



Dear Guests,

Welcome to Pharaoh Azur!

We are delighted that You have selected our hotel and we wish Your stay with us will be both enjoyable and comfortable. May this brief information help You to feel at home right away!

All-inclusive policy starts from the check-in date at 02:00pm till check-out date at 12:00 noon.

Meal	Venue	Service	Operation Hours	
			From	To
Breakfast	Main Restaurant (Karnak)	Open Buffet	07:00 am	10:00 am
Lunch	Beach Restaurant	Open Buffet	12:30 pm	03:00 pm
Snacks	Lobby Bar	Light Breakfast Tea Time	10:30 am 03:00 pm	12:00 noon 06:00 pm
	Beach Restaurant	Pizza	03:00 pm	05:00 pm
Dinner	Main Restaurant	Open Buffet	19:00 pm	22:00 pm
A la Carte Restaurants	Italian (Valentino Restaurant)	A la carte menu (free of charge)	06:30 pm	09:30 pm
	Asian			
	Oriental (Farfash Restaurant)			

- Proper Dress Code is required at all Restaurants. No food can be taken out of the restaurants.
- Please let us know if You have any dietary restrictions, allergies or special considerations and we will assist You as best as possible.
- A la Carte Restaurants with prior reservation please reserve on reservation desk next to Karnak restaurant: from 08:00 am till 10:00 am

Bars:

Bar	Service	Venue	Operation Hours	
			From	To
Lobby Bar	All-inclusive Soft Beverages All-inclusive Local Alcoholic / Soft Beverages	left at Reception	09:00 am 10:00 am	00:00 (midnight)
	Extra charge – Not included Beverages		00:00	09:00 am
Pool Bar – Romantic	All-inclusive Soft & Local Alcoholic Beverages	Next to pool	10:00 am	06:00 pm
Beach Bar	All-inclusive Soft & Local Alcoholic Beverages	Next to Beach	10:00 am	05:30 pm

- Alcoholic beverages are allowed for adults only (+18 years).
- The Hotel Management reserves all rights to close any outlet according to season.

Housekeeping:	According to Egyptian safety and health regulations and for Your own safety linen will be changed every 48 hours.
Attention:	For Your safety, please read the swimming pool / beach instruction carefully and adhere to the lifeguard!
Help us to protect our reef:	It is forbidden to touch, break or collect corals, shells or any other sea treasures. It takes decades for corals to recover and to grow again. Don't feed fish. No fishing & harpooning. Discarding these rules is punishable by the law.
Internet & Wi-Fi Service:	Available at the lobby area free of charge. WI-FI access is available in public areas (pool/ Beach) and covering rooms for Extra payment. Please, contact the reception for more details. In case You have any WI-FI concerns (either the free or the paid), kindly contact our front office team for immediate assistance!
Safe-Box:	Available in all rooms for free, instruction of using the safe box is also fixed besides. The hotel management is not responsible for any valuables left out the safe box.
Doctor:	Against extra charge: available daily from 10:00 am till 12:00 pm and from 05:00 pm till 08:00 pm. In emergency case: medical service can also be provided beyond these times on call, for assistance please contact our reception desk 3 or 0 . And you can contact clinic directly with extension number 7115

<u>Beach Towel Service:</u>	Available daily from 8:00 am till 5:30 pm. Please return the used beach towel to the towel house & get Your towel card back so You could get Your clean fresh towel the next day. Upon check out, please return the towel card to the front office to avoid L.E 300.00 charge per card.
<u>Red Flag:</u>	A sign, which will show that You don't want to be disturbed by salesmen at the pool and beach. Available for all guests by our towel desks.
<u>Beach Sun-Beds:</u>	No reservation of sun beds at the beach or at the pool! The beach boys will remove any private stuff used for reserving the sun-beds and the hotel is not responsible for losing any private belongings.
<u>Pool & Beach:</u>	<u>Children should not use the swimming pool without surveillance of an adult.</u> Swimming pools are opened and covered by life-guard daily from 08:00 am till 05:00 PM. Swimming out of those hours is at Your own risk. For health and safety reasons, proper swim suits should be worn in the swimming pool: cotton, loose or long swimming suits are not allowed.
<u>Laundry Service:</u>	Laundry (washing and pressing service) against charge: please mark all the items sent to the laundry on the list available in Your room. For laundry pick-up, please call the reception desk (dial 3 Or 0).
<u>Entertainment:</u>	Daily animation entertainment program and shows schedule is available on information boards next to the main restaurant. <u>Kids' activities and entertainment are provided by our animation team daily in the kids club.</u>
<u>ATM Machine</u>	For Currency exchange the ATM machine in the lobby area
<u>Payment:</u>	For any extra charge on Your room, we accept cash money or Visa, Master cards.
<u>Visitors</u>	Visitors are only allowed to meet our hotel guests in the Lobby; otherwise, visitors are requested to pay the All-inclusive Day-use charge at the reception. Visitors are not allowed to share guest room without proper registration at the reception desk.
<u>Mini-Bar</u>	Replenishing of the mini-bar (mineral water) is daily between 09.00 am till 17.00 pm unless the "Do Not Disturb" sign is hanged on the room door.
<u>Call another room</u>	please dial no.7 then room number
<p>Should you require any assistance or have any specific requirements, please do not hesitate to contact</p> <p>Front Office desk (dial 3 Or 0), available 24/7</p> <p>Guest Relation desk at the lobby entrance Dial 1102</p>	