Dear Guests,
Welcome to Bel Air 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 14:00 hrs till Check-Out date at 12:00 noon.**

## Restaurants:

| Meal | Venue | Service | Operation Hours | |
|---|---|---|---|---|
| | | | From | To |
| **Breakfast** | **Diamond Restaurant** | Open Buffet | **07:00** | **10:30** |
| **Lunch** | **Diamond Restaurant** | Open Buffet | **12:30** | **15:00** |
| | **Marina Beach Restaurant** | Hot Snacks Buffet | **12:30** | **15:00** |
| | **Pizza Corner** | Pizza | **12:30** | **15:00** |
| **Snacks** | **Snack Bar** | Late breakfast | **10:30** | **12:30** |
| | | Snacks | **15:00** | **17:00** |
| **Ice-cream** | **Snack Bar** | Ice-cream | **10:00** | **17:00** |
| **Dinner** | **Pool Restaurant** | Open Buffet | **18:30** | **20:00** |
| | **Diamond Restaurant** | Open Buffet | **19:00** | **22:00** |
| **A la Carte Restaurants** | **Pattaya - Asian Restaurant** | A la carte menu served against extra charge. Open daily. Prior reservation is requested. | **19:00** | **22:00** |
| | **Bordiehn's Restaurant** | Free of charge Two-course menu or a la carte menu with L.E. 50 credit amount. Prior reservation is requested at Guest Relation, Reception desk or at Bordiehn's restaurant. Located at Ali Baba Bazaar area. | **18:00** | **21:00** |
| **Late dinner** | **Diamond restaurant** | Midnight snacks (upon request) | **22:00** | **midnight** |
| **Room Service** | **Against extra charge** | | **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.
- Request of Breakfast box is available on Reception before 21.00.

## Bars:

| Bar | Service | Venue | Operation Hours | |
|---|---|---|---|---|
| | | | From | To |
| **Lobby Bar** | All-inclusive Non-Alcoholic & Local Alcoholic Beverages | Lobby area | **09:00** | **00:00** |
| | Extra charge – Not included Beverages | | **00:00** | **09:00** |
| **Jazz Bar** | All-inclusive Non-Alcoholic & Local Alcoholic Beverages | | **09:00** | **00:00** |
| **Billiard Bar** | All-inclusive Non-Alcoholic & Local Alcoholic Beverages | Lobby (2nd Floor) | **17:00** | **00:00** |
| **Lounge Bar** | All-inclusive Non-Alcoholic & Local Alcoholic Beverages | Lobby (2nd Floor) | **17:00** | **00:00** |
| **Pool Bar** | All-inclusive Non-Alcoholic & Local Alcoholic Beverages | Swimming pool | **19:00** | **22:00** |
| **Snack Bar** | All-inclusive Non-Alcoholic & Local Alcoholic Beverages | Swimming pool | **10:00** | **22:00** |
| **Beach Bar** | All-inclusive Non-Alcoholic & Local Alcoholic Beverages | Beach area | **10:00** | **17:00** |
| **Arabia Marina Bar** | All-inclusive Non-Alcoholic & Local Alcoholic Beverages | Marina area | **10:00** | **17:00** |

- The Hotel Management reserves all rights to close any outlet according to season.

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|---|---|
| **Internet & WI-FI Service** | Free of charge WI-FI access is available in lobby, pool and beach areas. **NETWORK: Belair PASSWORD: Belair@Azur1** |
| **Safe-Box** | Safety deposit boxes are available in all rooms free of charge, instruction of using the safe box are also fixed besides. The hotel management is not responsible for any valuables left out the safe box. |
| **Doctor** | Available daily from 10:00hrs till 13:00hrs and from 17:00hrs till 21:00hrs (against extra charge).<br>Clinic is located at the end of the lobby.<br>In is case of emergency: medical service is provided beyond the above-mentioned times. For assistance, please contact our Reception desk 400. |
| **Telephone Calls** | Local and international calls at Reception desk are against extra charge. |
| **Beach Towel Service** | Available daily from 8:00 hrs. till 18:00 hrs.<br>You can help us to save the environment by keeping your beach towels during your stay<br>Upon check out, please return the towel card to the front office to avoid charge per card (700.00 LE) |
| **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 Sunbeds** | Reservation of sunbeds at the beach or at the pool is not allowed!<br>Beach boys will remove any private belongings used for reserving the sunbeds.<br>The hotel management is not responsible for losing of any private belongings. |
| **Pool & Beach** | Sun beds use is available only on the Beach of 1 Bel Air Azur + 2 Lagoon A + 3 Marina (see map).<br>For your safety, please follow carefully the swimming pool rules, they are available by the pool side and adhere to the life-guard! Swimming during or out of the operation hours is at your own risk.<br>For Health and Safety reasons, proper swim suites should be worn in the swimming pool: cotton, lose or long swimming suites are not allowed. |
| **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 the fish. No fishing & harpooning are allowed.<br>Discarding these rules is punishable by the law. |
| **Laundry Service** | Laundry (washing and pressing service) is 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 400). |
| **Entertainment** | Daily animation entertainment program and shows schedule is available on information boards at pool area.<br>Note: show time daily at 20:30 |
| **Payment** | For any extra charge on your room, we accept Cash payment or Visa & Master cards. |
| **Sport Center** | Opened daily from 08:00hrs till 20:00hrs. Gym, Squash, Tennis & Table Tennis |
| **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. |
| **Tea & Coffee tray Mini-Bar** | Replenishing of the tea & coffee tray and mini-bar (mineral water only) is daily between 09.00hrs till 17.00hrs unless the "Do Not Disturb" sign is hanged on the room door. |
| **Azur Shop Merchandise** | Discover a selection of exclusive Azur Shop merchandise, perfect for souvenirs or gifts to remember your stay at Azur Resorts. Simply scan the QR code to explore the collection, and for assistance, please contact the Reception desk or our Guest Relations team. |
| **Internal numbers** | **Reception/ In case of emergency:** **400 (available 24/7)** |
| | **Guest Relations:** **448** |
| | **Room service:** **414 (available 24/7)** |
| **QR Code - Hotel info** | - **Bel Air Azur Resort Map**<br>- **Bel Air Azur Resort Info sheet**<br>- **Bel Air Azur Resort Fact sheet**<br>- **TV Channels**<br>- **Environment Protection Rules**<br>- **Daily Entertainment program**<br>- **A la carte restaurants menus – Pattaya & Bordiehn's**<br>- **Beverage menu**<br>- **Room service menu**<br>- **APG – Azur Hotels & Resorts Loyalty program** |

Thank you for choosing Bel Air 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.
**Bel Air Azur Resort Management**