

## Information Letter Hotel Facilities

### Dear Valuable Guest,

We would like to thank you for choosing Iberotel Palace Sharm El Sheikh to spend your holiday.

We strive to provide each of our guests with a very high level of personalized and consistent service.

We do trust that your stay will be both enjoyable and conformable.

If you need any assistance during your stay, please let us know as our team will do his best to exceed your expectations.

Opening Times Restaurants & Bars Venues – dress code required

In case of food allergy please Refer back to the restaurant manager for your assistance.

Buffet Restaurants	Frequency	Breakfast	Lunch	Dinner
La Coupole Restaurant	Daily	07:00 AM - 10:00 AM	12:30 PM - 02:30 PM	06:30 PM - 09:30 PM
Blue Marine Restaurant	Daily	07:00 AM - 10:00 AM		06:30 PM - 09:30 PM
Blue Marine Restaurant	Daily	Late Breakfast 07:00 AM - 10:00 AM		
Ala Carte Restaurants	Frequency	Please make your reservation through Pappagallo – lobby bar from 9:00 AM till 3:00 PM		Dinner
Toscana Italian Restaurant	Sunday, Tuesday, Thursday and Friday,	1 visit per week extra charge items are payable.		06:30 PM - 09:30 PM
Ali Ababa Oriental Restaurant	Saturday, Monday and Wednesday,	1 visit per week extra charge items are payable.		06:30 PM - 09:30 PM
Bars	Frequency	Beverages		Food
Pappagallo – lobby bar	08:00 AM - Midnight	Free all-inclusive drinks imported Alcoholic Beverages at Extra Charge		High Tea 3:30 PM – 05:30 PM
Pool bar	09:00 AM - 05:00 PM	Free all-inclusive drinks imported Alcoholic Beverages at Extra Charge		
Beach Bar	08:00 AM - 05:00 PM	Free all-inclusive drinks imported Alcoholic Beverages at Extra Charge		
Borsalino	08:00 AM - Midnight	Free all-inclusive drinks imported Alcoholic Beverages at Extra Charge		
Sundowner	07:00 PM - 10:00 PM	Shisha menu available at Extra Charge		
Arena	09:00 PM - 09:30 PM	Live shows		

### Resort Services

- © Parking, wake-up calls, free Internet.
- © Tea & coffee making facilities, daily replenishment.
- © Free shuttle boat to the coral reef. Advanced booking is needed at the reception.
- © Daily two small bottles of mineral water in the room.
- © Private sandy beach - Sun beds and shades.
- © Swimming pool (1 outdoor heated in the winter)
- © Daily beach towels change in the room.
- © Indoor pool (Advanced booking needed at the reception).
- © Swimming pools closing time 17:00hrs
- © Please follow the daily entertainment program for day & evening events.
- © Beach Volley Ball, Boccia, Baby Soccer, Table Tennis, GYM room, Darts.

### **Services at extra charge**

- © Mini bar and snacks items in the room.
- © Shisha corner from 18:30 to 22:00 at Sundowner Bar.
  
- © Conference room, Gift shops, Diving center, Laundry service, Billiard, Airport transportation Medical service and Tennis court light.
- © Mividaspa (Massage, Sauna, Steam room, Palace Hammam).
- © Mividaspa Beauty Salon.
- © Room service, Fresh juices, Minibar, Wine by the bottle, Imported alcoholic drinks Beach dinner every Thursday 30 USD per person.

### **Medical Service:**

The Hotel Doctor is on call 24 hours against charge; please refer to your tour rep, and insurance company.

### **Important to know:**

- © Check-in time 14:00 and check-out time 12:00.
- © Late checkout against charge upon hotel availability.
- © **Sunbeds reservation isn't allowed**, the hotel has the right to keep any personal belongings or towels that are left for a period of more than one hour in the lost and found office.
- © To use hotel free WiFi, please select JHG network and enter your room number and your first name (first letter is capital).
- © A Safe deposit box is available in your room; please always place your valuables in the safe box.
- © Please contact the reception for further information about adapter, wake up calls. breakfast or lunch boxes, Internet service, mosquito adapters and wheelchairs.
- © **Dinner dress code:** Smart casual dress code is recommended during dinner, gentlemen are required to wear long trousers, shorts and flipflops are not allowed.
- © Animation team available.
- © Daily live music & entertainment please follow the animation daily activities boards.
- © Currency exchange & ATM machine are available.
- © Pets are not allowed.
- © For any maintenance or housekeeping request and further information, please contact the reception-dial (0)
- © The Hotel Management reserve the right to change the operational hours.