



Dear Guest,

We wish you a warm welcome from the all Sultan Bey Hotel team members. We hope that you had a pleasant journey, and we certainly will do our utmost efforts to make your stay a comfortable and memorable one. Please be aware that tap water is not drinkable.

During your stay you will be entitled to the following meals & beverages

MEALS

Breakfast, Lunch and Dinner served at our **main** restaurant buffet.

- Breakfast From 7:00 am until 10:00 am
- Lunch From 12:30 until 14:30 including all below mentioned drinks
- Dinner From 18:30 until 21:00 including all below mentioned drinks

BEVERAGES

All drinks are served by glass and one at a time self service:

- Soft Drinks (Cola, Sprite, Fanta, Diet Cola, Diet Sprite, Soda, Tonic)
- Canned Juices
- Mineral Water,
- Tea & Coffee , Anis , Karakade , Mint tea, American Coffee ,
- Locally made spirits_(Vodka, Gin, Rum, Whisky , Ouzo , Brandi,)
- Local Wine (white, red or rose), Draft beer during the day

Turkish coffee and cocktails are charged at extra cost. Mini-Bar in the rooms is charged at extra cost.

All above mentioned drinks can be consumed in the following restaurants and Bars only:

- Pool Bar located at the swimming pool open daily 10:00 am till 24.00 during summer
- Lobby Bar by the reception open daily between 18:00 and 24.00 in the winter
- Tea Time with cakes and snacks once a day 16:00 -17:00 at the pool bar.
- Zeytouna Beach Island, Soft Drinks bar available from 11:00 hrs – 17:00 hrs at the all-inclusive bar of Sultan Bey, alcoholic drinks are not included and will be charged at extra cost
- Zeytouna Beach Island lunch available from 12:30 – 14:30 hrs at the all-inclusive bar of Sultan Bey, with a choice of one dish from the a la carte menu. **Please collect your lunch voucher from the reception before 10.00 AM** in case you would like to dine at Zeytouna Beach Island.
- **Please pick up your towel from the Pool before going to the Beach.**

In order to get your free drinks, please be informed that you need to wear the hand bracelets at all times during your stay. Lost bracelets will cost 100 EGP to replace.

All other meals or charges such as mini bar, telephone calls, laundry, diving center or massage that you will consume during your stay has to be settled prior to departure

Take advantage of our **Dine-Around program**, a unique offer from El Gouna hotels, as it offers a wide variety of cuisines from a selection of restaurants at participating hotels. For more information, please contact our reception at ext. 0.

For your convenience, please be advised that any consumption for food, beverages or usage of other facilities of the hotel can be charged to your account directly, as there is no need for cash payment. Hence, you can settle your bill at any time during your stay at the reception desk.

We wish you a pleasant stay with us at **Sultan Bey Hotel** El Gouna.

Sincerely yours,
Sultan Bey Hotel