Dear Guests,
Welcome to Pharaoh Azur Resort
We are delighted that you have selected our Resort 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 02:00 pm till check-out date at 12:00 noon.

Restaurants:

Meal	Venue	Service	Operation Hours	
			From	To
Continental Breakfast	Karnak - Main Restaurant	Continental	06:00	07:00
Breakfast	Karnak - Main Restaurant	Open Buffet	07:00	10:00
Lunch	Beach Restaurant	Open Buffet	12:30	15:00
Snacks	Lobby Bar	Light Breakfast	10:30	12:00
		Teatime	15:00	18:00
	Pool Bar	Snacks	12:00	17:00
	Beach Restaurant	Pizza	12:30 15:30	15:00 17:00
	Beach Bar	Ice cream	15:00	17:00
Dinner	Karnak - Main Restaurant	Open Buffet	18:30	21:30
A la Carte Restaurants	Valentino – Italian Asian Oriental	A`la carte menu, free of charge. Prior reservation is needed. Reservation desk: 08:00 till 10:00	18:30	21:30
In-Room Dining	Against extra charge. Please Dial # 1130		24hrs	

- 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.
- For your health and safety, it is not allowed to bring food from outside to the hotel premises.
- A la Carte Restaurants reservation desk: from 08:00 am till 10:00 am, with prior reservation one day in advance.

Bars:

Bar	Service	Venue	Operation Hours	
			From	To
Lobby Bar	All-inclusive Non-Alcoholic Beverages All-inclusive Local Alcoholic & Non-Alcoholic Beverages	Lobby area	09:00 10:00	Midnight
	Extra charge – Not included Beverages		Midnight	09:00
Pool Bar	All-inclusive Local Alcoholic & Non-Alcoholic Beverages	Swimming pool	10:00	17:00
Beach Bar	All-inclusive Local Alcoholic & Non-Alcoholic Beverages	Beach	10:00	17:00

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

Check-In & Check-out	**Check-in time is at 02.00 PM and Check-out time is at 12.00 noon** Late Check-out is against extra charge & subject of hotel availability.
Internet & Wi-Fi Service	Free of charge Wi-Fi is available at the Hotel, please contact reception desk for more details.
Safe-Box	Available in all rooms for free, instruction of using the safe box is also fixed besides. 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 or dial: **3** or **0**. And you can contact clinic directly with extension number **7115**
Attention:	For Your safety, please read the swimming pool / beach instruction carefully and adhere to the lifeguard
Pool & Beach:	**Children should not use the swimming pool without surveillance of an adult.** Swimming pools are opened and covered by life-guard daily from 08:00 am till 18:00 **For health and safety reasons, proper swim suits should be worn in the swimming pool: cotton, lose or long swimming suits are not allowed.**
Beach Towel Service:	Available daily from 8:00 am till 18:00 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 EGP 500 charge per card.**
Red Flag:	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.
Beach & Pool Sun-Beds:	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.
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.
Laundry Service:	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).
Entertainment:	Daily animation entertainment program and shows schedule is available on information boards next to the main restaurant. Kids' activities and entertainment are provided by our animation team daily in the kid's club.
Payment:	For any extra charge on your room, we accept cash money or Visa, Master cards.
Visitors	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.
Mini-Bar	Replenishing of the mini-bar (mineral water) is daily between 09.00 AM till 05:00 PM, Soft drinks are refilled every three days, unless the "Do Not Disturb" sign is placed on the room door.
Food	For your health and safety, it is not allowed to bring food from outside to the hotel premises.
Pets	Pets are not allowed in any rooms.
Call another room	You can dial no.**7** and room number
Internal numbers	**Reception:** **3 (available 24/7)** **Guest Relations:** **1102** **Laundry service:** **1119** **In case of emergency:** **3 (available 24/7)** **In-Room Dining:** **1130 (available 24/7)**
QR Code-Azur Shop	**QR Code - Hotel info**

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- **APG – Azur Hotels & Resorts Loyalty program**

Thank you for choosing Pharaoh Azur Resort – and wish you a memorable stay with us.
We will be happy to assist you with any special requests you may have.

Pharaoh Azur Resort Management