


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

<b>All Inclusive</b>	With this bracelet, which you have received upon check-in, you can <b>enjoy the following services free of charge</b> . All drinks hot & cold, local alcoholic & non-alcoholic are included. <b>No alcoholic drinks are served between 06:00 and 10:00</b> . Alcoholic drinks are served only <b>for 18+</b> . The official check-in time is <b>14:00</b> , the check-out time <b>12:00</b> . <b>Please do not pay cash in our F&amp;B outlets, but upon check-out at the Reception Ext. #0.</b>
<b>Non-Smoking areas</b> 	As per the policy of the hotel, all <b>indoor areas</b> such as Restaurants, Bars, Lobby, Reception, Rooms, Spa, Gym & etc. are <b>Non-smoking areas</b> . <b>Outdoor</b> areas as Landscape bar, Beach Bar, Pool, Beach & etc. are <b>smoking areas</b> .
<b>Wi-Fi</b>	Enjoy the free Wi-Fi throughout the Resort
<b>Facebook &amp; Instagram</b>	Follow us on <b>Facebook &amp; Instagram</b> @SUNRISERomanceResort and tag us #SUNRISERomanceResort
<b>"Heliodoro" International Restaurant</b>	<b>Early Breakfast</b> 06:00 to 07:00 (Early continental breakfast upon request with prior reservation one day in advance) <b>Breakfast</b> 07:00 to 10:30 (no alcoholic drinks are available during breakfast) Fresh Juice available free of charge <b>Late Breakfast</b> 10:30 to 11:00 <b>Lunch</b> 13:00 to 15:00 <b>Dinner</b> 19:00 to 22:00 <b>Midnight Snacks</b> 22:30 to 01:00 <b>Roots Diet &amp; Light Concept</b> menu available upon request, 24 hours before your reserved meal. For more information please contact Guest Service Center Ext. #3.
<b>"Basilico" Italian Restaurant</b>	Serving à la carte <b>Italian Cuisine</b> Dinner 19:00 to 22:00 Reservation can be done via the touch screen located at the lobby area one day in advance.
<b>"Oishi" Asian Restaurant</b>	Serving à la carte <b>Asian Cuisine</b> Dinner 19:00 to 22:00 Reservation can be done via the touch screen located at the lobby area one day in advance.
<b>"Manohar" Asian Restaurant</b>	Serving à la carte <b>Indian Cuisine</b> Dinner 19:00 to 22:00 Reservation can be done via the touch screen located at the lobby area one day in advance.
<b>"Layali" Lebanese Restaurant</b>	Serving à la carte <b>Lebanese Cuisine</b> Dinner 19:00 to 22:00 Reservation can be done via the touch screen located at the lobby area one day in advance.
<b>"Felucca" Seafood Restaurant</b>	Serving Seafood "From the sea to your plate" Extra Chargeable Dinner 19:00 to 22:00 Reservation can be done via the touch screen located at the lobby area one day in advance.
<b>Romance Bar</b>	Open from 11:00 till 00:00
<b>Sun Ray Lobby Bar</b>	Open 24-hours All Inclusive <b>Please note that no alcoholic drinks are being served from 06:00 till 10:00</b>
<b>Landscape Bar &amp; Snacks</b>	Beverage 10:00 to 00:00 Snacks 12:00 to 17:00
<b>Beach &amp; Pool Bars</b>	Beverage 09:00 till Sunset Tea Time & Cookies from 15:30 to 17:00 served by SUNRISE Pool
<b>Guest Experience</b>	For any maintenance order, room service order or special requests in your room please contact the Guest Experience Team Ext. #3.
<b>Room Service</b>	For Room Service, please see the menu placed on the dressing table and call Ext. #5
<b>Entertainment</b>	Live music starts from 19:30 till 22:30 at Landscape Bar
<b>Spa Center &amp; Gym</b>	Spa open from 09:00 to 19:00; steam is included. <b>All other services are against extra charge.</b> <b>Fitness center</b> open from 07:00 to 18:00. <b>It is not permitted to use the gym room without sport shoes.</b>
<b>Hairdresser</b>	Open daily from 09:00 to 19:00. Large variety of treatments such as Manicure, Pedicure, Facial treatment & Hair styling. <b>All services are with extra charge.</b>
<b>Red Flag system</b>	To enjoy your day without interruptions by salesmen (the working hours of salesmen: from 10:00 to 12:00 noon and from 14:00 to 16:00), you are kindly requested to put the red flag on your umbrella. <b>The red flags are available at the Towel Center.</b>

Sunbed reservation	Kindly note that it is not allowed to reserve the sunbeds with towels/other personal belongings before 08:00. Unattended towels/other personal belongings will be removed by our recreation team.
Mini-Bar	Mini-bar is available in the room, complimentary filled with soft drinks upon your arrival. The mini bar will be <b>refilled every 4 days with soft drinks</b> and <b>daily with water</b> (complimentary). If you wish to order any other items, please contact the Room Service under #5. <b>Extra service charge applies.</b>
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 <b>before your check-out</b> from the hotel. <b>The Management of SUNRISE Romance Resort takes no responsibility for valuable items left outside the safe box or in the safe box.</b>
Room Cleaning	Room cleaning takes place <b>on daily basis between 09:00 and 17:00</b> . If you prefer a certain time for cleaning, please contact the Guest Experience Team Ext. #3. <b>Please keep your safe box locked all the times.</b>
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 Team Ext. #3. <b>(Chargeable)</b>
Linen, Pillows and Bathrobes	Linens, pillows and bathrobes may not be taken on excursions due to hotel hygiene regulations.
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 <b>Sheraton</b> at <b>19:45</b> returning <b>22:30</b> . Subject to availability and reservation. Reservation can be made at the Reception Desk <b>(Sheraton street in front of Macdonald is the meeting point)</b>
Phone & Telephone calls	<b>To call another room please dial directly the room number.</b> To access an international direct line from your room, please dial 9 + 00 + Country Code + City Code and then subscribe number. <b>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>
Payment	By cash or by credit cards ( <b>Visa/MasterCard/AmEx/Diner Club</b> ) at Reception. (except Outside Guests, directly in the outlet)
Exchange Service	ATM Machine situated near the Shopping Mall outside the hotel.
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. <b>If you would like to enjoy our late check-out service</b> please contact the reception one day in advance to confirm the availability ( <b>chargeable</b> ). <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 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. <b>Please be advised that it is not recommended to bring food, drinks and water from outside the Resort for safety reasons.</b>
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	Please be informed that in case you will have <b>visitors from outside</b> , any extra orders will be added to <b>your bill</b> .

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

**SUNRISE Romance Resort Management wishes you a pleasant stay!**