

## *"Space is Luxury"*

Dear Valued Guest,

Welcome to Cleopatra Luxury Resort Sharm El Sheikh...

Our dedicated team is looking forward to make your stay enjoyable and unforgettable. In such hard period the coronavirus **COVID-19 pandemic** is the defining global health crisis of our time and the greatest challenge we have faced since long time.

Accordingly, the resort will be operating under the supervision of Ministry of Tourism and Ministry of Health in accordance to the guidelines of the World Health Organization to provide the highest level of precautions to ensure the safety of our guests and employees.

### **Precaution and Recommendations to prevent the spread of Covid-19**

Please read carefully the below instructions to guarantee

#### ***"Safe Trip & Safe Resort"***

- No hands shaking
- Social distance: 2.5 meter distance between each guest
- Keep the hands clean on regular basis wash and disinfect your hands
- Cover your mouth or nose while coughing or sneezing with your sleeves or clean tissue
  - Prevent touching your nose, mouth and eyes with unclean hands
  - Elevator can be used only by guests from same room in one time
  - Guests will be always requested to wear gloves and surgical masks

### ***"All-Inclusive Concept"***

With the aim of making your stay enjoyable and memorable, please allow us to provide you with some important information about our resort "All-Inclusive Concept" that we are providing in style at Cleopatra Luxury Resort Sharm El Sheikh.

Your All-Inclusive beverages starts from 10:00 am on your arrival day and ends at 12:00 pm on your departure day and works during your stay daily from 10:00 am till 02:00 am. All soft drinks and local alcoholic beverages are included in your package and served in glasses.

For late departures please contact our Front Office team in advance to arrange your late check-out package.

For your extras, it should be paid at the end of your stay at the reception desk. Please avoid pay in cash and please pay by card.

For any further assistance during your stay please dial 0.

Wishing you a pleasant stay

Hotel Management

## All Inclusive Concept

Winter 2021

**(All Meals and Drinks Will Be Served By Cleopatra Team)**

As per Ministry of Tourism and Ministry of Health instruction

### BREAKFAST

- |  |               |
|--|---------------|
| - Early Breakfast – Lobby Bar                  | 05:00 – 07:00 |
| - The Market Restaurant (Buffet service style) | 07:00 – 10:00 |
| - Late Breakfast (Lobby Bar & Beach Grill)     | 10:00 – 12:00 |

### LUNCH

- |  |               |
|--|---------------|
| - The Market Restaurant (Buffet service style)   | 12:30 – 14:30 |
| - Grill Beach Bar & Restaurant<br>(Soft drinks and local alcoholic beverages are included) | 12:00 – 16:00 |
| - Grill Beach Bar & Restaurants - Activity Pool Bar– Ice Cream                             | 10:00 – 16:00 |
| - Lobby Bar - Tea Time & Cakes   | 15:00 – 17:00 |

### DINNER

- |  |               |
|--|---------------|
| - The Market Restaurant (Buffet service style)<br>(Soft drinks and local alcoholic beverages are included) | 18:30 – 21:15 |
| - “Fellini” Italian Restaurant – A La Carte Restaurant   | 18:30 – 21:15 |
| - “Red Sea Wharf” Restaurant – A La Carte Restaurant   | 18:30 – 21:15 |
| - Late Dinner at The Market restaurant (Ready sandwiches, soup & pastries)                                 | 22:30 – 00:00 |

### PLEASE NOTE THAT ALL MEALS AND DRINKS WILL BE SERVED BY CLEOPATRA TEAM

- Our All-inclusive guests are entitled for one time per 4 nights, two times per 7 nights to dine at our specialty restaurants - Red Sea Wharf and Fellini Italian Restaurant.
- Reservation in advance is required. For reservation please use the screen next Business Center (24h).
- We would like to reconfirm the credit. We afford our guests in A La Carte restaurants as follows:
  - o 80 LE for guests based on half board and all-inclusive meal plan. In case if you wish to visit the A La Carte restaurants out of the allowed times included in the all inclusive formula, you can enjoy that credit.

### BARS

Soft drinks and local alcoholic beverages are included and served in:

- |   |               |
|---|---------------|
| - Lobby Bar (open 24 hrs.)                    | 10:00 – 02:00 |
| - Lobby Bar, Beverage served at extra charges | 02:00 – 10:00 |
| - Grill Beach Bar & Restaurant                | 10:00 – 17:30 |
| - Activity Pool Bar                           | 10:00 – 17:30 |
| - Pilli Pilli Pub                             | 16:00 – 02:00 |
- (Soft drinks and local alcoholic beverages are included and served by glasses)

### SPORTS AND ENTERTAINMENT:

- Kids Club is open daily from 10:00 – 12:30 & from 15:00-16:30 for children aged 3 – 12 years. All activities will be held at the open area only.
- GYM works daily from 08:00 – 20:00 with limited number of guests.
- Tennis table and Tennis Courts in the morning hours only.

### ADDITIONAL SERVICES

- Tea / Coffee Tray replenishment daily with 2 bottles of water in the guests’ rooms.
- Free Wi-Fi in Lobby area, Grill Beach Bar & Restaurant, Pilli Pilli Pub, restaurants and Active pool
- Room Internet Connectivity with Cable.

### NOT INCLUDED SERVICES

- Special menu items /SPA center/ Special and Premium drinks / Freshly squeezed juices / Tennis Court (Floodlight) / Billiard / Hotel Doctor / Business Center Services / Taxi Services / Room Service.