

Welcome to Pyramisa Beach Resort Sahl Hasheesh

All-Inclusive Information

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| All Inclusive Privileges | Upon your check-in you can enjoy the following services free of charge between 10:00 and 00:00. All hot & cold, alcoholic & non-alcoholic drinks are included. After midnight all drinks in bars against charge. Alcoholic drinks are not served between 06:00 till 10:00. All premium and imported alcoholic drinks are chargeable. Alcoholic drinks are served only to adults 18 years old & over. The official Check-in time is 14:00, the Check-out time 12:00 noon. Please do not pay cash in our F&B outlets but upon Check-out at the Reception. |
| “Six Continents” Main Restaurants | For All-Inclusive: Breakfast 07:00 till 10:00 – buffet style Late Breakfast 10:00 till 12:00 – cold cuts (at “Vienna Café” Lobby Bar) Lunch 12:30 till 15:00 – buffet style Dinner 19:00 till 22:00 – buffet style Late Dinner 22:00 till 00:00 – small buffet style |
| “Calavera” Mexican Restaurant | Serving A la Carte (as per availability & prior reservation) – free of charge one time per stay Dinner 19:00 till 22:00 For assistance with table reservation for dinner, please contact Guest Relation desk #701 |
| “Pablo’s” Italian Restaurant | Serving A la Carte (as per availability & prior reservation) – free of charge one time per stay Dinner 19:00 till 22:00 For assistance with table reservation for dinner, please contact Guest Relation desk #701 |
| “Pablo’s” Pool Bar | Beverages 10:00 till 17:00 Snacks 12:00 till 16:00 |
| “Aqua Park” Pool Bar | Beverages 10:00 till 17:00 Ice Creams 12:00 till 16:00 |
| “Reef” Beach Bar | Beverages 10:00 till 17:00 Snacks 13:00 till 17:00 |
| “Vienna Café” Lobby Bar | Beverages 10:00 till 00:00 00:00 till 10:00 chargeable Tea Time 17:00 till 18:00 |
| “Outlook” Lobby Bar | Beverages 10:00 till 00:00 |
| Shisha Corner | Open daily from 18:00, located on the Main Restaurant terrace, against extra charge. |
| Dress Code | Please note that swim wear is not to be worn in the Lobby & Reception areas, or in the restaurants during breakfast, lunch or dinners. Please do not wear shorts, sleeveless shirts or slippers in the restaurants during the lunch and dinner periods. |
| Guest Relation | For any maintenance orders, special requests or assistance, please contact Guest Relation #701 |
| Entertainment | Daily animation program. Kids Mini Disco (20:30) and evening Show program (21:30) in the Amphitheater located next to the Main Restaurant terrace. |
| Tennis court | Free of charge (including equipment/ floodlight against charge). For reservation please contact Reception #0 |
| Child Safety | Children are responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times. |
| Kids Club Babysitter Service | Open Daily from 10:00 till 16:30 for children 4-12 years old. A babysitter service is available upon request, against extra charge. Please contact Reception #0 |
| SPA | Open daily from 09:00 till 19:00, for 16 and over years old, against extra charge. |
| Fitness Center (Gym) | Open from 09:00 till 18:00, free of charge. It is not permitted to use Gym room without sport shoes. |
| 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.) |
| Hairdresser | Open daily, upon reservation, against extra charge. |

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| Pools/Beach Aqua Park | Available 3 pools (2 for adults / 1 for kids) – Main Pool, Aqua Park Pool. Children must be supervised by an adult at all times. Aqua Park open daily from 10:30 till 13:00 and from 14:30 till 17:00. Please familiarize yourself with the pool, slides & beach information, rules on the board. Please note: It is not allowed to reserve sunbeds at the pool and beach. It is not allowed to sunbath topless, please respect other guests staying in the hotel. |
| Beach Towels Exchange | The Towel Card received upon Check-in entitles to one towel exchange per day. Kindly give the Towel Card back to the Reception upon Check-out. Lost Towel Card will be charged 10\$ per card. |
| Red Flag | To enjoy your day without interruptions by salesmen, please be advised to put the red flag by your umbrella. The red flags are available at the Towel Center. |
| Minibar | Minibar is filled with 1 bottle of water per person per day, free of charge. |
| 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 Pyramisa Beach Resort Sahl Hasheesh 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 |
| Room Cleaning | Times for room cleaning: daily from 09:00 till 17:00. Signs are available in the room for “Make Up” and “Do Not Disturb”. If you prefer a specific time for day time cleaning, please contact Guest Relation #701 |
| Breakfast & Lunch Box | Please order your Breakfast Box (free of charge) 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 available in the Lobby. Please log-in to the Pyramisa page. |
| Wake-Up Call | To arrange your wake up-call please contact Reception #0 |
| Payment / Exchange | You may choose to pay your bill either by cash or by credit card (Maestro, Visa Card, MasterCard). ATM machine is available in the lobby. |
| 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 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 noon on the day of departure. If you would like to stay in the room after 12:00 noon, 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. |

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!