

Sobre “**Todo Incluido (T.I.)**” en Egipto

El **Todo Incluido (T.I)** en Egipto, no se corresponde habitualmente con la idea que el turista español tiene de este tipo de régimen de alojamiento al que normalmente asocia con destinos como el Caribe o los cruceros.

En Mar Rojo, tanto en la zona de Hurghada como de Sharm el Sheik, los hoteles publican el T.I con restricciones y cada hotel tiene su propia hoja de explicación de este servicio. La más habitual es que las bebidas alcohólicas de importación no estén incluidas y deban abonarse aparte, así como las comidas o cenas en restaurantes “a la carta”, zumos de fruta naturales o helados. También algunos de los bares de los hoteles quedan al margen del T.I así como habitualmente ningún tipo de actividad náutica propia del hotel.

A la llegada al hotel, la recepción entrega a los Sres. Clientes una hoja resumen con todas las explicaciones del T.I de ese establecimiento hotelero.

Es muy difícil especificar las limitaciones de T.I de todos los hoteles existentes en las dos zonas, pero a continuación les adjuntamos dos pdf que les pueden servir como ejemplo para hacerse una idea de lo que está incluido y excluido.

**Serving All Local Beverages (Soft & Hot and local alcoholic)
10:00 Hrs - 00:00 Hrs.**

Restaurants:

Mona Lisa (Main Restaurant): Serving international hot & Cold Dishes.

Meals	From	To
Breakfast	07:00 Hrs	10:00 Hrs
Lunch	12:30 Hrs	15:00 Hrs
Dinner	18:30 Hrs	22:00 Hrs
Late Dinner	23:00 Hrs	01:00 Hrs

Beach Restaurant: (Bay Watch): Serving international hot& Cold Dishes.

Meals	From	To
Breakfast	07:00 Hrs	10:00 Hrs
Lunch	12:30 Hrs	15:00 Hrs

Italian Restaurant:(Rossini): Serve on table famous Italian Dishes,

Pastas & Pizza & Salad and Desert Buffet
From 18:30 till 22:00

Oriental Restaurant(Aladdin): Serve on tables famous Lebanese,

Moroccan and Egyptian Dishes
From 18:30 till 22:00

All Á-Cards Restaurants reservation is required in one day in advance

Extra: In Case of foods allergy contact restaurant chef.

Animation & Activities:

- 3 Tennis courts (**Flood lights & Equipments against charge**)
- Table Tennis (Main Pool).
- Billiard (In Lobby Bar 30 minutes per room free from 10:00 -14:00 hrs, except that **1 HRS. 7 Euro / 60 Pound**).
- Mini golf
- Conference Room
- Gym 08:00 Hrs – 19:00 Hrs.
- Daily animation and evening entertainments programs.
- Kids club: 10:00 – 12:00 Hrs & 15:00 – 17:00 Hrs.

Reception:

- **Check out time:** is **12:00 Hrs** / Late Check Out till 15:00 Hrs **15 Euro/Person**, till 18:00 Hrs **25 Euro/ Person**, till 22:00 hrs **30 Euro/ Person**. Any damage would be found in the guest room will be charged and must be settled in cash before departure, Please return your room key & bracelets and towel card back to the reception and in case of lost towel cards or bracelets the guest will be charged (**50 LE** for lost card & **15 Euro** for lost bracelet and **400 LE** for room key).

Bars:

Serving all local beverages (Soft & Hot and local alcoholic)

Name	Opening Hours	
Lobby Bar	10:00	02:00 Hrs
Salty Pool	10:00	Sun Set
Marbella Bar	10:30	Sun Set
Salty Pool	10:00	Sun Set
Bedouin café	19:00	Midnight
Beach Bar	10:00	Sun Set
Tea Corner	18:00	22:00 Hrs
Terrace Bar	12:30	15:00 Hrs
	18:00	00:00 Hrs

Relax Pool & Beach is on the right side of the hotel.

Snacks:

Name	Opening Hours		Place
Snacks	10:00 -13:00	15:00 -17:00	Marbella Bar
Ices cream	15:00 – 17:00		Marbella Bar
Cakes	16:00 – 18:00		Lobby Bar
Snacks	10:30 -12:30	15:30 -17:00	Beach Area

Disco: (Daily)

- Mini Disco (kids) – Amphitheater at **20:00 Hrs.**
- Disco (Adults) – Lobby bar **23:30 – 02:00 Hrs.**

Dress Code:

As a courtesy to other hotel guests a proper dress code should be respected at dinner time, smart casual attire and trousers for men have to be worn, during breakfast and lunch time all guests should wear at least shorts, T-Shirts and sandals as a minimum standard.

Medical Service:

The hotel doctor is available 24 Hrs, Please dial **(0)** the telephone operator for assist. Charges' excluding the medicines depends on guest medical insurance.

Key System:

The key card is a power saver; it should be inserting in the slot next to the main door to connect the power. The hotel management reserve the right to charge for lost or damaged the room key with a charge of **400 LE**, as well as for wasting power.

Currency Change:

24 Hours, Cash machine exchange, VISA, MASTER, AMEX Cards.

Breakfast Box:

It should be requested from the reception one day in advance.

Wake Up Calls: Please dial **(0)** the telephone operator either (2) the reception.

Notes: If you wish to upgrade to Ultra All Inclusive just contact the reception and it will cost you **(8 \$)** Per Person / Per Person.

Extra With Charge

Foods & Beverages:

- Fish restaurant located on the beach, Dinner Time from 19:00 till 22:00 hrs.

Chinese & Sushi Restaurant: Serve on tables famous Chinese Dishes. From 18:30 till 22:00

- Candle light dinner
- Fresh Juices.
- Shisha (Water pipe)
- Mini bar Refilling.
- Bottle beverages.

Sport

- Tennis rackets & baby football.
- Diving & Aqua center.
- Health club, Sauna, Steam bath and Massage (1707) for reservation. Open hrs from 9:30 – 19:00. Hrs.
- Hairdresser and Beauty salon located next to the health club.

Telephone:

Dial 9 to get international line, the country code and then the desired telephone number, the telecom company charges for 1 minute after 30 second dialing the desired number irrespective of whether the other party has answered or not.

Shuttle Bus:

3 Times daily to Hurghada (for two ways 6 Euro/Person), Reservation and Cancellation one day in advance at the reception.

Limousine Service: 24 Hours available just dials **(1241)** for reservation (preferable in advance to avoid long waiting)

Laundry Service:

Please put your garments along with the list for control purpose and call Housekeeping department at **EXT (5)** to pick up your laundry.

Shops: Newspaper and all kind of souvenirs.

Pharmacy: Located direct to the health club, Opening hours from 10:00-20:00 Hrs.

Internet Café: 30 min / 7 Euro, 60 min / 10 Euro.



Room Service: Please dial **(1110)**.

Please utilize the safe box located inside your ward robe in the room for your valuable things (free). Do not leave any personal belongings outside your room, terrace/balcony. The Hotel management will not be responsible for any loss.

For further information please contact the Reception Team (ext 1250) or the Guest Relation Team (ext 1220)

We wish you a pleasant stay!

Hotel Information & All Inclusive sheet

Meals Official Time Table	Restaurant Name	Location	Meal	From	To
 All Restaurants are non smoking	El Sol Restaurant (Main restaurant)	2nd Floor	Breakfast	07.00 hrs	10.30 hrs
			Lunch	12.30 hrs	15.00 hrs
			Dinner	18.30 hrs	22.00 hrs
	Arabian Nights Restaurant	3rd Floor	Dinner (Arabian food)	18.30 hrs	22.00 hrs
Snacks	Beach Bar	Beach	Snacks	12.00 hrs	17.00 hrs
	Lobby bar	4th Floor	Tea time snacks	15.00 hrs	17.00 hrs
	El Sol	2nd Floor	Late Dinner	10:00 hrs	23:30 hrs
	El Sol	2nd Floor	Midnight snacks	23.30 hrs	01.00 hrs
 All indoor bars are non smoking	Pool bar	Pool		10.00 hrs	23.00 hrs
	Beach bar	Beach		10.00 hrs	18.00 hrs
	Lobby bar	4th Floor	24 hours (from 0.00 till 10.00hrs against charge, no alcohol service from 6.00 till 10.00hrs)		
	El Sol	2nd Floor			
	Arabian Nights Restaurant	3rd Floor			
	Café du Jour	3rd Floor	Against extra charge	18.00 hrs	00.00 hrs
	Jungle Disco	Ground floor		23.00 hrs	02.00 hrs
	Beverages	Different kinds of soft drinks, local & non-local alcoholic drinks are served at all hotel bars. In the restaurants only soft drinks, local beer & wine during lunch and dinner. All hot and cold soft drinks, local beer and wines, local alcohols are served in glasses. Fresh juices and sparkling wine are available against extra charge. Pool bar, Beach bar and Disco are self-service. It is not recommended to take any glasses to the rooms.			
Please don't Pay Cash in our F&B outlets, but upon check out at the reception Ext. # 3					
Please be advised that it is not recommended to bring food, fruits, drinks and water from outside the hotel for safety reasons					
Guest Service Center	If you would like to have any information or have any requests please contact the Guest Service Center in the Lobby area or under Ext.1.				
All Inclusive privileges & Bracelet	You may enjoy your All -Inclusive privileges starting from the arrival day at 12.00 noon and it will expire with check out on departure day at 12:00 noon. The official Check In time is 14:00hrs. The bracelet has to be worn the whole stay and to be shown if requested. It is not recommended to invite other guests to have your free drinks. Bracelet costs in case of loss 100L.E.				
Café Du Jour (extra charge)	Ice cream, pop corn, Shisha, and billiards are available with extra charge				
Samba Bar (extra charge)	Samba Bar is not included in the All Inclusive system.				
Dress code	We kindly request you not to wear swimming costumes in the Lobby & Reception area, in the restaurants during the meals and no slippers, shirts without sleeves or shorts during the dinner.				
Towel card & Towels at the pool & beach	The towel card, received upon check in, entitles you to get 1 towel each day at our towel centre between 8.00 hrs till sunset. not advised to take room towels to the beach. Turn back the towel cards upon check out at the reception. Loss of cards or beach towels will be charged with 100L.E. for each. No reservation for sun beds. <u>It is not allowed for ladies to stay topless in the beach or pool area.</u>				
Sport & Leisure (partially extra charge)	Boccia, table tennis, beach volleyball, aerobic are free of charge. You can get all information about our animation and evening program from the info boards located in front of the restaurants.				
PDL Diving center	Located on the beach open daily from 08:00 to 18:00 against extra charge (Diving courses and diving trips)				
Aqua center	Located on the beach open daily from 08:00 to 18:00 against extra charge (sea trips, glass boat, private boats, and fishing trips)				
Hair dresser	Open daily from 10:00 to 19:00, against extra charge, Please reserve in advance at the hair dresser 2nd. Floor				
Health Club	open from 09.00 hrs till 20.00 hrs. Fitness room is free of charge. Massage, Jacuzzi, Turkish bath, sauna & steam bath are against extra charge.				
Ice cream (extra charge)	The available ice cream is against extra charge at the beach bar and Café Du Jour.				
Shisha Corner (extra charge)	At the terrace of Café du jour and the Shish corner beside swimming pool against extra charge. Because of Health & Safety rules it is not recommended to smoke Shisha in the room or at the balcony.				
Clinic (extra charge)	Doctor available daily from 09:00hrs until 20:00hrs. For emergency please call Ext. 1 (24 hours)				
Laundry (extra charge)	You can call the Guest Service Center Ext. 1. Please use the price list and the laundry bag in your room. Payment will be at the reception desk upon check out.				
Billiard (extra charge)	Billiard is available on the 2nd floor and café du jour. Children under 16 years are not allowed to play. Please contact lobby bar at 4th floor or cafe du jour in order to receive the equipments, snooker table available in the 2nd. floor An amount of L.E. 100.00 or \$20.00 or Euro10.00 has to be deposited.				
Internet (extra charge)	Our Internet Café is available for you on the Library 5th floor. Please ask the Reception about the Internet cards.				
Mini bar (extra charge)	Your mini bar will be filled daily till one day before departure with two small bottles of mineral water. All other items are against charge. Price list posted into your room.				
Safe box	Available at the rooms (used by code and please follow the instructions). In case of safe box problems contact the Guest Service Center or dial extension number (1). PLEASE DON'T FORGET TO KEEP YOUR SAFE OPEN UPON CHECK OUT!				
Visitors	Your friends are welcome to visit SUNRISE Holidays Resort at any time. Please note that visits can only take place in the Lobby area. Due to the all inclusive concept, your guest shall register at the Reception and pay the actual prices for consumption. The Visitors in the guest rooms are not allowed. For more information, please contact the Guest Service Center				
Key system	You can leave your room key at any time at the reception, In case of key loss you will be charged an amount of 150 LE.				
Check out	Please let the reception desk know when we can pick up your luggage 1 day before your check out. Please note that <u>the latest check out time is 12.00 noon</u> . You are kindly requested to bring back the room key & the towel cards to the reception and pay your account if you have any extras to pay. Please note that we do not accept the payment with coins. If you would like to stay longer in the room (as per availability) it will be extra charged (meals and drinks are not included in the room). For more information please contact Guest Service Center (Ext 1).				
Payment	You have the possibility to choose either to pay cash or by credit card (Visa, Diners or MasterCard).				

WE WISH YOU NICE STAY!