




Welcome Home to SUNRISE Royal Makadi Aqua Resort -Select-

Select All Inclusive privileges & Bracelet	You may enjoy your select All Inclusive privileges starting from the arrival day until the departure day. The official Check-In time is 14:00 & the official Check-out time is 12:00 . The bracelet has to be worn the whole stay and to be shown if requested. During your stay you will receive 30 minutes of complimentary Diving Introduction only Adults only (16+) . All the à la carte restaurants are available upon prior reservation through the Touch screen located at the lobby. Alcoholic drinks are served from 18+. All Inclusive privileges 24 hours (No alcoholic drinks served from 06:00 till 10:00). Please do not Pay Cash in our Food & Beverage Outlets, but upon Check-out at the reception. For any assistance please contact reception Ext. # 3 or 0 .
NO SMOKING 	As per the policy of the hotel, all indoor areas such as Restaurants, Bars, Lobby, Reception, Rooms, Spa, Gym & etc. are Non-smoking areas . (Except Victoria Pub & Aquarius Disco). Outdoor areas are considered as smoking areas.
"Shahrzad" International Restaurant (Buffet)	Breakfast 07:00 to 10:30 Lunch 13:00 to 15:00 Dinner 19:00 to 22:00
"Manzoku" Asian Restaurant	Serving A La Carte Asian Cuisine Dinner 18:30 to 20:00 and 20:15 to 22:00 (Teppanyaki –Asian Specialty (against extra charge) with reservation in advance.
"Basilico" Italian Restaurant	Serving A La Carte Italian Cuisine Dinner 18:30 to 20:00 and 20:15 to 22:00 Please reserve your table through the reservation touch screen located next to reception by 3 days in advance.
"Elia" Mediterranean Restaurant	Serving A La Carte Mediterranean Cuisine Dinner 18:30 to 20:00 and 20:15 to 22:00 Please reserve your table through the reservation touch screen located next to reception by 3 days in advance.
"Roots" Diet & Light Restaurant	Serving A La Carte Vegetarian, Diet & Light Food Dinner 18:30 to 20:00 and 20:15 to 22:00 Includes Vegetarian, Vegan, Gluten-free, Lactose-free & low fat meals. Please reserve your table through the reservation touch screen located next to reception by 3 days in advance.
"Chimichurri" Restaurant	Serving A La Carte Stake House Dinner 18:30 to 20:00 and 20:15 to 22:00 Please reserve your table through the reservation touch screen located next to reception by 3 days in advance.
"The Bedouin" Restaurant	Serving A La Carte Egyptian Cuisine Dinner 18:30 to 20:00 and 20:15 to 22:00 Please reserve your table through the reservation touch screen located next to reception by 3 days in advance.
"Frida" Mexican Restaurant	Serving A La Carte Mexican Cuisine (During dinner) Dinner 18:30 to 20:00 and 20:15 to 22:00 Please reserve your table for dinner through the reservation touch screen located next to reception by 3 days in advance.
Nasaya Restaurant & Lounge (Fusion Cuisine)	Serving A La Carte Fusion (Chargeable) Dinner 18:30 to 22:00 Nasaya Restaurant & Lounge is a Non-all-inclusive a La Carte Restaurant - Part of "Art of Food" Company - Managed by SUNIRSE. Please reserve your table through the reservation touch screen located next to reception by 3 days in advance.
Snacks	Buffet Style Snacks (including Ice Cream at the Splash & Aqua Bars) Sun Ray Bar 15:00 to 17:00 Splash Bar 12:00 to 17:00 Aqua Bar 12:00 to 17:00
Sun Ray Lobby Bar	Open and All Inclusive 24 hours Beverages Service (All Inclusive privileges till midnight 00:00, any beverage facilities after this time till 10:00, will be against extra charge). Tea time from 15:00 to 17:00
Bars	Chiringuito Beach Bar Beverage 10:00 to 18:00 Island Bar (Swim Up Bar) Beverage 10:00 to 18:00 Aqua Bar Beverage 10:00 to 18:00 Family Pool Bar Beverage 10:00 to 18:00 Splash Bar Beverage 10:00 to 23:30 The Hub Lobby Bar (18+) Beverage 10:00 to 00:00
Victoria Pub	Beverage 12:00 to 00:00. Billiard Game - L.E. 60 per 1 hour (16+)
Aquarius Disco	23:00 to 02:00 - Any beverage after midnight will be against extra charge
Royal Club Bar (16+)	Beverage 10:00 to 17:00 For Royal Club Members Only (Suite Bookers & Repeater Guests over 08 times)
Sultana Café	Beverage 18:30 to 00:00 Shisha (water pipe) against extra charge
Beverages	All drinks hot & cold, non-alcoholic & local alcoholic (according to market availability) are included. All beverages are served by glasses (Alcoholic bottles - extra chargeable); Daily refill of mini bar (in your room) with water and weekly with soft drinks (Other drinks extra chargeable). Ext. # 731 or # 3. All Inclusive privileges till 00:00, any beverage facilities after this time till 10:00 will be against extra charge (except water & hot drinks as coffee, tea & hot chocolate). All Bars are self-service.
A la carte Restaurants	Please reserve your table directly at the reservation screen, located in the Lobby area closed to reception and Guest Experience Center. Reservations can be made up to 3 days in advance during 24 hours. Please remember your reservation number, as you will not get a ticket. If you need any assistance please contact the Guest Experience Center or the Reception. Ext. #731 or #3. Kindly be informed that second main course against extra charge .
Dress code	We kindly request you not to wear swimming costumes in the Lobby & Reception area or in the restaurants during the meals and no slippers, shirts without sleeves or shorts during the dinner.
Signature on Checks	Kindly be informed that in case you sign any check it will be automatically charged to your bill.
Guest Experience Center	Any maintenance order, room service order or special requests in your room please dial Ext #731 or #3
Payment/Money exchange	The possibility to choose either to pay cash or to pay by Credit Cards. The hotel accepts: American Express / Visa / Master / Diners Card . Ext. #3 or #731 Cash, money exchange machine are available in the Lobby close to Lobby bar.
Safe Box	A digital safe available in your room free of charge. Kindly keep your safe door open before you check out from the hotel. The Management of SUNRISE Royal Makadi Aqua Resort -Select- takes no responsibility for valuable items left outside the closed safe box or in an opened safe box.

Lunch Box	Please contact your tour leader to make an order at the reception for your excursions. It should be done at least one day before until 20:00 Ext. #3 or # 731
Spa & Wellness	SPA open from 10:00 till 20:00 against extra charge. For more info kindly contact the Spa Center Ext:807. Complimentary Spa credit voucher (Age: 16+, with prior reservation and non-transferable). Sauna, Steam Bath & etc. (chargeable, with prior reservation, Age: 16+)
Beauty Center	Open daily from 10:00 till 20:00 (16+), with prior reservation. All services are with extra charge. Located inside the SPA. Complimentary Beauty Centre credit voucher (with prior reservation and non-transferable)
Gym (16 +)	From 07:00 till 20:00 (Free of Charge). It is not allowed to use the GYM without sport shoes. For more info please contact the GYM, Ext: 836
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 Henna Tattoo; this is on the guest’s own responsibility.
Tennis Court & Football Court	3 Tennis Courts, 1 Multipurpose Court and 1 Football Field with natural grass. Both are located after the hotel entrance front of Parking Area. After sunset the floodlight is extra charge - 10 Euro per hour.
Aqua Park	18 different slides for both kids and adults and 1 Mini Aqua Park with Octopus Slides. Aqua park operating time 10:00 till 12:00 and from 15:00 till 17:00.
Archery, Big Chess, Mini Golf and Croquet	Archery (free of charge, located next to the Tennis Courts) Big Chess, Mini Gold and Croquet (free of charge) located front of Aqua Park entrance. Mini-golf Operation time from 10:00 till 22:00
Sunbeds Reservation	Kindly be informed that it is not allowed to reserve sun beds before 08:00. If sunbeds will be reserved it will cost you 10 € per each reserved sun bed on daily basis.
Recreation & Leisure Facilities	There are 5 adult swimming pools, 2 Kids swimming pools. Pools with activities: Main pool close to Splash bar. There are slides close to Kids Club. Heated swimming pool: Hydro Pool, Sports Pool, Royal Pool, Family Pool & Aqua Pool
Child Safety	Children are the responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times.
Baby Sitting	Against extra charge upon availability with prior reservation one day in advance. Please contact the Reception Desk #3,
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.)
Royal Club Pool 16+	Entitled only for Royal Club Members Only (Suite Bookers & Repeater Guests over 08 times). For more information please contact the reception. Ext. # 731 or # 3.
Towel Card for Beach & Pools	The towel card, which you received upon Check-in, entitles you to get daily one towel at one of Towel Centers between 08:00 and 17:00 (give back your towel before 17:00 to get back the card). Kindly be advised to give back the towel card upon check out at the Reception. Lost towel card will be charged with 200 LE. It is not allowed to reserve sun beds at the pool or beach, any towels or personal belongings will be removed.
Red Flag	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 Centre.
Topless	It is not allowed for ladies to stay topless in the beach or pool area.
Entertainment	You can get all information about our animation and evening program from the info boards located close to Splash Bar. Evening show program at 21:00 in Amphitheatre. For more information please contact the reception. Ext. # 731 or # 3.
NECKERMANN Kids Club	Kids Club opening hours: 10:00-12:00 and 15:00-17:00 Thursday - Day Off Mini Disco (close to Splash Bar) on daily basis at 20:30. For more information please contact the reception. Ext. # 731 or # 3
Telephone Calls	To access an international direct line from your room, please dial no. 9 + 00 + Country Code + City Code and then subscriber number. One-minute costs approximately 18 LE. For calling to other room please dial 5 and room number.
Clinic	The Clinic is open from 10:30 till 12:30 and from 18:30 till 20:30 (Extra Charge) In emergency cases please dial Ext. # 3 (24 Hours). Against extra charge, to be paid at the reception. 
Wi-Fi	Free Wi-Fi Throughout the Resort. To log in: Step 1 - Connect to “SUNRISE Makadi”. Step 2 - Open your internet browser. Step 3 - will appear Log-in screen, fill in the Username & Password. In case of any difficulties please contact the Reception.
Laundry	At your service against extra charge. Please use the price list and the laundry bag in your room. For more information please dial Ext. # 731 or # 3 (Payment at the Reception upon check-out).
Room Cleaning Time	Daily Room Cleaning Time: from 09:00 till 17:00. If you prefer a special time, please call #0. Kindly note that if your safe box is open, we will not be able to clean the room.
Shuttle Bus	The service is twice a day, first time from the hotel at 10:00 and back from Hurghada at 13:00, second from the hotel at 20:30 and back from Hurghada at 23:30. Reservation required - Ext. #3 (Extra Charge)
Limousine	For the Limo service & price list please contact the limo desk in the lobby. (Extra Charge):
Key System	Please keep it away from mobile phone or water otherwise the magnetic key will not work. Please return the key card back to reception upon Check-out. As we are an environmentally aware hotel, please don't leave your key in the power saver while you are not in the room.
Check-out	Please note that the check-out time is 12:00. Please let the reception desk know when we can pick up your luggage 1 day before your check-out. You are kindly requested to bring back the room key & the towel cards to the reception and settle 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) this will incur an extra charge. For more information please contact the reception. Ext. # 3
Sunshine Project International	“Sunshine Orphan House” -Donation box located in the Lobby. For more information please contact Reception. Ext. # 0 or # 3
Roof Top Regulations:	Please refrain from entering the roof top of the buildings. Any damage or accident will be at your own risk. The Hotel Management will not assume any responsibility for any incident or claim.
	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.

Please be advised that it is not recommended to bring food, fruits, drinks and water from outside the Resort for safety Reason.

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

Kindly be advised to keep your chocolate or sweet inside your mini bar, in order to avoid any pests to be in the room

WE WISH YOU A NICE SUNSHINE STAY!