



MANAGED BY WHITE VALLEY HOTELS & RESORTS

## All-Inclusive Information

**Dear Valued Guest,**

A very warm welcome to the **DIAMOND**, and as we say in Egypt

**“AHLAN WA SAHLAN”**

We would you like to take this opportunity to wish you a pleasant stay and hope that you take the opportunity to enjoy our All- Inclusive formula.

## All Inclusive Privileges

Upon your check-in and receiving guest **bracelet** you can enjoy All Inclusive formula  
All hot and cold, local alcoholic & non-alcoholic drinks are included.

After midnight all beverages are chargeable.

All special selection of superior local wines, sparkling wines and premium alcoholic beverages, beers are chargeable.

Alcoholic drinks are served only to adults **21** years and over.

### **Check-in**

The official Check-in time is 14:00

Early Check – In (subject to availability & additional fees)

### **Check-Out**

The Check-out time is 12:00 noon.

Late Check-out

From 12.00 noon to 16.00 with additional fees of 50% from the total room rate.

After 18.00 with additional fees of one night cost.



#### MANAGED BY WHITE VALLEY HOTELS & RESORTS

The AI formula starts upon arrival at the resort and the ends on the day of departure.  
The AI System expires at 12:00 noon of departure date

#### Wi-Fi service

connection at the lobby area of the Hotel & around the pool (free of charge)

#### No Cash Policy

For your convenience, our hotel has a **NO CASH POLICY.**

you are kindly requested to sign all bills to your room to be settled upon check out.

Third party services are excluded from this policy. our front desk accepts cash in **EUR, USA Or EGP**, as well as credit cards (American Express, master card, Visa or Diner)

#### Dining and Entertainment

##### The Eatery – Main Restaurant

Located on the -1 level of the main building, The restaurant access is via the staircase from the lobby Or Elevator.

Market self- service restaurant, the restaurant predominantly offers a buffet product, which is displayed on a combination of feature dessert, cold and hot buffets

#### Opening Hours

**Early Breakfast: - 04.00 am till 6.30 am (Up – on request)**

Breakfast :- 07.00 am till 10.00 am

Lunch :- 12.30 till 14.30 pm

Dinner :- 18.30 till 21.30 pm

Late Dinner: - 22.00 till 24.00 (Up-on request)



**MANAGED BY WHITE VALLEY HOTELS & RESORTS**

### **Lobby Lounge / Bar**

The Lobby Lounge / Bar is accessed through the guest elevators and the stairs from the Lobby leading to the Lounge.

The focal point of the lobby. With space of free-flowing demeanor. Lines and a relaxed

High ceilings, natural daylight offers the perfect mood for coffees, teas & Drinks.

Lobby Lounge / Bar is a stylish elegant bar and 'the' place' to go to have an informal drink with friends and business associates.

Offers a range of modern cocktails, fresh fruit juices and drinks. Enjoy the atmosphere of the indoor bar area.

### **Opening Hours**

Open daily:

Beverage: **24 Hours**

### **Billiard Bar**

The Billiard Bar is accessed through the guest Elevators and the stairs from the Lobby leading to the second floor

Offers a range of modern cocktails, fruit juices, and drinks. Enjoy the atmosphere of the indoor bar area.

casual ambience, sports, Clean, crisp and cool, this Bar will be the perfect to Stir your senses or shake out your soul with evenings of entertainment!

### **Opening Hours**

Beverages: - 10.00 am till Mid-Night

Tea Time: - 16.00 pm till 17.00 pm (cookies & English cake and scones)



MANAGED BY WHITE VALLEY HOTELS & RESORTS

### **Sun-Set Pool Bar**

The pool is located at the lower ground level and is part of the landscaped tropical gardens of the hotel. adjacent to the Camp of kids  
Offer beverages & hot drinks and Snacks during the day  
The Sun-Set Pool Bar is accessed through the Main Building of the Hotel and the stairs from the Lobby leading to the Ground level.

### **Late riser breakfast**

From 10.00 am till 11.00 am  
(Croissants plain, Danish plain, English cake with dry fruits, Muffins chocolate, Muesli, Fruit Salad & Assorted Jam & honey)

**Warm & Cold Snacks & open Sandwiches and Desserts from Vitrine**  
**Children refreshment (candy cotton, popcorn, Ice cream) available**

### **Opening Hours**

**Daily from 10.00 am till Sun-Set**

### **Beach Bar**

spectacular views across the coast, The Mediterranean meets the Red Sea in this beachfront location

The Beach Bar is accessed through the Main Building of the Hotel through promenade.

The Beach lounge bar handles all beverage requirements for the Beach area. It is tropical setting along with the views of the landscaped gardens and Lagoon makes it the relaxing spot in the hotel

Offer a range of modern cocktails, fruit juices and drinks. Enjoy the atmosphere of the out-door bar area. And Snacks time this Bar will be the perfect retreat refreshing.

### **Opening Hours**

**Daily from 10.00 am till Sun-Set**



MANAGED BY WHITE VALLEY HOTELS & RESORTS

### **Fun Pub (RASPUTIN)**

An exiting view from the inside looking out.

Music corner so that evening musicians can be used to create an entertaining Atmosphere. Dancing could take place in an area in front of musicians.

Offers a range of modern cocktails, fruit juices and drinks. Enjoy the atmosphere of the indoor bar area.

### **Opening Hours**

from 12.00 mid-night On Ward

### **ARABISK RESTAURANT**

**ARABISK**, a culinary voyage through Egypt, Discover the secrets of Egyptian cuisine and enjoy true traditional food in an oriental atmosphere

#### **The Taste of Egypt**

In the interest of your convenience and to avoid any delays or waiting, we kindly request you to book in advance in order to guarantee your table preferences and times.

We welcome reservations for the following 2 (two) time setting: 19:00 & 20:00pm only. **Once Per Stay**

Guests requiring a table without reservations will be accommodated subject to the availability of open tables. We will endeavor to accommodate your requirements but regret we may not be able to avoid any delays.

We appreciate your understanding

Should you have questions or if we can do anything to help, please call the Front Desk by dialing "0"

Enjoy your stay!

### **Opening Hours**

From 19.00 pm till 22.30 pm



**MANAGED BY WHITE VALLEY HOTELS & RESORTS**

### **Mediterranean Restaurant**

breakfast & Lunch & Dinner

Market self- service restaurant, the restaurant predominantly offers a buffet product, which is displayed on a combination of feature dessert, cold and hot buffets.

### **Aqua Park**

Access and Transportation are free of charge.

Shuttle Bus Time Table: -

From 10.00 am till 12.00 pm (from entrance of the hotel)

From 14.00 pm till 17.00 pm (Back)

Every 15 minutes

### **Dress Code**

Please note that swimwear is not to be worn in the Lobby & Reception areas or in the restaurants during breakfast, lunch or dinner. Please do not wear shorts, sleeveless shirts or slippers in the restaurants during the dinner period.

### **Breakfast / Lunch Boxes**

Breakfast or lunch boxes available upon request for the excursions (free of charge)

For assistance please contact Reception #.0

### **Guest Request**

For any maintenance orders, special requests or assistance, please contact Reception #0 or Guest Experience

### **Entertainment & Kids Club Activities**

Daily entertainment program – sports & leisure activities by the Beach Area from 10:00 till 12:30 and from 14:00 till 16:00.

Camp Kids Club activities daily 10:00 till 12:00 / 14:00 till 16:00, for children age 4-12 years' old.

Daily evening entertainment program - evening show or live singer program from 21:30.



MANAGED BY WHITE VALLEY HOTELS & RESORTS

### **Sports & Activities**

Football court (sandy). Located on the beach.

Billiard tables (free of charge) - located in the lobby. For equipment, please contact waiter attendant. Boccia (free of charge) - located on the beach. For equipment, please contact Animation Team.

### **Pools / Beach**

Available 6 pools: active pool, relax pool (heated in the winter time), including kids pools

open from 08:00 till 18:00.

Beach open from 07:00 till 18:00.

Children must be supervised by an adult at all times  
information & rules on the boards.

Please it is not allowed to reserve sunbeds at the pool and beach.

### **Beach Towels Exchange**

Beach towels can be obtained with beach towel cards in the towel center located by the pool.

Changing of the beach towels is possible also through the towels center.

A lost or damaged beach towel will be charged 10 \$.

### **Minibar**

Minibar filled with 2 small bottles of water upon arrival and refilled as per consumption (free of charge).

Any extra items are upon request (chargeable).

Tea & Coffee facilities complimentary in the room. Refilled as per consumption.



**MANAGED BY WHITE VALLEY HOTELS & RESORTS**

For orders, please contact Reception # 0.

**Safe Box**

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 your Check-out from the hotel.

Management of White Valley Palace accepts no responsibility for valuable items left outside the safe box or in an open safe box.

**Laundry**

Service available from 09:00 till 12:00 (chargeable). Delivery by the next day before 17:00. For assistance, please contact Reception # 0

**Room Cleaning**

Times for room cleaning, bed linens, towels exchange and bathrooms amenities replenishment: daily from 09:00 till 17:00. By using towels and bed linen more than once you help protect the environment. Please leave the dirty towels on the floor or in the bathtub in order to be exchanged. If you prefer a specific time for daytime cleaning, please contact Guest Experience #0.

**Shuttle Bus**

The Shuttle bus is available daily from 10:00 till 17:00. Shuttle bus route from the lobby to the Aqua Park and from the Aqua Park to the lobby every 15 min.

**Clinic**

Doctor available 24/7 upon request (chargeable).

For assistance or emergency please contact Reception #0 or Guest Experience.





MANAGED BY WHITE VALLEY HOTELS & RESORTS

### **Wake-Up Call**

To arrange your wake-up call please contact Reception # 0.

### **Check-out Time**

Please let Reception know one day before departure the time we can collect your luggage. On departure day please bring back the room key card to the reception and settle your account for any extra pay. A lost or damaged room key card will be charged 10 \$.

If you would like to stay in the room after 12:00 noon, please contact the reception one day in advance (late Check-out is subject to availability and chargeable).

For more information, please contact Reception #0.

### **ATM**

Available; distance 100 meters from the hotel.

### **Diving Center**

Service against extra charge. Please contact Diving Center desk located in the Beach area.

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

**Please contact Reception for any further information.**

**WE WISH YOU A PLEASANT STAY!**