

Ahlan Wa Sahlan and a warm welcome to PickAlbatros Oasis & PickAlbatros Sands Marsa Alam.

On behalf of the entire hotel team, welcome in our hotel and to the unique destination of Port Ghalib and Marsa Alam. Our Guest Relations desk and reception team is available for your comments, feedback and any questions you have during your stay.

Key information and all-inclusive manual are attached to ease and make your stay comfortable with us.

We wish you a relaxing and memorable holiday experience with us in Port Ghalib.

Guest Service Numbers

Guest Relations: Ext. 4406
Reception Ext: 4409, 4410, 4411
Instant Service Centre: Ext. 911



All Inclusive hours: Enjoy our All Inclusive Product from 10:00-00:00.

All Inclusive drinks service: All Inclusive beverages are available in counter service by the glass at beach, pool and lobby bar and in the different restaurants.

All Inclusive bracelets: it is necessary to wear your all-inclusive bracelet during your stay and make it visible to our service team at different bars and restaurants.

Souq Al Hana Restaurant:

Restaurant offers a buffet with different International themed cuisine

Early Breakfast from 05:00 to 07:00

Breakfast Buffet from 07:00 to 10:00

Late Breakfast from 10:00 to 11:00

Lunch Buffet from 12:30 to 14:30

Dinner Buffet from 18:30 to 21:30

Late Dinner from 22:00 to 23:00

Cardamom Restaurant: Serving Mediterranean food (Dinner Only).

Opening Times: 19:00-22:00.

Fattoush Restaurant:

- Opening times: Dinner 19:00 till 22:00.

Lobby bar: The lobby bar is open and serving 24 Hour (Hard drinks after 00:00 are subject to charge).

Beach Bar: The beach bar is open and serving from 08:30 - till Sunset.

Snack Bar: The snack bar is located on the beach area with back ground music and providing a self-service all-inclusive beverages from 08:30 AM till sunset, and snacks from 12:00 till 16:00.

Palm Pool Bar: The pool bar is open and serving 10:00-00:00 and Serving all-inclusive beverage.

Pool Bar is working from 10:00 am till 00:00 and Serving all-inclusive beverage.

Beach regulations: A flag warning system is in place to advice of snorkeling conditions. You cannot enter the water when the red flag is flying or cross the jetty gate if it is closed.

Red Sea Regulations: The Red Sea governorate specifies that guests must protect corals & marine life and handle with care; therefore, it is not allowed to walk on corals, feed the fish, touch or remove sea life & corals from the seabed.

Maxi Kids Club: Kids club is open 7 days a week, from 10:00-17:00 for children age 4-12 years for further information contact Ext 8250.

Sports: A large variety of sports and activities are available including: Snorkeling, diving & boat cruises. (Subject to charge). Quad bikes and safaris (subject to charge).

The All Inclusive formula entitles you to 1-hour free Tennis, Billiard, Mini Golf & Table Tennis between 09:00-17:00 (subject to prior reservation).

Entertainment Schedule: For your reference & convenience a daily entertainment program can be found displayed at the main pool.

Daytime Entertainment: The onsite animation team provides a variety of daily sporting activities including volleyball, aqua aerobics & water polo at the main pool area.

Evening Entertainment: frequent evenings shows are presented beside the main pool. The program can be found displayed on the entertainment schedule at the main pool.

Fitness Centre: A Fitness room is available located at the Palace Port Ghalib. Guests must be 16 years and above to use the gym room and for your personal safety sports shoes and T shirts must be worn inside the gym room.

Massage & Spa: The Spa is located at PickAlbatros the palace and offers a range of Spa therapy treatments & great relaxing massages. (Price lists for Spa treatments are available at Guest relation or Reception) To reserve or for further information contact Ext. 7117.

Internet service: Free Wi Fi is available at the Lobby area.

Check-In & Check Out Times:

Our Standard check in time is 14:00 and check out at 12:00 noon. For late check-out in the departure day, please contact our Reception desk one day before to confirm availability and charges.

Doctor: The doctor is available 24 hours for all your medical needs contact Ext. 4406

Dietary requests: In case of special dietary needs please inform us at check in to provide you a special dietary menu during your stay.

Facilities in Your Room:

1. A bottle of mineral water is free of charge every day.
2. Satellite TV
3. Hair Dryer
4. Free safe box
5. Kettle

The hotel management would be delighted for you to share your holiday experience of our hotel with others on TripAdvisor and Holiday Check.

