






**Welcome Home to SENTIDO Mamlouk Palace Resort**

<p><b>All Inclusive Bracelet</b></p>	<p>With this bracelet which you receive you can enjoy the following services free of charge:</p> <ul style="list-style-type: none"> <li>- Breakfast, lunch and dinner in the Main Restaurant, snacks at the Splash pool bar.</li> <li>- Dinner in the à -la-carte restaurant and with prior reservation.</li> <li>- All drinks hot &amp; cold, local alcoholic &amp; nonalcoholic are included from 10:00 till 24:00.</li> <li>- This bracelet is till your departure time on your departure day, Please do not pay cash in our F&amp;B outlets but upon check out at the Reception #3</li> </ul>
<p><b>Shahrazad International Restaurant</b> </p>	<p>Breakfast 07:00 till 10:30 Late breakfast from 10:30 till 11:30 upon request Lunch 13:00 till 15:00 Dinner 19:00 till 22:00 -Early Continental Breakfast upon request with prior reservation 1 day in advance till 20h00 at the reception. -All drinks hot &amp; cold, non-alcoholic are included.</p>
<p><b>La Terraza Spanish Restaurant</b></p>	<p>Snacks 12:00 till 17:00 Dinner 19:00 till 22:00 Serving a la carte Spanish food, located beside Splash Bar (upon availability with prior reservation one day in advance)</p>
<p><b>Frida Mexican Restaurant</b> </p>	<p>Serving à la carte Mexican food, Located next to the International Restaurant Dinner 19:00 till 22:00 (upon availability with prior reservation one day in advance)</p>
<p><b>Manzoku Asian Restaurant</b></p>	<p>Servant une cuisine asiatique à la carte, Situé à côté de la plage 19h00 à 22h00 (selon disponibilité et réservation préalable un jour à l'avance)</p>
<p><b>Gamila Egyptian restaurant</b></p>	<p>Serving à la carte Egyptian food, Located in SUNRISE Garden Beach Resort - Beach Area 12:00 till 17:00 <b>Snacks</b> , Lunch 19:00 till 22:00 <b>Dinner</b> "A La Carte" Serving traditional <b>Egyptian food</b> (upon availability with prior reservation one day in advance)</p>
<p><b>Basillico Italian Restaurant</b></p>	<p>Serving à la carte Italian food, Located in SUNRISE Garden Beach Resort – Beach Area Dinner 19:00 till 22:00 (upon availability with prior reservation one day in advance)</p>
<p><b>The Boulevard Burger House</b></p>	<p>Serving burgers. 19:00 till 22:00 <b>Dinner</b>. Located in SUNRISE Garden Beach Resort – Beach Area</p>
<p><b>A-la-carte Restaurant Reservation system</b></p>	<p>Please reserve your table for dinner on the touch screen in the lobby area, <b>for the following day</b> or on the website <a href="http://rsr.sunrise-resorts.com">rsr.sunrise-resorts.com</a>. All drinks hot &amp; cold, local alcoholic &amp; non-alcoholic drinks are included.</p>
<p><b>Roots Diet &amp; Light</b></p>	<p>Menu is available in all a la carte restaurants. Please order your menu one day in advance with the Holiday Concierge or Reception.</p>
<p><b>Dress Code</b></p>	<p>Please note that swim wear is not to be worn in the Lobby &amp; Reception areas or in the Restaurants during breakfast, lunch or dinner. Please do not wear shorts, sleeveless shirts or slippers in the restaurants during the lunch &amp; dinner periods.</p>
<p><b>Aybak Lobby Bar</b> </p>	<p>Open for 24 HRS serving all-inclusive drinks hot &amp; cold, local alcoholic &amp; nonalcoholic. Drinks between 00:00 – 10:00 are chargeable, except water &amp; hot drinks (coffee, tea, hot chocolate). Tea time from 15:00 till 18:30.</p>
<p><b>Pool &amp; Beach Bars</b></p>	<p><b>Island Pool Bar</b> From 10:00 till 18:00 (Serves all drinks) <b>Splash Pool Bar</b> From 10:00 till 18:00 (Serves all drinks) and snacks from 12:00 till 17:00</p>

	<b>Chiringuito Beach Bar</b>	From 10:00 till 17:00 (Serves all drinks, as per weather)
<b>Elevator</b>	We provide an elevator on the right side of our main building, next to the shops.	
<b>Gym &amp; Spa</b>	<b>GYM:</b> Open from 08:00 till 19:00 free of charge / age 16+ <b>It is not permitted to use the gym room without sport shoes.</b> <b>Spa-</b> Open from 09:00 till 19:00 age 16+ with prior reservation. All services are chargeable.	
<b>Tennis Court &amp; Football Field</b>	We have two Artificial Grass Tennis Courts and one football field with natural grass. Both are located in front of the Spa Center and behind building #15, extra charge (200 Egyptian pounds per hour if the lights are used after the sunset).	
<b>Aqua Park</b>	In our sister Resort, SUNRISE Garden Beach Resort, next to Amphitheatre. <b>The minimum height for use the slides is 120 cm! Under this is not allowed to slide!</b> Aqua park opening times 10:00 till 12:00 and from 14:00 till 16:00	
<b>Kids</b>		<b>“Kids Planet” Kids Club</b> , daily open as per schedule for children from 3-12 years. 10:00 – 12:30 & 15:00 – 16:30 O'clock. <b>Aqua park- The minimum height for use the slides is 120 cm! Under this is not allowed to slide!</b> Kid’s play zone with slides adapted to small children: Octopus, Rabbit and Snake. Aqua park opening times 10:00 till 12:00 and from 15:00 till 17:00. <b>Kid’s pool area is non-smoking area.</b> <b>Child Safety-</b> Children are the responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times.
<b>Exchange Service - Payment</b>	The cash-machine is available in the lobby, this machine also changes cash money. You have the possibility to choose either to pay cash or to pay by Credit Card only (Visa – MasterCard –Amex- are accepted).	
<b>Holiday Concierge</b>	For any maintenance order, room service order or special requests in your room please contact the Holiday Concierge #8.	
<b>Telephone Calls</b>	To access an international direct line from your room, please dial 9 than 00 than Country Code than City Code and then subscribe number. Please note that call ringing more than 30 seconds, will be charged at the minimum cost of 1 minute even if the call is not answered.	
<b>Internet Service</b>	Free WIFI service covering all rooms and public areas. <b>To log in:</b> Step 1- Connect to “Garden & Mamlouk” WIFI. Step 2- Open your internet browser. Step 3- Log in screen will appear, fill your username and password which you receive from the .reception upon arrival. In case of any difficulties please contact the Reception	
<b>Room service</b>	Room service menu available in hotel room. Chargeable.	
<b>Pool &amp; Beach Towels</b>	Will be available in the rooms You are kindly requested to take the towel back to the room at the end of the day to replace it by fresh towels.	
<b>Red Flag</b>	To enjoy your day without interruptions, you are kindly requested to put the red flag on your umbrella. The red flags are available at the towel center.	
<b>Safe Box</b>	Available at your room free of charge is a digital safe. An instruction paper in your language you will find in the safe. Kindly keep your safe open before your check-out from the hotel. <b>The Management of SENTIDO Mamlouk Palace Resort accept no liability for valuable items left inside and outside the safe box.</b>	
<b>Private Doctor Clinic</b>	The Clinic is Located next to the SPA open from 10:30 till 12:30 and from 18:30 till 20:30 In emergency cases please dial Ext. # 0 or # 3 (24hrs). Chargeable, paid at the reception.	
<b>Limousine</b>	For the Limo service & price list please contact the limo desk in the lobby.	
<b>Mini-Bar</b>	Please be advised that a mini-bar is available in the room (filled with soft drinks upon your arrival). The mini bar will be refilled daily with water and every 7 <sup>th</sup> day with soft drinks. If you wish to order any items, please contact the room service #8. Extra service charge applies.	

<b>Check out Time</b>	Please let the Reception know when we can pick up your luggage one day before your check- out. You are kindly requested to bring the room key to the Reception and pay your account if you have any extras to pay. If you would like to stay in the room longer please contact the reception one day in advance, according to the hotel availability, <b>Kindly be informed that the room key card will be automatically not valid after 12:00.</b> For more information please contact the Reception. #3
<b>Room Cleaning Time</b>	Time for room cleaning: daily from 09:00 to 17:00 If you prefer a special time for cleaning, please use the door sign or call #0. <b>Note: The first room cleaning is after 24 hours from the arrival to the hotel.</b>
<b>Laundry</b>	Please use the laundry requisition and the laundry bag in your room. Payment at the Reception Desk upon check out. For more information # 0 or #3.
<b>Breakfast &amp; Lunch box</b>	Please order at the Reception for your excursions. The latest time to order the breakfast box or lunch box is one day before until 20:00. #3
<b>Jetty Entry</b>	Please take caution during your stay on the jetty. If you exceeded the designated areas, you will do it on your risk. The Hotel accepts no liability and will not pay any compensation for accidents.
<b>Hotel Regulations: - Roof Top</b>	Please refrain from entering the roof top of the buildings. Any damage or accident will be on your own risk. The Hotel Management will not resume any responsibility for claims.
<b>Tenants</b>	The Hotel accepts no liability and will not pay any compensation for accidents and complaints caused by Third Parties, such as hotel tenants (shops, water sport centers, sport activities etc.)
<b>Sunshine Project International</b>	“Sunshine Orphan House “-Donation box located in the Lobby. For more information please contact the Holiday Concierge or Reception
	The Travelife Sustainability System is an initiative managed by the travel industry. It helps tourism related businesses to measure, improve and report on their contribution to the environmental protection, social development and economic stability of the destinations and communities in which they are based. Following an independent audit of our business against the Travelife sustainability criteria we are proud to have achieved a Gold Travelife award.

**We recommend that food, drinks and water are not brought into the hotel from outside for H&S reasons.**

**Please be informed that in case you will have visitors from outside, extra charge will be added to your bill.**

**Kindly be informed, that all our rooms are non-smoking rooms.**

**Please contact Reception or the Holiday Concierge for any further information.**

**HAVE A NICE STAY ☺**