

Dear Valued Guest,

As we continue to navigate the unprecedented challenges due to the novel coronavirus (COVID-19), your health and safety—and that of our team members—remains our top priority. During this period, we continue to adhere to all federal, state and local government mandates and public health authority guidelines. As a result, your stay and experience may look different during this time.

<b>All-Inclusive</b>	With the All-Inclusive package, you can enjoy the following services <b>free of charge</b> : Hot and cold, local alcoholic and non-alcoholic drinks in designated outlets. <i>(Fresh Fruit Juice and Turkish Coffee available with additional charges)</i> <b>Alcoholic beverages are served only for 21+ years.</b>
<b>Social Media</b>	Follow us on <b>Facebook</b> : Hilton Hurghada Plaza <b>Instagram</b> : hiltonhurghadaplaza
<b>Dress Code</b>	All guests are requested to wear appropriate swimming apparel upon entry into the pool and beach areas
<b>Dining Options</b>	
<b>Rostrata Restaurant</b>	<b>Breakfast</b> 07:00 - 10:30 <b>Lunch</b> 13:00 - 15:00 <b>Dinner</b> 18:30 - 22:00  <b>Beverages</b> <b>During meals:</b> Local House Wine by Glass, Draft Beer, Local Spirits and Cocktails, Soft Drinks. <b>During breakfast, no alcoholic drinks are served in the restaurant.</b>
<b>Coquina Lobby Bar</b>	The All-Inclusive drinks menu is served from 11:00-Midnight. <b>Charges apply for beverage service from Midnight-02:00.</b>
<b>Poseidon Café</b>	Operating from 08:00 until 23:00. Indulge in the chocolate extravaganza at Poseidon Café, with an oozing chocolate fountain and macaron hub to satisfy every sweet tooth. <b>Charges apply for all services at this outlet.</b>
<b>Bluefin Pool Bar</b>	From 09:00 – Sunset <b>Beverages:</b> Draft Beer, Local Spirits and Cocktails, Soft Drinks. <b>Food:</b> Snacks according to Chef’s Choice from 11:00 – 13:00 & 15:30 – 17:00 <i>*Snacks are not permitted to be consumed on the sunbeds. Designated snacks areas are available.</i>
<b>Sands Beach Bar</b>	From 09:00 – Sunset <b>Beverages:</b> Draft Beer, Local Spirits and Cocktails, Soft Drinks. <b>Food:</b> Snacks according to Chef’s Choice from 11:00 – 13:00 & Ice-Cream from 15:30 – 17:00 <i>*Snacks are not permitted to be consumed on the sunbeds. Designated snacks areas are available.</i>
<b>Moray Bar and Lounge</b>	Mexican-style snacks and beverages served from 11:00 – Sunset. <b>Charges apply for all services at this outlet.</b>
<b>Lophelia Seafood Restaurant</b>	Every day except Tuesday from 13:00 - 22:00 (Last orders 21:30) <b>(chargeable)</b> . <b>With Prior reservation All-inclusive guests are entitled to receive a LE 100 voucher per room, per stay to dine in Lophelia.</b>
<b>Turkuaz Restaurant</b>	Every day except Monday from 13:00 - 22:00 (Last orders 21:30) <b>(chargeable)</b> . <b>With Prior reservation All-inclusive guests are entitled to receive a LE 100 voucher per room, per stay to dine in Turkuaz.</b>
<b>WOK Asian Restaurant</b>	Every day except Sunday from 13:00 - 22:00 (Last orders 21:30) <b>(chargeable)</b> . <b>With Prior reservation All-inclusive guests are entitled to receive a LE 100 voucher per room, per stay to dine in WOK.</b>
<b>Anaconda Lounge</b>	Beverages served from 20:30 – 02:00 <b>(beverages served inclusive until midnight, chargeable after midnight)</b> . Dance the night away with our live evening entertainment and music sets from the house DJ.
<b>In Room</b>	
<b>Tea and Coffee</b>	Replenished daily upon consumption.
<b>Mini-bar</b>	Please press the Magic button to place your order <b>(chargeable)</b> .
<b>Takeaway Packs</b>	Please order one day in advance (until 20:00). Please press the Magic button to place your order.
<b>In-Room Dining</b>	24 hours - Menu available on your TV. Please press the Magic button to place your order <b>(chargeable)</b> .
<b>Services</b>	
<b>Entertainment</b>	Daily live shows in Anaconda Bar and Lounge from 21:30. Live Singer <b>Tuesday, Thursday, Friday</b> and <b>Saturday</b> from 20:00 at the Coquina Bar. Daily Mini Disco from 20:30 in Anaconda Bar and Lounge. Please see the Reception Desk for the full schedule.

<b>Sports and Recreation</b>	<p><b>Fitness Centre</b> operating from 07:30-22:00 daily.  <b>It is not permitted for children under 18 years of age to enter the gym.</b>  <b>It is not permitted to use the gym without appropriate sport shoes.</b>  <b>Tennis, Padel &amp; Squash</b> – (Chargeable) please contact the Concierge desk for details and reservations.  <b>Billiards Table</b> – (Chargeable) please contact the Concierge desk for details and reservations</p>
<b>Towels</b>	<p>Beach Towels are available at the Towel Centres, and can be exchanged daily.  <i>*Only one towel card per person is provided, and exchange of towels should be done individually.</i></p>
<b>Beach</b>	<p>Animation activities take place on the left side of the beach, or you can enjoy our quieter area on the right side of the beach for rest and relaxation.  <b>Swimming is strictly prohibited after 17:00 as per Red Sea Coastguard regulations. Failure to comply may result in police arrest.</b></p>
<b>Clownfish Kids Area</b>	Clownfish Aqua Park and Kids Area from 09:00 – Sunset
<b>Internet</b>	Free Wi-Fi access ( <b>standard speed</b> ) // Hilton Honors Diamond members can enjoy <b>premium speed</b> free of charge.
<b>Red Flag</b>	To enjoy your day without interruptions, you are kindly requested to tie the red flag on your umbrella or sunbed. <b>The red flags are available at the Towel Center.</b>
<b>Sunbed Reservation</b>	Kindly note that it is not permitted by the hotel association committee to reserve sunbeds. Any towels left unattended on the sunbeds, will be removed by our Recreation Team.
<b>Safe Box &amp; USB Chargers</b>	There is a safe box and USB charger available on your umbrella on the beach free of charge. Please check with the recreation team for any assistance. <b>The Management of Hilton Hurghada Plaza takes no responsibility for valuables left in/outside the safe box or in an open safe box.</b>
<b>Room Cleaning</b>	Room servicing will be upon request at your preferred time and frequency. Please press the Magic button to arrange timing of servicing your room. <b>Please keep your safe box locked all times.</b>
<b>Do Not Disturb</b>	In your room, you will find a switch beside the bed to notify our team <b>Do Not Disturb</b> , or <b>Clean Room</b> .
<b>Linen/ Bathrobes</b>	<b>Linens, Pillows and Bathrobes</b> may not be taken on excursions due to hotel hygiene regulations.
<b>Services at a Charge</b>	
<b>Spa</b>	Available from 09:00 A.M to 18:00 P.M ( <b>chargeable</b> )
<b>Laundry</b>	Available upon request ( <b>chargeable</b> )
<b>Romantic Dinner</b>	Available upon request ( <b>chargeable, reservations required 24 hours prior</b> )
<b>Aqua Centre</b>	Available from 09:00 A.M to 18:00 P.M ( <b>chargeable</b> )
<b>Shopping</b>	Gift shop and jeweler in the lobby area ( <b>chargeable</b> )
<b>Limousine</b>	Available upon request ( <b>chargeable</b> )
<b>Doctor Services</b>	On-call doctor available 24-hours ( <b>chargeable</b> )
<b>Tattoos/ Henna</b>	Not recommended for safety. Hotel management will not be held responsible for any damage or injury related to these services.
<b>Local Legislation</b>	The Health & Safety standards and regulations in Egypt may not be the same as in your country. Please follow and pay close attention to the safety instructions placed in the hotel.
<b>Health &amp; Safety</b>	Please note that for your own safety you should refrain from swimming for 2 hours after a long flight. <b>Please be advised that it is not permitted to bring food, drinks or water from outside the Resort for safety reasons.</b>
<b>Tenants</b>	The Hotel accepts no liability and will not pay any compensation for incidents or complaints caused by Third Parties such as hotel vendors (shops, water sport centers, sport activities etc.).
<b>Outside Visitors</b>	Outside visitors are permitted in the hotel outlets and public areas only.

- The All Inclusive package is designed for your personal consumption only – it is not transferrable to a third party.
- All beverages are served one glass per person for consumption inside the outlets only. Please refrain from taking any glass or chinaware around the pool and beach areas, to prevent any health and safety risks.
- No swimwear is allowed to be worn inside the bar and restaurant outlets during meal service. For dinner, the dress code is smart casual.
- Should you have any further questions or would like to make any reservations for the above activities, please contact the concierge team at the reception desk.