

Dear Valued Guest,

As we continue to navigate the unprecedented challenges due to the novel coronavirus (COVID-19), your health and safety—and that of our team members—remains our top priority. During this period, we continue to adhere to all federal, state and local government mandates and public health authority guidelines. As a result, your stay and experience may look different during this time.

All-Inclusive	With the All-Inclusive package, you can enjoy the following services free of charge : Hot and cold, local alcoholic and non-alcoholic drinks in designated outlets. <i>(Fresh Fruit Juice and Turkish Coffee available with additional charges)</i> Alcoholic beverages are served only for 21+ years.
Social Media	Follow us on Facebook : Hilton Hurghada Plaza Instagram : hiltonhurghadaplaza
Dress Code	All guests are requested to wear appropriate swimming apparel upon entry into the pool and beach areas
Dining Options	
Rostrata Restaurant <i>Limited Buffet Service</i>	Breakfast 07:00 - 10:30 Lunch 13:00 - 15:00 Dinner 18:30 - 22:00 During meals: Beverages Local House Wine by Glass, Draft Beer, Local Spirits and Cocktails, Soft Drinks. During breakfast, no alcoholic drinks are served in the restaurant. Facemasks or coverings are required during meals times at the buffet.
Coquina Lobby Bar	The All-Inclusive drinks menu is served from 11:00-23:00. Charges apply for beverage service from 23:00-02:00.
Poseidon Café	Operating from 08:00 until 23:00. Indulge in the chocolate extravaganza at Poseidon Café, with an oozing chocolate fountain and macaron hub to satisfy every sweet tooth. Charges apply for all services at this outlet.
Bluefin Pool Bar	From 09:00 – Sunset Beverages: Draft Beer, Local Spirits and Cocktails, Soft Drinks. Food: Snacks according to Chef Choice from 11:00 – 13:00 & 15:30 – 17:00 <i>*Snacks are not permitted to be consumed on the sunbeds. Designated snacks areas are available.</i>
Delphine Pool Bar	From 09:00 – Sunset Beverages: Draft Beer, Local Spirits and Cocktails, Soft Drinks.
Sands Beach Bar	From 09:00 – Sunset Beverages: Draft Beer, Local Spirits and Cocktails, Soft Drinks. Food: Snacks according to Chefs Choice from 11:00 – 13:00 & 15:30 – 17:00 Ice Cream: Chargeable <i>*Snacks are not permitted to be consumed on the sunbeds. Designated snacks areas are available.</i>
Moray Lounge	Traditional Mexican-style snacks and premium beverages available from 11:00 – 23:00 Live DJ Performance daily from 17:00 - 23:00; Live music every Tuesday 20:00 – 23:00; Live “International Show” every Wednesday and Sunday night. Charges apply for all services at this outlet.
Lophelia Seafood Restaurant	Every day except Tuesday from 19:00 - 22:00 (Last orders 21:30) (chargeable) . With Prior reservation All-inclusive guests are entitled to receive a LE 100 voucher per room, per stay to dine in Lophelia.
Turkuaz Restaurant	Every day except Monday from 13:00 - 22:00 (Last orders 21:30) (chargeable) . With Prior reservation All-inclusive guests are entitled to receive a LE 100 voucher per room, per stay to dine in Turkuaz.
WOK Asian Restaurant	Every day except Sunday from 18:30 - 22:00 (Last orders 21:30) (chargeable) . With Prior reservation All-inclusive guests are entitled to receive a LE 100 voucher per room, per stay to dine in WOK.
Anaconda Nightclub	Closed as per COVID-19 regulations
In Room	
Tea and Coffee	Replenished daily upon consumption.
Mini-bar	Please press the Magic button to place your order (chargeable) .
Breakfast/Lunch boxes	Please order one day in advance (until 20:00). Please press the Magic button to place your order.
In-Room Dining	24 hours - Menu available on your TV. Please press the Magic button to place your order (chargeable) .

Services	
Entertainment	Live Singer every night from 20:00 at the Coquina Terrace. Mon, Weds, Fri and Sun – Live Shows from 21:00. Please see the Reception Desk for the weekly schedule.
Sports and Recreation	Fitness Centre operating from 07:30-22:00 daily. It is not permitted for children under 18 years of age to enter the gym. It is not permitted to use the gym without appropriate sport shoes. Tennis & Squash – (Chargeable) please contact the Concierge desk for details and reservations. Billiards Table – (Chargeable) please contact the Concierge desk for details and reservations
Towels	Beach Towels are available at the Towel Centres, and can be exchanged daily. <i>*Only one towel card per person is provided, and exchange of towels should be done individually.</i>
Beach	Animation activities take place on the left side of the beach, or you can enjoy our quieter area on the right side of the beach for rest and relaxation. Swimming is strictly prohibited after 18:00 as per Red Sea Coastguard regulations. Failure to comply may result in police arrest.
Clownfish Kids Area	Clownfish Aqua Park and Kids Area from 09:00 – Sunset
Internet	Free Wi-Fi access (standard speed) // Hilton Honors Diamond members can enjoy premium speed free of charge.
Red Flag	To enjoy your day without interruptions, you are kindly requested to tie the red flag on your umbrella or sunbed. The red flags are available at the Towel Center.
Sunbed Reservation	Kindly note that it is not permitted by the hotel association committee to reserve sunbeds. Any towels left unattended on the sunbeds, will be removed by our Recreation Team.
Safe Box & USB Chargers	There is a safe box and USB charger available on your umbrella on the beach free of charge. Please check with the recreation team for any assistance. The Management of Hilton Hurghada Plaza takes no responsibility for valuables left in/outside the safe box or in an open safe box.
Room Cleaning	Room servicing will be upon request at your preferred time and frequency. Please press the Magic button to arrange timing of servicing your room. Please keep your safe box locked all times.
Do Not Disturb	In your room, you will find a switch beside the bed to notify our team Do Not Disturb , or Clean Room .
Linen/ Bathrobes	Linens, Pillows and Bathrobes may not be taken on excursions due to hotel hygiene regulations.
Services at a Charge	
Spa	Available from 09:00 A.M to 18:00 P.M (Chargeable)
Laundry	Available upon request (chargeable)
Romantic Dinner	Available upon request (chargeable)
Aqua Centre	Available from 09:00 A.M to 18:00 P.M (Chargeable)
Shopping	Gift shop & Jeweler at the lobby area (chargeable)
Limousine	Available upon request (chargeable)
Doctor Services	On-call doctor available 24-hours (chargeable)
Tattoos/ Henna	Not recommended for safety. Hotel management will not be held responsible for any damage or injury related to these services.
Local Legislation	The Health & Safety standards and regulations in Egypt may not be the same as in your country. Please follow and pay close attention to the safety instructions 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. Please be advised that it is not permitted to bring food, drinks and water from outside the Resort for safety reasons.
Tenants	The Hotel accepts no liability and will not pay any compensation for incidents or complaints caused by Third Parties such as hotel vendors (shops, water sport centers, sport activities etc.).
Outside Visitors	Outside visitors are permitted in the hotel outlets and public areas only.

- The All Inclusive package is designed for your personal consumption only – it is not transferrable to a third party.
- All beverages are served one glass per person for consumption inside the outlets only. Please refrain from taking any glass or chinaware around the pool and beach areas, to prevent any health and safety risks.
- No swimwear is allowed to be worn inside the bar and restaurant outlets during meal service. For dinner, the dress code is smart casual.
- Should you have any further questions or would like to make any reservations for the above activities, please contact the concierge team at the reception desk.