



## **V ELITE Ultra All-Inclusive Experience**

### **V Hotel Sharm El Sheikh**

Welcome to the pinnacle of hospitality — the **V ELITE Ultra All-Inclusive Concept**, designed to deliver a luxurious, customized, and seamless stay from arrival to departure. As our distinguished V ELITE guest, enjoy enhanced privileges across dining, relaxation, wellness, and personalized service throughout your stay.

---

#### **DINING & BEVERAGE PRIVILEGES**

##### **◆ Main Restaurant “Eden”**

###### **Buffet Style**

- **Breakfast:** 07:00–10:00
- **Lunch:** 13:00–15:00
- **Dinner:** 19:00–22:00

*Dress code: No shorts, sleeveless shirts, or slippers during lunch & dinner.*

*Food cannot be taken out of the restaurant.*

##### **◆ A-la-Carte Restaurants (19:00–22:00,( Without advance Booking)**

As a V ELITE guest, enjoy **unlimited priority reservations:**

- **Chop-Chop** – Authentic Chinese
- **Malai** – Mongolian grill experience
- **Burger Station** – Casual burgers & sandwiches
  - **Sea Salt** – Coastal Italian cuisine
  - **Antika** – Oriental fusion
  - **SILK** – Modern Indian

##### **◆ Exclusive In-Room Dining**

- **Breakfast in bed** or **floating breakfast** (upon request Against Charge)
- Private celebrations & romantic dining setups through your Butler

##### **◆ Snacks & Casual Dining**

- **Burger Station (Beach)** – 13:00–16:30
- **Lobby Bar Gourmet Snacks** – 10:30–12:00 & 16:00–18:00

##### **◆ Bars (Soft & Alcoholic Beverages)**

- **VIE Bar & Lounge** (24 hours) – Premium cocktails, cakes, and drinks
  - **Coconuts Beach Bar** – 10:00 till sunset
  - **Lime Beach Bar** – 10:00 till sunset



H O T E L  
SHARM EL SHEIKH

- **Sky Lobby Bar** – 18:00–23:00
- **The Flat White Café** – 11:00 till midnight (coffee, tea, desserts)
  - **Pool Bar** – 10:00 till sunset
- ◆ **Beverage Inclusions**
  - Soft: Coca-Cola, Fanta, Sprite, juices, tea, water, coffee
  - Local Alcohol: Beer, wine, vodka, rum, gin, whisky
- **V ELITE Bonus:** Premium options included in-room minibar & VIP Amenities once upon arrival with only daily soft drinks refreshment.

*Alcoholic beverages: served from 10:00–00:00. After midnight – chargeable.*

*Alcohol only served to guests 18+.*

---

**POOL, BEACH & AQUA PARK**

- **Main Pool** (Slides, Pool Bar, Jacuzzi zone)
  - **Indoor Pool** (Heated in winter)
  - **La Speranza Relaxing Pool**
    - **Kid's Aqua Pool**
- **Aqua Park** – 10:00–12:00 & 15:00–16:30
- **Private Beach Zone** – 08:00 till sunset
- **Shuttle to Beach** – Every 20 min from 08:00
- ◆ **V ELITE Benefits**
  - **Reserved VIP cabanas** at Pool based on availability
    - **Plush towels, chilled water service**
    - **Sunset gourmet ice cream cart**
  - **Recreation Host** for personalized service
- **QR code food/drink ordering** via Exclusivi App on the beach area

---

**WELLNESS & SPA**

- **Fitness Center:** 09:00–22:00 (free)
  - **Spa:** 09:00–20:00 (16+, with 10% discounts)
  - **Private sunrise yoga & curated tea ceremony**
    - **Priority spa reservations**
  - **Hairdresser** – Reservation required, extra charge
-



### ENTERTAINMENT & ACTIVITIES

- **Daily Animation Program** – 10:00–12:00 & 15:00–16:30
- **Kids Club** (Ages 4–12) – 10:00–13:00 & 15:00–17:00
  - **Mini Disco** – 21:00–21:30
  - **Evening Shows** – 22:00–23:00
  - **Padel Tennis** – Extra charge
  - **Mini Golf, Table Tennis** – Free
  - **VIP Seating** at shows
- **Diving & Excursions** – V ELITE guests enjoy preferential pricing
  - **Professional Photo Sessions** – Special rates

---

### HOUSEKEEPING & EXTRAS

- **Room Cleaning:** 09:00–17:00 daily & HK Turn down service 18:00–20:00
  - **Laundry Service:** 09:00–17:00, 2 free items per V ELITE stay
  - **Towel Exchange:** Leave used towels in bathtub or on floor
- **Red Flag Service** (for no beach interruptions) – Available at Towel Center
- **Digital Safe Box** – Free of charge. Please leave open at check-out.

---

### CHECK-IN / CHECK-OUT

- **Check-in:** From 15:00
- **Check-out:** By 12:00
- **AI Service** starts with lunch on arrival day, ends with breakfast on departure
  - **Late check-out:** Subject to availability (V ELITE gets priority)
  - Return key & towel cards at reception (loss: \$10 per card)
- **Optional Late Departure Room** access (subject to availability)

---

### OTHER SERVICES

- **Reception & Room Service:** Dial 00
- **Doctor on call (24/7)** – Extra charge
- **Limousine Service** – Extra charge
- **Exclusivi App** – For room service, dining reservations, activities, beach orders
  - **Payment Methods:** Cash, Visa, MasterCard

---

**We wish you a luxurious stay and unforgettable memories at V Hotel Sharm El Sheikh**  
**Your Journey Begins Here – The V ELITE Way**



## **V ELITE Ultra All-Inclusive Concept**

### **V Hotel Sharm El Sheikh**

---

#### **Objective**

The **V ELITE Ultra All-Inclusive Concept** represents the pinnacle of bespoke hospitality at V Hotel Sharm El Sheikh. Designed to offer an exceptional and immersive guest experience, this elite program is defined by exclusivity, customization, and intuitive service delivery. This SOP outlines the operational standards, guest privileges, and departmental responsibilities essential for delivering a flawless V ELITE experience from pre-arrival to post-departure.

---

#### **I. Pre-Arrival Personalization**

##### **48 Hours Prior to Arrival**

- Guest Relations initiates personalized contact via WhatsApp or email to:
    - Confirm special requests (e.g., pillow preferences, dietary restrictions, allergies)
    - Verify arrival time, transportation, and note any celebration dates (anniversaries, birthdays, honeymoons)
    - Introduce assigned Butler Ambassador (for villa guests)
- 

#### **II. Private Arrival & Check-In – Vie Lounge**

- Exclusive check-in facilitated by Guest Relations or a dedicated Guest Service Agent
- Welcome Ritual Includes:
  - Signature beverages: Gold leaf mocktail and infused sparkling water
  - Scented, chilled towels
  - Personalized welcome card co-signed by Executive Team



- Customized digital itinerary (presented via concierge tablet)
- V ELITE booklet outlining all entitlements and services
- Butler Ambassador introduction (for villa guests)
- Seamless, discreet luggage handling

---

### **III. On-Property Transportation**

- 24/7 Club Car service with drivers trained in luxury etiquette
- On-demand availability through the Exclusivi App or butler coordination

---

### **IV. In-Room Experience**

- Upon entry, the following premium amenities await:
  - Seasonal welcome fruit display, fresh-cut flowers, and a scented refresh towel
  - Monogrammed robes and slippers
  - Personalized stationery set
  - Fully stocked minibar with:
    - Premium alcoholic and non-alcoholic beverages
    - Cold-pressed juices and artisanal snacks

- **Evening Turndown Service**

- Includes luxury pillow mist, ambient lighting, and a hand-written inspirational quote card
-



#### **V. Dining Privileges**

- **Unlimited priority reservations** at à la carte restaurants
  - **Exclusive in-room breakfast** service available upon request against Charge
  - **Floating breakfast & private dining options** arranged through Butler Ambassador (Against Charge )
  - VIP setup for celebration meals (anniversary, birthday, honeymoon)
- 

#### **VI. Beach & Pool Experience**

- Reserved **V ELITE cabanas** at pool based on availability and private beach zone
  - Plush beach towels and chilled water service provided
  - **Sunset ice cream cart** with curated gourmet flavors
  - In-service QR menu ordering via Exclusivi App on the beach area
  - Assigned **Recreation Host** for personalized service
- 

#### **VII. Wellness & Spa Privileges (*In collaboration with Spa Partner*)**

- Exclusive V ELITE spa discount vouchers
  - Private **sunrise yoga sessions** followed by a curated tea ceremony
  - Priority booking for spa treatments via butler or concierge
- 

#### **VIII. Entertainment & Excursions**

- VIP seating at **V Arena** entertainment shows
  - Preferential pricing on curated **luxury excursions** (per local partner agreements)
  - Special rates for **professional photo sessions** and in-room photoshoots
-



#### **IX. Exclusive V ELITE Benefits**

- Two (2) complimentary laundry or pressing items per stay
  - Early check-in / late check-out subject to availability with **priority consideration**
  - Tailored surprise amenities for returning guests or special dates
- 

#### **X. Departure Experience**

- Luggage wrapped in **V ELITE signature ribbon**
  - Personalized farewell card from the Executive Team
  - Complimentary refreshment offered during check-out
  - **Optional access to a Late Departure Room** (subject to availability)
- 

#### **XI. Butler Service Protocol**

##### **Objective**

The **V ELITE Butler Ambassador** is the cornerstone of personalized luxury, delivering discreet, anticipatory service to ensure each guest enjoys a seamless and exceptional stay.

---

##### **Closing Statement**

The **V ELITE Ultra All-Inclusive Concept** is more than a hospitality offering—it is a curated lifestyle experience that reflects the essence of luxury, personalization, and emotional connection. By adhering to this SOP, V Hotel Sharm El Sheikh ensures every V ELITE guest leaves with unforgettable memories and a lasting desire to return.