



Jasmine Palace Resort & Spa All Inclusive

Dear Guest

The Hotel Management would like to welcome you in Jasmine Palace Resort & Spa – Hurghada and wishes you a memorable holiday.

For your convenience, we have the pleasure to provide you with all important information about the hotel facilities from 10:00 AM till 00:00 PM.

All inclusive Meals and Snacks

Dunes Restaurant: The restaurant is located in the main building of Jasmine Palace Resort & Spa, for all meals (no reservation needed) at the following times:

Breakfast buffet 07:00 - 10:00 “Dunes” Main Restaurant

Late Breakfast 10:00 - 11:00 “Dunes” Main Restaurant

Lunch buffet 13:00 - 15:00 “Dunes” Main Restaurant

Snack Time 12:30 - 16:00 “Smakmak” Beach Restaurant

Tea Time 17:00 – 18:00 “Dunes” Bar

Dinner buffet 19:00 – 22:00 “Dunes” Main Restaurant

We will provide you with different theme nights; Egyptian night, International night, Far Eastern night, Oriental night, Mediterranean night, B.B.Q night and Sea Food night

Late Dinner 23:00 - 00:00 “Dunes” Main Restaurant (cold cuts)



You can visit our A la Carte restaurant Tiger Lily (Chinese A-la cart restaurant), Om Ali (Oriental A-la cart restaurant), Mama Mia (Italian A-La Carte Restaurant) once per 7 days stay included in our A/ll concept, space is limited so reserve on time:

▮

For reservations, please contact our Reservation Desk at the information room, according to the availability.

▮

A La Carte Restaurants

Jabur (Indian A La Carte Restaurant) (only dinner 19:00 till 22:00)

Extra Charge **N/A (according to Coved 19 health & safety instruction)**

Sea food

Extra Charge, upon request



If you have any questions, suggestions or complaints, please contact English-German-Russian speaking Guest Relations, dial number “6108” from 10:00 till 17:00 daily, or call Reception 24H “3”

Tiger Lilly (Chinese A La Carte Restaurant)

(only dinner 18:30 till 22:00)

How a Vacation Should Be



Jasmine Palace Resort & Spa All Inclusive

Extra amenities for your enjoyment during your stay

- Daily 2 small bottles of pure water per person.

Ice cream in Pool bar and snacks in beach bar and pool bar
free of charge for all guests in house (kids & Adults) from 12:30 till 16:00

All Inclusive Bars:

- Lobby Bar “Jasmine”: open from 10:00 until 00:00
- Pool Bar: open from 10:00 until 17:00
- “Smakmak” beach bar: open from 10:00 until 17:00.
- “Dunes” Bar: Tea time with assorted cakes 17:00-18:00
- Fresh Bar: **N/A**



All Drinks at the Bars & Restaurant are served per glass (there will be a charge for refilling bottles at dispensers). Only one-way glasses can be used.

According to all-inclusive package, alcoholic drinks will not be served to children under 18 years old. International Alcoholic, premium alcoholic, Turkish coffee, Irish coffee & fresh juices are extra charge.

Extra Charge Outlets:

- Hookah Cafe: Open from 13:00 until 00:00 **N/A according to Covid-19 health & safety instruction**
- Disco: The entrance free of charge. From 23:00 to 03:00 drinks are extra charge. **Opened according Covid-19 prescriptions.**

Services and facilities

Terrace: Daily evening shows during summer & winter at 20:30 (mini disco) and 21:30 evening show **available according to Covid-19 health & safety instruction**

Sport & Recreation: Included daily animation activities .Limited **according to Covid-19 health & safety instruction.** Water gymnastics, Boccia, Aerobics, Beach Volleyball and Dancing lessons, Chess.

Game room 2nd floor: Tennis table (free of charge), Pool and Billiards (extra charge), Aero hockey (extra charge). **Opened according to Covid-19 health & safety instruction**

Leisure facilities: Gym free of charge and it's not allowed for children younger than 14 years old and with the proper sport clothes and sport shoes.

Spa: Sauna, Massage etc. Hairdresser & Beauty salon are available extra charge. **Opened according to Covid-19 health & safety instruction.** Please contact the Health Club near kids club for more information.

Kids Club: Next to the Pool bar. Operating time: from 10:00 till 12:30, from 15:00 till 17:00; for the kids from 4 till 12 years old; baby sitter is extra charge by the guest request. **Opened according to Covid-19 health & safety instruction.**

How a Vacation Should Be



Jasmine Palace Resort & Spa

All Inclusive

Room service: Extra charge in the room.

Clinic: Located on the second floor. The doctor is always available upon request through the reception. The doctor will bring the services in account, which you will receive back from your insurance (against extra charge).

Internet access: Wi-Fi service is available in lobby area only and is extra charge only (5\$ per day, 15\$ per week).

Laundry: Laundry price list and laundry bag are in your room. Please contact reception for further information (against extra charge).

Wake Up Service: Please contact the reception, dial "3" for the Wake Up service or O operator for any help.

Lunch box: A breakfast/lunchbox for your excursions can be ordered for the next day at the reception before 21:00 and can be picked up for departure at the reception.

Telephone: For international calls, please contact Call Center located in the main building. Please be aware that the call trial is charged to your account automatically after 30 seconds, either if there is an answer or not as it will be charged as one minute.

Safe deposit boxes: Available in all rooms free of charge. We have no any responsibility of valuables items left in your room or anywhere else inside the hotel. During your stay, please be sure of closing your safe box before leaving the room.

Check out time: Check out time is **12 AM**; please return your room keys, towel cards at **12:00 AM** and empty your safe box before leaving your room. Late checkout is upon availability and against charge, please contact reception desk (3). To pick up your luggage from the room, call reception (3)

Non Residents: Visitors allowed only with permission from the reception against extra charge maximum till 20:00.

General Remarks:

- ▮ **The main pool and the kids pool are heated in the winter time depending on the weather Circumstances.**
- ▮ For your safety, footwear is advised for stepping into the open sea. It's forbidden to feed the fishes, touch the corals, to step on them. To take shells or corals out of the sea is prohibited by the law.
- ▮ Emergency cases please dial 3.
- ▮ Limousine service: limousine desk is available at the lobby (against extra charge).
- ▮ Wind/Kite surf: location on the beach by extra charge **working according to Covid-19 prescriptions.**
- ▮ Diving center: location at the beach by extra charge **working according to Covid-19 prescriptions.**
- ▮ Bazaar: Two bazaar areas: the first in main building next to the lobby bar, other area outside entrance right side.
- ▮ Money exchange: ATM machine available at lobby.
- ▮ Dress Code: Smart casual during the evening, swimwear is not allowed in the main restaurant during

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the meals & lobby area, need to go to the reception please wear a dress or a t-shirt.

- ▣ Air Condition: It can be controlled from your room, to get the air condition working, please place the power saver (room key) card into the switch next to the room door.
- ▣ Electricity & Voltage: The voltage at the hotel is 220v; when you enter the room, place your key in the switch next to the room door.
- ▣ TV Satellite: Enjoy TV channels by more languages.
- ▣ In case A/II bracelet been missing, it will be against the charge of **\$30.00**. The bracelet must be worn all time during the hotel stay.
- ▣ It's not allowed taking food plates or to refill bottles with juices or water out of the main restaurant area or anywhere else.
- ▣ Please don't take any glasses to the room and no glasses from glass to the pool as this is dangerous!
- ▣ **it's not allowed.**
- ▣ Swimming pools operation hours from 08:00 till sunset. Children should be supervised by their parents all time.
- ▣ Swimming after 18.00 is forbidden with regards to chemical treatment.
- ▣ **It is not allowed being topless at the Pool or the Beach Area!**
- ▣ For safety, it is not allowed to use a "Shisha" (water pipe) in the hotel! **It's only allowed in the special Shisha corner**, in case you have one, it should be handing over to the Reception during your stay. **N/A according to Covid-19 health & safety instruction.**
- ▣ Room sea view and family rooms are available with extra charge upon request.
- ▣ Guest, who has any allergy or special food problems, must inform reception upon arrival.
- ▣ Missing beach towel card or missing towel will be charge by **150 L.E.**
- ▣ Smoking area: **lobby terrace.**
- ▣ **Warning:** please don't swim in the sea while it's a red flag or black flag.
- ▣ For further information or assistance please do not hesitate to call Reception (Ext.3) or the guest relation team (Ext. 6108, English and Russian).
- ▣ Red flags are available at the towel center for guests, who do not want to be disturbed by the sellers.
- ▣ **Advice:** Please do not drink tap water.
- ▣

We wish you a very nice stay at Jasmine Palace Resort & Spa



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