WADI LAHMY RESORT
BERENICE

GENERAL INFORMATION

Dear Guests,
Welcome to Wadi Lahmy Azur Resort!
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	**La Veranda**	Open Buffet	Beach Area	**07:00**	**10:00**
Lunch	**La Veranda**	Open Buffet	Beach Area	**13:00**	**15:00**
Dinner				**19:00**	**22:00**
Snacks	Pool Bar from 10:00 till 12:00 and from 16:00 till 18:00		Beach bar from 10:00 till 12:00		
Rules & Regulation	- A proper dress code is required at the restaurant. - No food can be taken out of the restaurant. - 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
Pool Bar	Soft Drinks	Next to Reception	**10:00**	**00:00**
Beach Bar	Soft drinks	Next to Diving Center	**10:00**	**Sunset**

Internal Numbers	**In case of emergency: 0** (available 24/7) **Reception & Bellman: 0** (available 24/7) **Housekeeping: 4**		
	To make a room-to-room call, please refer to the instructions on the tent card located next to the room telephone.		
Hotel Contact Details	Berenice Road, 112 KM south of Marsa Alam, Red Sea - Egypt Tel: (+20) 106 551 4927/ 106 551 4928 wadilahmy@azur.travel azurhospitality.com		
Hotel Reservation	Tel: (+20) 106 551 4927/ 106 551 4928 wadilahmy@azur.travel		
QR Code Hotel Info		- **Hotel Fact Sheet** - **Hotel General Information** - **Beverage Menu** - **La Veranda Restaurant Menu** - **Beach Bar Menu** - **Pool Bar Menu**	- **Gym** - **Wi-Fi** - **Kids activities** - **Telephone extensions** - **Games room** - **TV channels list**

Check-In & Check-Out	Check-in time is from 14.00 and Check-out time is 12.00 (noon). Late Check-out is subject to hotel availability and offered against an extra charge.
WI-FI Service	Free of charge WI-FI access is available throughout the Lobby area please check with the reception for the voucher during the check in.
Payment & ATM	We accept Cash payment or Visa & Master cards. ATM is available at the Lobby Entrance
Safe-Box	Safety deposit boxes are available in all rooms free of charge. The hotel management is not responsible for any valuables stored inside or left outside the safe.
"Make Up My Room" Sign	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.
"Do Not Disturb" Sign	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.
Pool & Beach Towel Service	Available daily from 08:00 to Sunset. 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 (EUR 20 per card).
Pool Sunbeds	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.
Pool & Beach Safety Regulations	For your safety, please follow carefully the rules and life-guard instructions! Swimming pools & beach are attended by life-guards daily from 09:00 to Sunset. 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.
Wadi Lahmy Beach	Wadi Lahmy Beach is open daily from 09.00 to Sunset. All our hotel guests enjoy free entrance.
Laundry Service	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: 0).
Tea & Coffee Tray	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.
Visitors	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.
Clinic & doctor service	The doctor is available daily 24 hours. The Clinic is located in building "G" (dial extension 0). In case of emergency, please contact Reception or dial extension 0. Please note that medical consultations and doctors' services are subject to mandatory extra charges.
Gym	The gym opens daily 24 HRS.
Games room	The game room is open daily 24 HRS, 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.
Kids activities	Kids swimming pool are located in front of reception

Thank you for choosing Wadi Lahmy Azur Resort and wishing you a memorable stay with us.
It will be our pleasure to assist you with any special requests you may have.

Wadi Lahmy Azur Resort Management Team