Dear Guests,

Welcome to Arabella 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 till check-out date at 12:00 noon.

Restaurants:

Meal	Venue	Service	Operation Hours	
			From	To
Breakfast	**Grill Restaurant**	Open Buffet	**07:00**	**10:00**
Lunch	**Grill Restaurant**	Open Buffet	**12:30**	**15:00**
Ice-cream	**Oasis Pool Bar**	Ice-cream	**12:00**	**16:00**
Snacks	**Oasis Pool Bar**	Tea snacks	**10:30**	**12:30**
	Oasis Pool Bar	Pizza	**15:00**	**17:00**
	Palms Bar	Hot snacks, fast food	**15:00**	**17:00**
	El Khan Bar	Teatime	**16:00**	**18:00**
Dinner	**Grill Restaurant**	Open Buffet	**18:30**	**21:30**
	Il Duomo Restaurant	Open Buffet (Italian)	**19:00**	**22:00**
Late Dinner	**Il Duomo Restaurant**	Late Diner	**22:15**	**23:30**
A la Carte Restaurants	**Al Raouche – Lebanese Restaurant**	A la carte menus served against extra charge. Prior reservation is requested.	**19:00**	**22:00**
	Bordiehn's Restaurant (Located at Ali Baba Bazaar area.)	Free of charge one-course menu per week. All drinks are extra charge. Prior reservation is required at Reception desk.	**18:00**	**22:00**
Room service (call 4444)	**Against extra charge**		**24 hrs**	

- Proper Dress Code is required at all Restaurants. Entry to all restaurants in swimsuits is forbidden
- 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.
- The AI system includes all local alcoholic beverages, water, hot and soft drinks, except fresh juices.

Bars:

Bar	Service	Venue	Operation Hours	
			From	To
El Khan Lobby Bar	All-inclusive Non-Alcoholic Beverages	Lobby	**09:00**	**Midnight**
	All-inclusive Non-Alcoholic & Local Alcoholic Beverages		**10:00**	**Midnight**
	From midnight till 09:00 am, all beverages are served against extra charge		**Midnight**	**09:00**
	Extra charge menu for Food & Beverages		**24 hrs**	
Palms Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages	Main Beach	**10:00**	**17:00**
Reef Beach Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages	Reef Beach	**10:00**	**17:00**
Oasis Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages	Small swimming pool	**10:00**	**17:00**
Paradisio Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages	Big swimming pool	**09:00**	**17:00**
Om Kolthom Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages; Shisha – extra charge	Upstairs next to the Grill Restaurant	**18:00**	**23:00**
Bierkeller Bar	All-inclusive Non-Alcoholic & Local Alcoholic Beverages; Extra charge beverages by menu	Between Diving center and Grill Restaurant	**18:00**	**00:00**
Kalaboush Disco	All-inclusive Non-Alcoholic & Local Alcoholic Beverages; After midnight all beverages served against extra charge	Beside Main hotel's entrance	**23:00**	**02:00**

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

Important to know	- Check-in starts at 14.00 and check-out is at 12.00. Late check out with extra charge (subject of availability) till 18:00 will cost 40 Euro, till 20:00 will cost 60 Euro, check out after 20:00 will cost full room rate. - In case of losing or damaging the room key or the power saver card the following charges will apply: Room Key: 200 LE, Power Saver Card: 150 LE. - In case of losing or damaging kettle in the room, it will cost 750 LE and the mug 150 L.E. - It's not allowed to keep or smoke water pipe in the room. You can keep your water pipe at reception and we will return it to you on departure day
WI-FI	Free of charge WI-FI access is available in all public areas. **Login: ARABELLA**. **Password:Arabella@Azur1**
Safe Box	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.
Doctor	Available daily from **10:30** till **13:00** and from **18:00** till **20:00 (against extra charge)**. **In case of emergency**: For assistance, please contact our reception desk **9**.
Kid's Club	Kids club is open from 10:30 till 12:00 and from 15:30 till 16:30. For kids from 4 till 12 years.
ATM	**ATM** is available at the reception (Egyptian pounds withdrawals only, no exchange possible).
Attention!	- **Children should not use the swimming pool without surveillance of an adult.** - Swimming pools are opened and covered by lifeguard daily from **09:00** till **18:00**. - **For health and safety reasons, proper swimsuits should be worn in the swimming pool: cotton, lose, long swimming suits as well as t-shirts are not allowed.**
Towel Card	Please return the used beach towel to the towel house & get your towel card back so you get your clean towel the next day. Upon check-out, please return the towel card to the reception (fine for the lost card is 600 LE)
Billiard Room	Billiard room is opening from 12:00 till 00:00. Minimum age is 12 years. Snooker table is against extra charge
Red Flag	"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 at our towel desks on the main beach and at the big pool.
Diving center	**Diving center** (extra charge). For any information, please dial extension **6689.**
Beach & Pool Sunbeds	**Reservation of sunbeds at the beach or at the pools is not allowed!** **Beach boys will remove any private belongings used for reserving the sunbeds.** **The hotel management is not responsible for losing/damaging any private belongings left unattended.**
Help us to protect our reef	It is forbidden to touch, break or collect corals, shells or any other sea treasures. It's forbidden to feed the fish. No fishing & harpooning are allowed. Breaking these rules is punishable by the law. **200 EURO fine for the taking out of the sea shells/corals as well as swimming inside of designated area**
Laundry Service	Laundry (washing and pressing service) is against charge. Please mark all the items send to the laundry on the list available in your room. For laundry pick-up, please call the Reception desk (dial 9).
Entertainment	Daily animation entertainment program and shows schedule is available on information boards by the billiard room, Grill Restaurant and at the big pool.
Payment	For any extra charge on your room, we accept Cash payment or Visa & Master cards.
Sport	Daily from 08:00 am till 19:00. Gym (free), Squash and Tennis from 08:00 till 18:00 free (after with floodlight extra charge) , table tennis 17:00– 00:00 midnight (free, in Squash Court 1)
Tea & Coffee set Mini-Bar	Mini Bar is refilled with 2 small bottles of water for mini-bar and 1 big bottle of water for hot drinks daily and 3 Cans of soft drinks every 3 days. Each room is equipped with kettle, 2 mugs, tea, coffee, creamer, sugar. Sachets will be restocked daily as per consumption unless the "Do Not Disturb" sign is hanged on the room door.
Internal numbers	**Reception: 9 (available 24/7)** **Guest Relations: 6614 (available from 9 am till 5 pm)** **In case of emergency: 9 (available 24/7)**
QR Code - Hotel info	 - **Arabella Azur Resort Map** - **Arabella Azur Resort All Inclusive Info** - **WI-FI map** - **TV Channels** - **Daily Entertainment program** - **A la carte restaurants menus** - **Beverage menu** - **Room service menu (please, call 4444)** - **Discover Azur Shop merchandise. Simply scan the QR code**

Thank you for choosing Arabella 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.
Arabella Azur Resort Management