Welcome to Amarina Abu Soma Resort and Aqua park

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| **All Inclusive Privileges** | Upon your check-in you can enjoy the following services free of charge between 10:00 and 00:00. All hot & cold, alcoholic & non-alcoholic drinks are included. After midnight all Alcoholic drinks in bars are against charge. Alcoholic drinks are served only to adults 18 years old & over. The official Check-in time is 14:00, the Check-out time is 12:00 Am.(fresh juices,Turkish coffee against charge)  **Please do not pay cash in our F&B outlets but upon Check-out at the Reception.** |
| **“Element” Restaurant** | For All-Inclusive:  Breakfast 07:00 till 10:00 – buffet style Lunch 12:30 till 14:30 – buffet style  Dinner 18:30 till 21:30 – buffet style |
| **“Zeina”**  **Oriental**  **Restaurant** | Serving A la Carte free of charge once per stay based on minimum stay of 5 nights.  Dinner 18:30 – 20:00 first seat (prior reservation is required)  20:30 –22:00 second seat (prior reservation is required)  For reservation, there is touch screen located at the hotel lobby next to reception desk.  Lunch 12:30 till 14:30 – buffet style |
| **Chopsticks**  **(Asian restaurant)** | Serving A la Carte (sushi and teppanyaki with extra charge)once per stay based on minimum stay of 5 nights.  Dinner 18:30 – 20:00 first seat (prior reservation is required)  20:30 – 22:00 second seat (prior reservation is required)  For reservation, there is touch screen located at the hotel lobby next to reception desk |
| **“Luca Toni”**  **Italian Restaurant** | Serving A la Carte free of charge once per stay based on minimum stay of 5 nights.  Dinner 18:30 – 20:00 first seat (prior reservation is required)  20:30 – 22:00 second seat (prior reservation is required)  For reservation, there is touch screen located at the hotel lobby next to reception desk. |
| **“Turquoise”**  **Lobby Bar** | 24/7 All hot & cold drinks and alcoholic & non–alcoholic ( from 00:00 till 10:00 serving only non-alcohol drinks and soft drinks) |
| **“Tropicaa” Pool Bar** | Beverages 10:00 till 23:00 (cold & hot drinks, cocktails, alcoholic & non-alcoholic drinks) |
| **“Sunny Beach”**  **Beach Bar** | Beverages 10:00 till 17:00 (cold & hot drinks, cocktails, alcoholic & non-alcoholic drinks)  Snacks 12:30 till17:00 |
| **“Sea Shark” Pool Bar** | Beverages 10:00 till 17:00 (Serving only cocktails & cold soft drinks) |
| **“German Beer Garden”** | Beverages 19:00 till 00:00 (Serving beer & wine) |
| **“Sky Lounge”** | Beverages 19:00 till 00:00 (Serving soft & alcoholic drinks) |
| **3 Monkeys** | Beverages 19:00 till 01:00 (Some items against charge ) |
| **“London Pub”** | Beverages 19:00 till 01:00 (Serving premium alcoholic with extra charge) |
| **Dress Code** | Smart casual is recommended; swim wear is not allowed in all the restaurants and lobby area. |
| **Guest Relation** | For any maintenance orders, special requests or assistance, please contact Reception ( 0 ) |
| **Entertainment** | Daily animation program. Kids Mini Disco (20:00) and evening Show program (21:00) in the Amphitheater located next to the Aqua slides. |
| **Tennis court** | Free of charge (floodlight against charge). For reservation please contact Reception ( 0 ) |
| **Child Safety** | Children are responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times. |
| **Kids Club** | Open Daily from 10:00 till 16:30 for children 4-12 years old. |
| **SPA** | Open daily from 09:00 till 19:00, for 16 and over years old, against extra charge. |
| **Fitness Center (Gym)** | Open from 07:00 till 19:00, free of charge.  **It is not permitted to use Gym room without sport shoes.** |
| **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 etc.) |
| **Hairdresser** | Open daily from 09:00 till 19:00, upon reservation, against extra charge. |

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| **Pools/Beach Aqua Park** | Available 5 pools (3 for adults / 2 for kids) – Activity Pool, Family Pools & Aqua Park Pools. Children must be supervised by an adult at all times. Aqua Park open daily from 10:30 till 12:30 and from 14:00 till 16:00. Please familiarize yourself with the pool, slides & beach information, rules on the board.  **Please note:**  **It is not allowed to reserve sunbeds at the pool and beach.**  **It is not allowed to sunbath topless, please respect other guests staying in the hotel.** |
| **Minibar** | Against extra charge, please choose your preferred package from the list. |
| **Safe Box** | Digital Safe Box is available in the room, free of charge. Instruction to the Safe Box is provided. Kindly leave the Safe Box door open before you Check-out from the hotel.  **Management of Amarina Abu Soma Resort accepts no responsibility for valuable items left outside the Safe Box or in an open Safe Box.** |
| **Laundry** | Please use the laundry requisition and the laundry bag placed in your room. Service available against extra charge. Payment at the Reception upon Check-out.  For assistance please contact Reception (0) |
| **Rooms Towel** | Hanging the towel on the rack means: “I’ll use it again “, A towel on the floor means: “Please  exchange “  **Please don't use towels to remove make up, otherwise any damages will be charged to the guest.** |
| **Room Cleaning** | Times for room cleaning: daily from 09:00 till 17:00. Just press the electric button for “Make Up” OR “ Do Not Disturb”.  If you prefer a specific time for day time cleaning, please contact Reception (0) |
| **Breakfast & Lunch Box** | Please order your Breakfast Box or Lunch Box (free of charge) only for excursions one day before, till 20:00. Lunch Boxes at Check-out day not available.  For assistance please contact Reception (0) |
| **Limousine Service** | Available upon request at the desk located in the lobby, against extra charge. |
| **Doctor** | Doctor available 24h upon request, against extra charge.  For assistance or emergency please contact Reception (0) |
| **Internet Service** | Free Wi-Fi Service covering all the hotel areas and rooms |
| **Wake-Up Call** | To arrange your wake up-call please contact Reception |
| **Food Allergy** | Special menu is available upon request, please contact guest relations, restaurant manager or kitchen chef for assistance. |
| **Payment / Exchange** | You may choose to pay your bill either by cash or by credit card (Maestro, Visa Card, MasterCard). ATM machine is available in the lobby. |
| **Available upon request** | Adaptor, iron, toilet seat for kids, wheel chairs, baby stroller and prayer mat. |
| **Check-out Time** | Please let Reception know one day before departure the time we can collect your luggage. At departure day please bring back the room key card along with the towel card and all-inclusive bracelets to the Reception and settle your account for any extra pay. Please note: we do not accept coins. Please be aware, the room key card will automatically be invalid after 11:00 Am on the day of departure. If you would like to stay in the room after 11:00 Am, please contact Reception one day in advance (late Check-out is subject to availability, against extra charge).  For more information please contact Reception |
| **Roof Top Regulations** | Please do not enter the roof top areas of the buildings. Any damage or accident will be at your own risk. The hotel management will not accept any responsibilities for claims of injury. |
| **Local Legislation** | The Health & Safety standards and regulations in Egypt may not be the same as in your country of  residence. |

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

Please, be advised that it is not recommended to bring food, drinks and water from outside the resort for Health & Safety reasons.

Please contact Reception or Guest Relation for any further information. HAVE A NICE STAY!