



GENERAL INFORMATION

Dear Guests,

Welcome to Azur One Eleven Hotel North Coast!

We are delighted that you have selected our hotel, and we hope your stay with us will be both enjoyable and comfortable. May this brief information help you feel at home right away!

Restaurants:

Meal	Outlet name	Service	Venue	Operation Hours	
				From	To
Breakfast	The View - Main Restaurant	Breakfast - Open Buffet	Main Building	07:00	12:00
A la carte	Lagoon Restaurant & Café	A la carte	Lagoon	12:00	Midnight
Lunch	The View - Main Restaurant	Open Buffet	Main Building	14:00	16:00
Dinner				19:30	22:30
Ice-cream	Crystal Lounge Bar	Ice-cream	Main Building	24hrs	
	Lagoon Restaurant & Café	Ice-cream	Lagoon	12:00	23:00
Room Service	Please dial extension: 5			24hrs	
Rules & Regulation	- A 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.				

Bars:

Outlet name	Service	Venue	Operation Hours	
			From	To
Crystal Lounge Bar	Alcoholic beverages & ice-cream	Main Building	24hrs	
Tropical Bar	Non-alcoholic beverages	Next to Building "I"	10:00	19:00
Breezy Bar	Non-alcoholic beverages	Next to Building "F"	10:00	19:00

<u>Internal Numbers</u>	In case of emergency: 0 (available 24/7) Reception & Bellman: 3 (available 24/7) Housekeeping: 4		Room service: 5 (available 24/7) Lagoon Restaurant & Café: 6 Spa & Gym: 8	
	To make a room-to-room call, please refer to the instructions on the tent card located next to the room telephone.			
<u>Hotel Contact Details</u>	111 km Alexandria – Marsa Matrouh Road, New Alamein, North Coast, Egypt Tel: + 20 46 4100005 oneeleven@azurhospitality.com azurhospitality.com			
<u>Hotel Reservation</u>	Mob: +20 101 5999140 oneeleven.res@azurhospitality.com			
<u>QR Code Hotel Info</u>		- Hotel Fact Sheet - Hotel General Information - Beverage Menu - Mini-Bar Menu - Room Service Menu - The View – Main Restaurant Menu - Beach Restaurant Menu - Lagoon Restaurant & Café Menu - Crvstal Lounge Bar Menu	- Animation activities - Spa & Gym - Wi-Fi QR Code - Kids activities - Telephone extensions - Games room price list - TV channels list - Azur Beach Club Location & transportation schedule	

<u>Check-In & Check-Out</u>	Check-in time is from 15.00 and Check-out time is 12.00 (noon). Late Check-out is subject to hotel availability and offered against an extra charge.
<u>WI-FI Service</u>	Free of charge WI-FI access is available throughout the hotel.
<u>Payment & ATM</u>	We accept Cash payment or Visa & Master cards. ATM is available at the Lobby Lounge
<u>Safe-Box</u>	Safety deposit boxes are available in all rooms free of charge. The hotel management is not responsible for any valuables left outside the safe box.
<u>“Make Up My Room” Sign</u>	Housekeeping service is available daily from 09:00 till 17:00. Please place “Make Up My Room” sign on the outside door handle for housekeeping service. Houseman will enter your room, unless the “Do Not Disturb” sign is placed.
<u>“Do Not Disturb” Sign</u>	To ensure privacy and to keep the housekeeper from knocking on the door or entering to clean the guestroom, please place “Do Not Disturb” sign on the outside door handle.
<u>Pool Towel Service</u>	Available daily from 09:00 to 19:00. Please return the used pool towel to the towel center & get your towel card back, so you can get your clean fresh towel the next day. Upon Check-out, please return the towel card to the reception to avoid a charge (EGP 600 per card).
<u>Pool Sunbeds</u>	Reservation of sunbeds at the pool is not allowed! Recreation employees will remove any private belongings used for sunbed reservations. The hotel management is not responsible for the loss of any private belongings.
<u>Pool & Lagoon Safety Regulations</u>	For your safety, please follow carefully the rules and life-guard instructions! Swimming pools & lagoon are attended by life-guards daily from 09:00 to 19:00. Swimming outside the above-mentioned hours is at your own risk. For health & safety reasons, proper swimsuits should be worn in the swimming pools & lagoon: cotton or loose swimming suits are not allowed.
<u>Azur Beach club</u>	The Azur Beach club is open daily from 10.00 to 19.00. All our hotel guests enjoy free entrance and complimentary shuttle service. The shuttle bus schedule is: - From the hotel to the beach: 10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00. - From the beach to the hotel: 10:30, 11:30, 12:30, 13:30, 14:30, 15:30, 16:30, 18:00, 19:00, 20:00.
<u>Laundry Service</u>	Laundry service is offered daily from 09:00 till 17:00. 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 (extension: 3).
<u>Tea & Coffee Tray</u>	Daily replenishment of the Tea & Coffee tray by 01 large mineral water, tea selection, instant coffee & sugar is between 10:00 till 17:00 unless the “Do Not Disturb” sign is hanged on the room door.
<u>Mini-Bar</u>	Mini-bar is offered at an extra charge. Please scan the QR code for the Mini-bar menu available in your room. To order, please dial the Room Service extension: 5
<u>Visitors</u>	Visitors are welcome to meet our hotel guests in the lobby area. Visitors are not allowed to share guests’ rooms without proper registration at the reception desk.
<u>Clinic & doctor service</u>	The doctor is available daily 24 hours. The Clinic is located in building “A” (dial extension 7). In case of emergency, please contact Reception or dial extension 3. Please note that medical consultations and doctors’ services are subject to mandatory extra charges.
<u>Beauty salon</u>	The beauty salon is available daily from 10:00 to 20:00. The beauty salon is located in building “A”.
<u>Gym & Spa</u>	The gym opens daily from 08:00 to 20:00. On Sundays, Mondays, Tuesdays & Wednesdays, Spa opening hours are: from 11:00 till 20:00. On Thursdays, Fridays & Saturdays, Spa opening hours are: from 11:00 till 23:00. For more info, please scan the above QR code or visit the Gym & Spa located in building “A” (dial extension 8).
<u>Games room</u>	The game room is open daily from 16:00 to midnight, featuring billiards, table tennis, and foosball (baby-foot). To maintain a safe and enjoyable environment, guests under 16 years old are not allowed to play billiards & table tennis.

<u>Kids activities</u>	Kids club is open daily from 11.30 till 13.00 & from 15.00 till 16.30 for children from 4 to 12 years old. The mini-disco takes place at the lobby terrace from 21.00 till 21.30. Kids playgrounds are located in front of buildings “E” & “I”. Kids water slides are located in front of building “I”. Kids swimming pools are located in front of buildings “E” & “I”.
<u>Animation team</u>	The animation team provides daily activities including water ball, water volley, darts, yoga & stretching. Beach activities start from 11:30 till 13:00 and from 15:00 till 16:30 including Boccia, and volleyball. The everyday night show starts from 21:30 in the lobby terrace. To view the schedule of activities, please scan the QR code.

Thank you for choosing Azur One Eleven Hotel North Coast and wishing you a memorable stay with us.
It will be our pleasure to assist you with any special requests you may have.

Azur One Eleven Hotel North Coast Management team