

Dear Valued Guest,

Welcome to Cleopatra Luxury Resort Sharm El Sheikh!

Our dedicated team is looking forward to making your stay enjoyable and unforgettable. Please allow us to provide you with some important information about our resort and the "All-Inclusive Concept" entitlements for facilitating your stay with us.

Dress code

Dear guests, to provide a pleasant atmosphere throughout our restaurants, especially during dinner we are pleased to inform you about our dress code.

Kindly support us and do not wear any kind of sportswear such as training suits or swim shorts. Dear Gentlemen, please avoid short pants in general, we do make exceptions for quarter pants. When it comes to upper garments for gentleman, we do not accept any shirts without sleeves or net shirts.

Your All-Inclusive Beverages starts from 10:00 am on your arrival day and ends at 12:00 pm on your departure day and works during your stay daily from 10:00 am till 02:00 am.

For late departures please contact our Front Office in advance to arrange your late check-out package.

Soft drinks and local alcoholic beverages are included and served in glasses.

Please make sure that during your stay with us your all-inclusive bracelet are worn on your wrist all the time.

For your extras, it should be paid at the end of your stay at the reception desk. Please do not pay in cash, our service team will ask for your signature on the extras cheque.

For any further assistant during your stay please dial 0.

Wishing you a pleasant stay

Hotel Management

All Inclusive Concept Winter 2019

BREAKFAST

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| Early Breakfast – Lobby bar | 05:00 – 07:00 |
| The Market Restaurant – Full Breakfast Buffet | 07:00 – 10:00 |
| Late Breakfast (Lobby Bar & Grill Beach Bar) | 10:00 – 12:00 |

LUNCH

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| The Market Restaurant – Full Lunch Buffet | 12:30 – 14:30 |
| Grill Beach Bar -Restaurant – Lunch & Snacks | 12:00 – 16:00 |
| Activity Pool Bar – Sandwiches | 11:00 – 13:00 |

(Soft drinks and local alcoholic beverages are included)

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| Grill Beach Bar & Activity pool bar– Ice Cream | 10:00 – 16:00 |
| Lobby Bar - Tea Time & Cakes | 15:00 – 17:00 |

DINNER

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| The Market Restaurant – Full Dinner Buffet | 18:30 – 21:30 |
| (Soft drinks and local alcoholic beverages are included) | |
| “Fellini” Italian Restaurant – A La Carte Restaurant | 18:30 – 22:00 |
| “Red Sea Wharf” sea food restaurant - A La Carte Restaurant | 18:30 – 22:00 |
| Late Dinner at the Market Restaurant | 22:30 – 00:00 |
| (Soft drinks and local alcoholic beverages are included) | |

- Our all-inclusive guests are entitled for two dinners per 7 nights at their choice in any of our specialty restaurants (Red Sea Wharf and Fellini).
- Reservation in advance is required through Guest Relations desk from 10:00 - 12:00 and 14:00 – 16:00.
- We would like to reconfirm the credit. We afford our guests in A La Carte restaurants as follows:
80 LE for guests based on half board and all-inclusive meal plan. In case if you wish to visit the A La Carte restaurants out of the allowed times included in the all inclusive formula, you can enjoy that credit.

BARS Soft drinks and local alcoholic beverages are included and served in:

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|---|---------------|
| Lobby Bar (open 24 hrs.) | 10:00 – 02:00 |
| Lobby Bar, Beverage served at extra charges | 02:00 – 10:00 |
| Grill Beach bar | 10:00 – 17:30 |
| Activity Pool bar | 10:00 – 17:30 |
| Pilli Pilli Pub | 16:00 – 02:00 |
| Oriental Café (All inclusive & Extra charge menu) | 16:00 – 02:00 |
| Waves Club Disco bar | 23:00 – 02:00 |

(Soft drinks and local alcoholic beverages are included and served by glasses)

SPORTS AND ENTERTAINMENT:

- Daily animation and entertainment program with live shows and music
- Kids Club is open daily 10:00 – 12:30 & 15:00-16:30 for children aged 3 – 12 years. Kids Disco daily from 20:30 – 21:00
- Fitness room GYM works daily from 08:00 – 20:00.
- Table Tennis, Water Polo, Darts, Tennis and Beach Volleyball.

ADDITIONAL AI SERVICES

- Tea / Coffee Tray replenishment daily with 2 bottles of water in the guest room.
- Free Wi-Fi in Lobby area, Grill Beach Bar, Pilli Pilli Pub, restaurants and Active pool / Room Internet Connectivity with Cable.

NOT INCLUDED SERVICES

- Special menu items / Special and Premium drinks / Freshly squeezed juices / Shisha / Wellness Center / Diving / Water Sports / Tennis Court (Floodlight) / Billiard / Health Club Packages / Hotel Doctor / Business Center Services / Taxi Services / Room Service / Baby Sitting.