



SUNRISE
 GRAND SELECT
Romance Resort
 SAHL HASHERSH

**Welcome Home to SUNRISE Romance Resort (Adults Only) -Grand Select-
 All-Inclusive Winter 2019-2020**

All Inclusive	With the All-Inclusive package you can enjoy the following services free of charge . All drinks hot & cold, local alcoholic & non-alcoholic are included. No alcoholic drinks are served between 06:00 and 10:00. Alcoholic drinks are served only for 18+ . The official check-in time is 14:00 , the check-out time 12:00 . Please do not pay cash in our F&B outlets, but upon check-out at the Reception Ext. #1.
Non-Smoking areas 	As per the policy of the hotel, all indoor areas such as Restaurants, Bars, Lobby, Reception, Rooms, Spa, Gym & etc. are Non-smoking areas . Outdoor areas as Landscape bar, Beach Bar, Pool, Beach & etc. are smoking areas .
Wi-Fi	Enjoy the free Wi-Fi throughout the Resort..
Facebook & Instagram	Follow us on Facebook & Instagram @SUNRISERomanceResort and tag us #SUNRISERomanceResort
Dress Code	We kindly request you not to wear swimsuits in the Lobby & Reception area as well as in the Restaurants during breakfast, lunch and dinner. Please do not wear shorts, sleeveless shirts and slippers in the restaurants during dinner time.
"Heliodoro" International Restaurant	Early Breakfast 06:00 to 07:00 (Early continental breakfast upon request with prior reservation one day in advance) Breakfast 07:00 to 10:30 (no alcoholic drinks are available during breakfast) Fresh Juices free of charge only during breakfast time Late Breakfast 10:30 to 11:00 Lunch 13:00 to 15:00 Dinner 18:30 to 22:00 Midnight Snacks 22:30 to 01:00 Roots Diet & Light Concept menu available upon request, 24 hours before your reserved meal. For more information please contact the Guest Experience Team Ext. #3.
"Basilico" Italian Restaurant	Serving à la carte Italian Cuisine Dinner 18:30 to 22:00 Reservation can be made via the touch screen located at the lobby area one day in advance
"Oishi" Asian Restaurant	Serving à la carte Asian Cuisine Dinner 18:30 to 22:00 Reservation can be made via the touch screen located at the lobby area one day in advance
"Manohar" Indian Restaurant	Serving à la carte Indian Cuisine Dinner 18:30 to 22:00 Reservation can be made via the touch screen located at the lobby area one day in advance
"Layali" Lebanese Restaurant	Serving à la carte Lebanese Cuisine Dinner 18:30 to 22:00 Reservation can be made via the touch screen located at the lobby area one day in advance.
"Felucca" Seafood Restaurant	Serving Seafood "From thesea to your plate" Extra Chargeable Dinner 18:30 to 22:00 Reservation can be made via the touch screen located at the lobby area one day in advance.
Landscape Bar & Snacks	Beverage & Snacks 12:00 to 17:00
Beach & Pool Bars	Beverage 09:00 till Sunset
Guest Experience	For any maintenance order, room service order or special requests in your room please contact the Guest Experience Team Ext. #3 or #0
Room Service	For Room Service, please see the menu placed on the dressing table and call Ext. #5 (Chargeable)
Evening Entertainment	Live music starts from 19:30 till 22:00 at the International Restaurant
Fitness center	Fitness center open from 07:00 to 18:00. It is not permitted to use the gym room without sport shoes.
Hairdresser	Open daily from 09:00 to 19:00. Large variety of treatments such as Manicure, Pedicure, Facial treatment & Hair styling. All services are with extra charge.

Topless	It is not allowed to sunbath & swim topless
Red Flag And Towel	To enjoy your day without interruptions by salesmen (the working hours of salesmen: from 10:00 to 12:00 and from 14:00 to 16:00), you are kindly requested to put the red flag on your umbrella or sunbed. The red flags are available at the Towel Center. Please return your towel card at the reception upon check-out. In case of towel card loss the amount of 200 LE will be charged to your account
Sunbed Reservation	Kindly note that it is not allowed to reserve sunbeds before 08:00. Unattended towels/ other personal belongings will be removed by our recreation team.
Mini-Bar	Please be advised that a mini-bar is available in the room (complimentary filled with soft drinks upon your arrival). The mini bar will be refilled every 4 days with soft drinks and daily with water (complimentary). If you wish to order any other items, please contact the Room Service under #5. Extra service charge applies.
Safe Box	There is a digital safe available at your room free of charge. You will find the instruction next to the safe. Kindly keep your safe box door open before your check-out from the hotel. The Management of SUNRISE Romance Resort accept no liability for valuable items left inside and outside the safe box.
Room Cleaning	Room cleaning takes place on daily basis between 09:00 and 17:00. If you prefer a certain time for cleaning, please contact the Guest Experience Ext.#3. Please keep your safe box locked all times.
Laundry	Please use the laundry requisition and the laundry bag in your room. Payment at the Reception Desk upon check out. Please contact the Guest Experience Ext. #3.
Linen, Pillows, Bathrobes	Linens, Pillows and Bathrobes may not be taken on excursions due to hotel hygiene regulations.
Henna Tattoos	Please be advised not to use “Henna Tattoos” as it is not recommended for safety reasons. The management is not responsible for any personal injury or damage of hotel property (i.e. linen, towels, etc.) due to a henna tattoo. Henna Tattoo is on your own responsibility.
Breakfast & Lunch Box	Please order one day in advance (until 20:00) at the Reception Ext. #1. Please contact your Tour Leader to make an order at the reception for your excursions.
Limousine Service	Please contact the limousine desk at the lobby for Limousine Service & price list (Limousine service against charge)
Shuttle Bus	Is available free of charge one time daily to Sheraton at 19:45 returning 22:30 Subject to availability and reservation. Reservation can be made at the Reception Desk (Sheraton street in front of Macdonalds is the meeting point)
Phone Calls	To call another room please dial directly the room number. To access an international direct line from your room, please dial 9 + 00 + Country Code + 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 (26L.E.) even if the call is not answered.
Payment	By cash or by credit cards (Visa/MasterCard/AmEx/Diner Club) at Reception. (except Outside Guests, directly in the outlet)
Exchange Service ATM	ATM machine is located in the old lobby.
Doctor Services	On-call doctor available 24-hours (Extra Chargeable)
Check-Out time	Please contact the Reception one day before your check- out when you wish us to pick up your luggage down. 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 enjoy our late check-out service please contact the reception one day in advance to confirm the availability(chargeable). Kindly be informed that the room key card will be automatically not valid after 12:00. For more information please contact the Reception Ext. #1.
Local Legislation	The Health & Safety standards and regulations in Egypt may not be the same as in your country. Please follow and pay attention the safety instruction placed in the hotel.
Health & Safety	Please note that for your own safety you should refrain from swimming for 2 hours after a long flight. Please be advised that it is not recommended to bring food, drinks and water from outside the Resort for safety reasons.
Tenants	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.).
Outside Visitors	All visitors are allowed to stay only in the Lobby or in the Outlets. Please be informed that any extra orders will be added to your bill.

In case of emergency, please follow the fire exit map behind your room door.

SUNRISE Romance Resort Management wishes you a pleasant stay!
“Where Luxury Meets Beauty”