

Dear Guest,

We would like to welcome you to the **Old Palace Resort**, thank you for selecting our hotel to spend your holiday and wish you a very nice stay with us.

The whole team of the **Old Palace Resort** will save no efforts to make your stay a wonderful one.

The Hotel Management.

### **ULTRA ALL INCLUSIVE FORMULA**

<b>El Kasr Restaurant Buffet Style</b>	<ul style="list-style-type: none"> <li>• Breakfast</li> <li>• Lunch</li> <li>• Dinner</li> </ul>	From 07:00 hrs. – 10:00 hrs. From 12.45 hrs. – 14:45 hrs. From 18:30 hrs. – 21:00 hrs.
<b>Lobby Bar</b>	Afternoon Tea Time (Cookies, Croissant, French pastry).	From 15:00 hrs. – 17:00 hrs.
	Local Premium alcoholics, cocktails, soft drinks, tea & coffee from the machine, All served by glass.	From 10:00 till 00:00 Free From 00:00 – 10:00 drinks are chargeable <b>Except</b> water, soft drinks, tea & coffee from the machine 24H
<b>LA Cucina A' la Carte Restaurant</b>	once per Week (min.7nights) with prior reservation	- First seat from 18:30hrs. – 19:45hrs - Second seat from 20:00hrs.–21:15hrs
<b>Poncho A' la Carte Restaurant</b>	once per Week (min.7nights) with prior reservation	- First seat from 18:30 hrs. – 19:45hrs - Second seat from 20:00 hrs.–21:15hrs
<b>Sea Breeze Bar</b>	Late Breakfast	From 11:00 hrs – 13:00 hrs
	Snacks, Varieties of sandwiches. <ul style="list-style-type: none"> <li>• (Friday) on the beach</li> <li>• Afternoon Snacks (Saturday, Sunday, Monday, Wednesday &amp; Thursday) on the pool</li> </ul>	From 14:30 hrs. – 16:30 hrs
<b>Beach Bar</b>	Ice Cream. Local Premium alcoholics, cocktails, soft drinks, tea & coffee from the machine, All served by glass.	From 10:00 hrs. – Sunset
<b>Jacuzzi Bar at the Jacuzzi Pool</b>	Local Premium alcoholics, cocktails, soft drinks, tea & coffee from the machine, All served by glass.	From 10:00 hrs. – Sunset.
<b>Beach Bar</b>	Local Premium alcoholics, cocktails and soft drinks, all served by glass.	From 09:00 hrs. – Sunset
<b>In-Room Service</b>	Water bottles, Tea & coffee	Daily refreshed
	Soft Mini Bar- Fruit Basket	Once Per Week
<b>Al Khan Terrace</b>	Oriental cold / hot drinks, local alcoholic	From 18:30 till 23:00
<b>AGAINST CHARGE</b>		
<b>Lobby Bar</b>	Turkish coffee, Fresh Juices, Manual Espresso.	24 hrs.
<b>Pool Bar/ Beach Bar</b>	Turkish Coffee and Fresh Juices	From 10:00 hrs. – Sunset.
<b>Room Service</b>	Available 24 hours	
<b>Romantic Dinner</b>	Private dinner arrangement, reservation is required	

### **INFORMATION:**

- Opening times of the restaurants and bars are changed according to seasonality.
- Room bill credit limit is 2000 EGP
- **For hygiene reasons, Food & Beverage items must be consumed within the restaurants or bars only, as it's not allowed to take the food plats outside of the restaurants or bars.**
- Safe boxes are available in all the rooms free of charge please use it to keep all your valuables safe, the hotel takes no liability for any valuables left outside the safe.
- **Please consider the dress code for the restaurants, requested to wear smart casual dress during dinner time (no slippers/ swimming shorts or half shirt).**
- In Case of missing / lost towel or towel card is charged 250 EGP & and missing / lost key card is charged 100 EGP.



## Dear esteemed Guests.

We are delighted to welcome you at **Old Palace Resort**.

As the situation around Novel Coronavirus (COVID-19) continues to evolve, we are actively making the necessary due modifications (as mandatory requests from the Minister of Health and Minister of Tourism) to our standard operating procedures in order to ensure the maximum level of health and safety for yourselves and all our team members that we always considered our utmost priority even before the ongoing events.

To comply with the new standards set up by the Governmental Authorities hereby a set of measures that will be adopted while staying at the Hotel:

- ✓ The luggage will be sanitized upon arrival and departure
- ✓ The hotel team members will measure your body temperature upon your arrival and during the stay (especially when you come from outside) please present to us at the hotel entrance.
- ✓ Please keep always social distance of 1.5 to 2 meters away from the other guests and staff.
- ✓ One way pen will be used to finalize the registration procedures upon check in, place your documents inside the trays located at the front office desk.
- ✓ The allowed room capacity is two plus two children under 12 years in all the room types.
- ✓ Inside the elevator no more than two persons.
- ✓ All public areas (lobby, pools, beach) seating includes two persons each table/sun bed and at least two meters away from another table/sun bed (group seating not permitted)
- ✓ The room cleaning will be done on daily basis (If you don't have different wish) and when you are not in the room (Please place the D.N.D sign at the door's lock if you don't want cleaning) please do not leave valuables outside the safe box, also the personal belongings shouldn't be left on the Surfaces as much as possible.
- ✓ Any maintenance request in the room will be finalized when you are out of the room.
- ✓ If you don't feel well don't leave the room and contact the front office desk by dialing zero(0)
- ✓ Any suspected case will be reported to the health authorities and isolated in different room. If the result of the test will be positive will be placed in a quarantine room for a period of 14 days. The cost of the room will be totally at the hotel expenses.
- ✓ One table can have a total number of six (6) persons of the same family.
- ✓ Please sanitize the GYM machines and equipment before and after using it.
- ✓ Shisha corner area and SPA will not be in operation till further notice.

### General Information

- ✓ Clinic: against charge on call 24hrs through the reception.
- ✓ GYM: open from 09:00hrs – 19:00hrs. (Free of charge). Not allowed for guest under 16 years
- ✓ WIFI: free in the lobby, around the swimming pools, Al khan terrace and in rooms.
- ✓ SPA & Beauty Saloon: against charge open from 10:00hrs – 19:00hrs
- ✓ Billiard: 1 Hour free during the stay – Reservation is required in advance according to availability. Not allowed for guest less than 16 years.
- ✓ Shuttle Bus to down town, 2 times per week (Sundays and Wednesdays) moving from the hotel at 15:30 and move back from down town at 19:30, once per stay (min.7 nights) include in the package, Reservation is required in advance at the reception according to availability.
- ✓ The House Keeping service will be on daily basis (if you don't have different request) from 09:00 till 17:00, also you can request your preferable time with the front desk one day in advance.
- ✓ Food & Beverage services at the property may be limited or unavailable due to Coronavirus (COVID-19).