

Welcome to Amarina Queen Resort Marsa Alam

All Inclusive Privileges	Enjoy the following services free of charge between 10:00 and 00:00. All Soft Drinks, 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. (fresh juices & Turkish coffee against charge) Please do not pay cash in F&B outlets. Pay at the Reception upon Check-out.
Main 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
Italian Restaurant	Serving A la Carte free of charge once per stay. Prior reservation is required, For reservation, please contact reception desk or guest relation desk.
Snacks Beach Restaurant	Serving Snacks 13:00 till 16:00
Lobby Bar	All Soft Drinks, hot & cold, alcoholic & non-alcoholic drinks (from 10:00 till 00:00)
Pool Bar	Beverages 10:00 till Sunset (Soft Drinks, hot & cold, cocktails, alcoholic & non-alcoholic drinks)
Beach Bar	Beverages 10:00 till Sunset (Soft Drinks, hot & cold, cocktails, alcoholic & non-alcoholic drinks)
Shisha Corner	Shisha and Part of Oriental items against charge
Dress Code	Smart casual is recommended; swim wear is not allowed in all the restaurants and lobby area.
Guest Relation	For any assistance or special requests, maintenance orders , please contact Reception (0)
Entertainment	Daily animation program. Kids Mini Disco (20:00) and evening Show program (21:00).
Child Safety	Children are responsibility of their parents/caretakers and must be accompanied by and be underparental guidance at all times.
Kids Club	Open Daily from 10:00 till 16:30 for children 4-12 years old.
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.)
Minibar	Against extra charge, please choose your preferred items 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 the Hotel 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 Use 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) <u>only for excursions</u> 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 Lobby Area
Wake-Up Call	To arrange your wake up-call please contact Reception (0)
Food Allergy	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, and MasterCard).
Check-In Time	The official Check-in time is 14:00, the Check-out time is 12:00 pm.
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 12:00 Pm on the day of departure. If you would like to stay in the room after 12:00 pm, please contact Reception one day in advance (Late Check-out is subject to availability, against extra charge). For more information please contact Reception (0)
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.

NB. It is possible that outlets' timing will change, and we will notify you accordingly.

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!