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	**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**	**22:00**
Late dinner	**Diamond Restaurant**	Midnight snacks (upon request)	**22:00**	**midnight**
Room Service	**Against extra charge**		**24 hrs**	

- 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**
Billiards 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**	**18:00**

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

Internet & WI-FI Service	Free of charge WI-FI access is available in lobby, pool and beach areas. Wi-Fi in all guest rooms is against extra payment. Please, contact the Reception for more details.	
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 10:00 hrs till 13:00 hrs and from 17:00 hrs till 21:00 hrs (against extra charge). Clinic is located at the end of the lobby. In 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 17:00 hrs. 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 charge per card **(EGP 700)**	
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! Beach boys will remove any private belongings used for reserving the sunbeds. 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). 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. 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. 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. 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 08:00 hrs till 20:00 hrs. 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 09.00 hrs till 17.00 hrs unless the "Do Not Disturb" sign is hanged on the room door.	
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** - **Bel Air Azur Resort Info sheet** - **Bel Air Azur Resort Fact sheet** - **TV Channels** - **Environment Protection Rules** - **Daily Entertainment program** - **A la carte restaurants menus – Pattaya & Bordiehn's** - **Beverage menu** - **Room service menu** - **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