



## QUEEN SHARM RESROT

*Sharm El Sheikh*

Dear Guest,

It gives us great pleasure to welcome you to Queen Sharm and we will certainly do our best to make your stay with us comfortable and pleasant.

### *Facilities& Services*

#### ***All inclusive Formula***

Water, soft drinks (cola, sprite, Fanta), juice from machine, tea, coffee, local alcoholic drinks (Gin, Rum, Vodka, Whisky, Tequila, Brandy) (all beverage are served in plastic cups) WIFI only at reception is free

#### **Not included in the All Inclusive:**

Drinks in bottles, wine paid, beer, telephone calls, billiards, WI-FI which it`s out reception will be on extra charge

#### ***Animation***

Please look at the daily program on the wall beside the conference room. For more information please contact the reception. (Ext. no. 40)

#### ***Currency Exchange machine***

Is located at the Shopping Center Area to exchange & another machine at reception to withdraw only Egyptian pounds

#### ***Credit cards***

All major credit cards (visa-master- American ex. - diners) are accepted and honored according to the imposed floor limits

#### ***CHECK-IN***

Check—in time is 14.00, for special arrangements please contact the reception desk

#### ***Departure***

Check--out time is 12.00, for special arrangements please contact the reception desk and remember to close your balance the day before departure and to deliver together with your key, the towel cards, service cards too.

#### ***Medical care (on payment)***

Our clinic opens every day. Paid service with insurance

#### ***Reparations***

For any maintenance requests you might need, please contact the reception desk (ext. no. 40)



#### **Beach towel**

Available every day under the gazebo beside the swimming pool area from 08.30 a.m. to 17.30 p.m.

#### **Safety deposit boxes**

The Hotel cannot be held responsible for valuables things which they are left outside the safe boxes, (money & valuable things & jewelries, etc.) which are at your disposal in your room and it is free of charge

#### **Taxis**

To request a taxi, please contact reception desk (ext. no. 40)

#### **Wake-up calls**

To request your wake up call, please contact the reception desk (ext. no. 40).

#### **Main Restaurant**

It is located in the lobby

<b><u>Opening hours</u></b> :	breakfast	from 07.00 am to 10.00 am
	lunch	from 12.30 pm to 14:30 pm
	dinner	from 19:00 pm to 21:30 pm

**Snack Time**    *On beach bar from 11:00 till 13:00*  
*On the Pool Bar from 15.30 till 17.00*

***\*finally we are two hotels (QUEEN SHARM BEACH AREA & QUEEN SHARM AQUA PARK), WE ASSIGN YOUR ROOMS AS PER YOUR VOUCHER HOTELS (BEACH OR VIEW)***

#### **NOTES**

- ***THE COST OF THE LOST KEY IS 10 € (euro).***
- ***THE COST OF THE LOST TOWEL CARD IS 10 € (euro).***
- ***THE COST OF THE LOST REMOTE CONTROL IS 10 € (euro).***
- ***ALL THE PAYMENT SHOULD BE SETTLED BY RECEPTION DESK BEFORE THE DEPARTURE.***

***Have a nice stay in Queen Sharm***

***The management***