

**Welcome to Rehana Sharm Resort - Sharm El Sheikh**  
**Premium All Inclusive concept ( 24 Hours )**

<p><b><u>Palmetto restaurant (Main restaurant)</u></b>  <b>Non Smoking</b></p>	<p>Main restaurant, located on the left side when you go out of the lobby.          Breakfast: from 07:00 till 10:00 Hrs.          Lunch: from 13:00 till 15:00 Hrs.          Dinner: from 18:30 till 21:30 Hrs.          Late diner from 22:30 till 05:00 Hrs.          All drinks hot &amp; cold, local alcoholic &amp; non-alcoholic are included.</p>
<p><b><u>Armando Italian Restaurant</u></b>  <b>Non Smoking</b></p>	<p>A La Carte Restaurant, serving Italian food, located above the main restaurant.          Dinner time: from 18:30 till 21:30 Hrs. (Once per stay upon availability, with prior reservation).          All drinks hot &amp; cold, local alcoholic &amp; non-alcoholic are included.          Late breakfast: from 10:30 till 12:00 Hrs.</p>
<p><b><u>Maharaja Indian Restaurant</u></b>  <b>Non Smoking</b></p>	<p>A La Carte Restaurant, serving Indian food, located above the main restaurant.          Dinner time: from 18:30 till 21:30 Hrs. (Once per stay upon availability, with prior reservation).          All drinks hot &amp; cold, local alcoholic &amp; non-alcoholic are included.</p>
<p><b><u>A La Carte Restaurant Reservation System</u></b></p>	<p>Please make a reservation through the screen located in the lobby area, beside the reception desk. Twice per stay are included for all the Ala Cart Restaurants</p>
<p><b><u>Bars</u></b></p>	<p>1-Lobby bar: from 05:00 till 07:00 Hrs. Early breakfast          07:00 till 22:00 Hrs. Located in the reception area          2-Star Fish: from 10:00 till 18:30 Hrs. Outside the lobby on the left side of the lobby.          19:30 till 04:00 Hrs. Outside the lobby on the left side of the lobby.          3-Aqua Bar: from 10:00 till 12:00 Hrs. From 15:00 17:00 behind 2000 building (<b>soft drinks only</b>).          4-Food Court Bar: from 10:00 till 17:00 Hrs. under 4000 building          5-Fontana Shisha Bar: from 20:00 till 23:00 Hrs.          6- Beach bar: 10:00 till 17:00 Hrs.or sunset          7-Kids bar for soft drinks only: from 10:00 till 17:00. From 14:00 till 17:00, there is free popcorn, ice cream and cotton candy. Behind 3000 building  <b>Kindly note that all wine, fresh juice and Turkish coffee with extra charge.</b></p>
<p><b><u>Dress Code</u></b></p>	<p>Please note that swimwear is not to be worn in the Lobby &amp; Reception areas or in the Restaurants during breakfast, lunch and dinner. Please do not wear shorts, sleeveless shirts or slippers in the Restaurants during <b>dinner period</b>. It is not allowed for ladies to stay topless in the official hotel area (including the Beach).</p>
<p><b><u>Food court lunch &amp; Beach Lunch</u></b></p>	<p>Open on daily basis from 15:00 till 17:00 Hrs. located under 4000 building.          High tea from 17:00 till 18:00 Hrs. Located under 4000 building.</p>
<p><b><u>Beach area</u></b></p>	<p>Opening hours from 08:00 till 17:00 Hrs. or sunset          There is a privet tunnel located by end of the resort next to the security gate leading to the beach area.          Also there is elevator serving the special need guests.</p>
<p><b>Wellness activities</b></p>	
<p><b><u>Spa &amp; Beauty Center (+ 16 years old)</u></b></p>	<p>With Extra Charge, please contact with reception desk EXT (101).</p>
<p><b><u>Sports area</u></b></p>	<p>We have two tennis courts, a basketball court and a football court. Location: behind 2000 building.</p>
<p><b><u>Aqua Park</u></b></p>	<p>Aqua Park featuring 6 slides for adults only +16.          Kid's Aqua Park featuring 4 slides.          Open daily from 10:00 till 13:00 and from 15:00 till 17:00.          For health and safety reasons, please follow the instructions before using the slides.</p>
<p><b><u>Fitness Center (+ 16 years old)</u></b></p>	<p><b>GYM:</b> Open from 08:00 to 20:00, free of charge. <b>For Health &amp; Safety reason all guest must wear sport shoes. Located under 4000 building.</b></p>
<p><b><u>ANIMATION PROGRAM&amp; KIDS CLUB</u></b></p>	<p>Daily activities are announced by main pool in the front of the lobby on the info board.          Kids club opining hours from 10:00 till 13:00 &amp; from 15:00 till 16:30.</p>
<p><b><u>Payment/Money Exchange</u></b></p>	<p>The payment possible by cash or credit cards. The hotel accepts: Visa and Master Card. ATM is available in the lobby area for withdrawal and money exchange.</p>
<p><b><u>At your service dial (101-102) or (0)for customer care</u></b></p>	<p>Any maintenance order, room service order or special requests in your room please dial Ext (101) &amp;(0)</p>
<p><b><u>Internet Service</u></b></p>	<p>Free WIFI is covered in the lobby area without any password</p>
<p><b><u>Towel Card &amp; Towels at the Pool. Key card</u></b></p>	<p>The towel card, which you receive upon check-in, entitles you to get a towel each day at one of our Towel Centers between 08:00 and 18:00. Kindly be advised to give back the towel card upon check out at the Reception. For the <b>lost towel card there is a fee of 200 LE</b>. It is not allowed to reserve sun beds at the pools or at the Beach; any towels or personal belongings will be removed and put in Towel Center.  <b>In order to have a fresh towel daily, kindly give the towel back in the same day to the towel center, maximum by 18:00.</b>  <b>In case of losing the key car will be against charge of 50 LE per card</b>  <b>Please make sure to take your beach towel from our towel centers at Rehana Resort.</b></p>

<b><u>Safe Box</u></b>	A digital safe is available in your room free of charge. An instruction paper in different languages is located above the safe box. Kindly keep your safe door open before you check out from the hotel. <b>The Management of Rehana hotels &amp; Resorts accepts no responsibility for valuable items left outside the safe box or in the open safe box.</b>
<b><u>Doctor</u></b>	With Extra charge, on request service, for more details, please call reception desk EXT (101)
<b><u>Check Out Time</u></b>	Please let us know when we can pick up your luggage one day before your check out. Kindly be informed that <b>check out time is 12:00 noon</b> ; please deliver back <b>room card &amp; towel cards</b> and settle your account if you have any extra charges to pay. Late checkout for extra charge and upon hotel's availability. For more information please contact Reception team.
<b><u>Room Cleaning Time</u></b>	Times for room cleaning: daily from 09:00 till 18:00. If you prefer a special time for cleaning, please contact with reception. Please make sure there is no do not disturb sign on the door knob.
<b><u>Laundry</u></b>	At your service and for extra charge, for more information please contact the reception desk. EXT(101)
<b><u>Mosquito fumigation</u></b>	On daily basis by SUN SET, there will be anti-mosquitoes healthy fumigation.
<b><u>Hotel Regulations and Health &amp; Safety</u></b>	<p>1-Please refrain from entering roof tops of the buildings. <u>Any damage or accident will be on your own risk.</u> The Hotel Management will not take any responsibility for claims.</p> <p>2-Please note that for Health &amp; Safety reasons, <b>children should be supervised at all times</b> by an adult during their stay in the hotel. For your own safety, please ensure that children are always supervised while using or playing in the balcony and do not leave your children alone in the room. We recommend that you refrain from climbing, leaning on or over the balconies.</p> <p>3-Due to Health &amp; Hygienic reasons, we kindly request <u>not to bring food or beverages from outside of the hotel.</u></p> <p>4-Please inform Reception if you would like to invite a person from outside to the hotel. Kindly note that visitors are not allowed entering guest's room.</p> <p>5-Concessionaires such as shops, limousine, and diving, spa, safari, beauty salon or sea scope are all third parties and they are not owned, managed or operated by the hotel, therefore usage of these activities is <u>your own choice without any liability of the hotel side.</u></p>

#### **IMPORTANT NOTICES**

- A variety of a la carte restaurants are available with electronic pre-booking at guest relation office.
- Guest's bill can be charged directly to the room or paid on spot. Except outside guests.
- In case of losing towels or keys will be chargeable, contact reception for more details.
- Daily free bottle of water is served in the room.
- Children must be supervised by their parents.
- Smart dress code for dinner is a must, long trousers, no shorts or sleeveless shirt.
- Swimming suit is not allowed in the lobby.
- Medical services, telephone calls, laundry, billiards, shisha, champagne or wine in bottles, services not mentioned in the above list –against of charge.

#### **\* We wish you an enjoyable stay with us!**

1. VIP welcome drinks
2. Early c/in
3. Late c/out till 15:00 on the departure date (according to the hotel availability)
4. Fruit basket to the room upon arrival.
5. Mini bar upon arrival (cola- Fanta- sprite -juice).
6. Bottle of local wine upon arrival
7. Free access to a la carte restaurants (Armando Italian, Maharaja Indian + Seafood menu once per stay).
8. Free Jacuzzi, Steam bath, Sauna – once per stay.(one of this)
9. Laundry service (once per stay – 1 bag).
10. Sports (Billiard, tennis courts in day and night time) – free of charge.
11. Turn down service by 17:00.

#### **\* Free internet (7 day High-speed Wi-Fi access)**



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|---|--|------------------------|---|---------------------|
| 1 - Reception                             | 8 - Food court (Oriental restaurant)       | 15 - Kids pool         | 22 - Pool Bar                                     | 29 - Khayamya cafe  |
| 2 - Pool bar                              | 9 - Palmetto (Main restaurant)             | 16 - Kids pool         | 23 - Souvenir shops                               | 30 - La varanda bar |
| 3 - Star fish (Bar & Sea food restaurant) | 10 - Sombrero (Mexican restaurant & Disco) | 17 - Kids pool         | 24 - Amphitheater                                 | 31 - Meeting room   |
| 4 - Pool bar                              | 11 - Armando (Italian restaurant)          | 18 - Kids pool         | 25 - Sports center (Tennis, hand ball, foot ball) | 32 - Lobby bar      |
| 5 - Pool bar                              | 12 - Mahraja (Indian restaurant)           | 19 - Tasaly corner     | 26 - Tunnel to the beach                          | 33 - Piano bar      |
| 6 - Towel centre                          | 13 - Kids pool                             | 20 - Volley ball court | 27 - Entertainment center                         | +                   |
| 7 - Towel center                          | 14 - Kids club                             | 21 - Spa               | 28 - Magic pub                                    | Clinic              |