	14:15	From Bella Vita Beach
14:30	To Palma Beach	15:15	From Bella Vita Beach
15:00	To Bella Vita Beach	16:15	From Bella Vita Beach
16:00	To Bella Vita Beach	16:30	From Palma Beach
		17:00	From Bella Vita Beach
The bus station located to the right of the main entrance			

Morning Activities Beach & Pool
10:00 – Club Dance
10:30 - Stretching (Beach, pool)
11:00 - Darts Game, (Beach, pool)
11:30 - Volley Ball (Beach) Aqua Gym (Pool)
12:30 - Club Dance (Pool area)
Afternoon Activities "IL Mercato Hotel"
15:00 - Il Mercato Opening Radio
15:30 - Aqua GYM
16:00 - Water Polo
16:30 - Yoga Time
17:00 - Il Mercato closing radio

Animation Evening Shows "Starts at 21:00"
Monday:- Flut- burlesque Show
Tuesday:- Guitar- Liberty dance sh
Wednesday:- Violin- Fenix dance show
Thursday: - Faker Show- To be dance
Friday:- Awod- Belly dance - Tanura
Saturday:- Guitar- Columbian dance show
Sunday:- African Show, light show

Important to know

	<p>We are here for you 24 hrs / 7 days. We are happy to receive your requests on our WhatsApp no. +201029336585, or scan the QR Code. ←</p>
<p style="text-align: center;">Beach</p>	<p>Bella Vita Beach - We provide access free of charge to the sandy beach located in Sharm El Mayah close to old market area, ideal place for family with kids. Soft drinks and light snack are included. Beach bar service: from 10 am till 5 pm, light snacks from 1 pm till 3 pm</p> <p>Palma Beach: - located 1.8 km from the hotel, entrance price is 100L.E.per person per day including (kids till 12 y.o. free of charge), sun bed with umbrella (multi entrance is guaranteed during day. Snorkeling & chill out beach. Service at the bars is extra charge. Please don't forget to take ticket from the reception and the beach towel from the towel counter near the bus station.</p>
<p style="text-align: center;">Dress Code/Restaurant</p>	<p>Smart casuals recommended .Strictly no swimwear in the Lobby and inside all Restaurants. Shirts without sleeves and shorts are not allowed during the dinner. Kindly be informed that it is not allowed to take food or drinks from the restaurant</p>
<p style="text-align: center;">Breakfast boxes</p>	<p>Are to be ordered one day in advance before 20:00 h at the reception</p>
<p style="text-align: center;">Beverages</p>	<p>Soft drinks, hot drinks, local beer, (local wine Serve only in the main restaurant During The meals), water and local spirits serving in the restaurant and bars. All the drinks are served by glass. Bottles will be with Extra charge. Drinks are served by one drink per person unlimited.</p>
<p style="text-align: center;">Mini bar</p>	<p>Refilling is against charge. 1 bottle of water 1.5 l on daily basis is provided. Water in dispensers available at the bars free of charge</p>
<p style="text-align: center;">Fresh Juice</p>	<p>Seasonal Fresh Juice is available in hotel bars against charge.</p>
<p style="text-align: center;">Safe box</p>	<p>A digital safe box is available in each room free of charge. IL Mercato Hotel takes no responsibility for valuables left outside the closed safe box. Please leave your safe box open before departure</p>
<p style="text-align: center;">WIFI</p>	<p>Free internet connection in public areas and rooms in the hotel.</p>
<p style="text-align: center;">Food Allergy</p>	<p>Special orders are available at your request. Please address the restaurant manager for assistance</p>
<p style="text-align: center;">Check-out</p>	<p>At 12.00 noon time, please remember to return the room key cards and your towel card to the reception on the day you depart. In case of losing the room key card will be charged 125 L.E. and/or per 300 L.E. towel card. Towel/towel card is under your responsibility. Late check-out is available at extra charge and is the subject to hotel's availability. Please contact the reception for more information. Lunch is included on departure day if you arrived after lunch time.</p>
<p style="text-align: center;">Ousider policy</p>	<p>Due to security reason outside visitors need the approval of the management for entering the hotel premises. Visitors should have their passports or ID, visit only at the lobby.</p>
<p style="text-align: center;">Fish / Birds</p>	<p>Please note that it is forbidden to feed fish and birds.</p>
<p style="text-align: center;">Pool</p>	<p>4 swimming pools for use on site: children's pool on the roof (with animation). If you do not wish to be disturbed by the hotel staff, you can pick up a "do not disturb" card from the towel counter.</p>
<p style="text-align: center;">Entertainment</p>	<p>Daily entertainment and sports program on the beach and in the activity pool; vocal performers, bar and evening performances on the roof of the hotel</p>
<p style="text-align: center;">Children's facilities</p>	<p>Kids club for children from 4-12 years old (10:00-12:30; 15:00-17:00). Children's pool, mini disco</p>
<p style="text-align: center;">Health Club</p>	<p>Gym free, from 07:00 till 21:00</p>
<p style="text-align: center;">Shuttle bus</p>	<p>Every Sunday, Tuesday, Thursday. From the hotel at 20:00 to Old Market and Neama Bay Return to the hotel: from Neama Bay at 22:15, from Old Market at 22:30.Round trip 2\$per person to Old Market; 4\$ per person to Neama Bay. Reservation at the reception is required.</p>
<p style="text-align: center;">Laundry</p>	<p>We offer a laundry, dry cleaning services at our hotel. Price list is placed in the wardrobe.</p>
<p style="text-align: center;">ATM</p>	<p>To exchange or withdraw money, ATM machine is located at IL Mercato promenade</p>
<p style="text-align: center;">Medical center</p>	<p>Our Hotel Clinic is located close to the SPA. To call the hotel's doctor, please dale the reception "0", pharmacies are located in IL Mercato Shopping Mall , one minute walking from hotel entrance</p>

Thanks for giving us the Pleasure of serving you & wishing you a pleasant Stay!