

## BARON PALACE SAHL HASHEESH



*Luxury beyond Luxury*

Premium All Inclusive



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Baron Hotels & Resorts Egypt, Hoteliers Since 1980



## KEY INFORMATION

Dear Guest

Welcome to Baron Palace Sahl Hasheesh

You can easily reach some of the services you may need during your stay by using this handbook. We suggest you to keep this handbook with you all the time, so that you can get to know our hotel better. For the services that have not been placed in the handbook, please call Guest Relations Department or the Reception Desk. We will be very happy to help you.

The Key Card you obtain from the Reception Desk while check-in operates the electricity system in your room. Room key cards are valid until 12:00 noon on the day of departure.

Sincerely

## When starting your holiday

- Please call (One Touch Service) in case of all kind of emergencies. Our facility has medical assistance and ambulance to deal with emergencies 24/7
- Please make sure to keep your valuable belongings in the safety deposit box in your room
- If you are allergic to any food products, we momentarily would like to remind you to contact our Guest Relations Department
- In terms of health and safety risks, we kindly request you neither to bring food into the hotel from outside nor to take food products from the food units in the hotel
- For protecting the hygiene of the facility and your health, we kindly suggest that you do not leave any food products in your room other than our treats for the prevention of infestation by insects
- We request that families with young children keep a constant watch on their children, particularly in the swimming pool areas, in order to reduce the risk of accidents
- We have a 24/7 Duty Manager on site who represents our administration. You can get in contact **with him through the Reception Desk** when necessary

### When starting your holiday

- In accordance with Egyptian law, smoking is prohibited inside the Resort building (except designated areas)
- Please inform the Reception Desk about your guests before their arrival in order to avoid any problems at the facility entrance. There are long term daily use packages available at our facility which your visitors can use. Please contact the Reception Desk **for further inquiries**
- For the services which are offered in our facility, it has been determined that the summer season starts on April 1st and ends on October 31st, winter season starts on November 1st and ends on March 31st
- The Resort Management reserves the right to unilaterally apply changes which are considered to be necessary of some services contained within the hotel "Key information" handbook

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### Guest Rooms Amenities

- Exclusive complimentary welcome amenities upon arrival
- Fruit basket and cookies once per stay
- Complimentary laundry bag once per week (excluding dry cleaning). *(For same day delivery, kindly place the bag together with the completed laundry list on your bed for daily collection 09:00-10:00)*
- Daily tea & coffee making facilities
- Baron toiletries®
- 32/37-inch LCD TV
- 100% Egyptian cotton bed linen, towels, thick terry bathrobes, slippers and duvets
- Pillow menu: Different variety of pillows are available upon request
- Evening turndown service

### Mini Bar Daily Refill

*"free of charge"*

1 can of Pepsi, 2 cans of Diet Pepsi, 1 can of 7 up, 1 can of tonic water, 2 small bottles of mineral water, 1 bottle of sparkling water, 1 can of orange juice, and 2 bottles of beer

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### Activities, Recreation & Entertainment

*"free of charge"*

- Large private silky white sandy beach
- Pool facilities, including main pool with infinity effects, Cascade Pool, Relaxation "Meditation" Pool, Kids Pool and Jacuzzi, free-form deck
- Sun loungers, parasols and towels at pool and beach
- Fitness Center, with a fully equipped indoor gym and exercise studios
- The Spa: sauna, steam room, Jacuzzi, Vitamin bar, outdoor pool with jet lounge and relaxation areas
- Animation team offering daily activities shows *(program enclosed in the welcome kit)* 10:30-17:00
- Arabic language, cooking and belly dancing classes
- Daily International live entertainment in different venues from 19:00-22:00
- Daily International live shows at the Roman Amphitheatre from 21:30-22:45
- Pianist in the Palace Lobby Lounge 19:00-22:00

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### Activities, Recreation & Entertainment

- Beach volleyball, beach football, beach aerobics, water polo, water gym, boccia ball, table tennis, billiard and tennis courts 10:30-17:00
- A comprehensive jogging & cycling track at the promenade between the Resort and the beach
- Kids pool *(heated in winter)* with an interactive water activities and hydro slides
- Kids playground with an entertainment park and a kids' house offering toys
- Indoor activity room, cinema rooms, library, computer stations, sleeping room
- Daily mini disco at the Roman Amphitheatre 20:30-21:15
- A well-supervised Kids Club (1300 sq.) offering Smiling Baby club (1-3), (parental supervision is necessary), Kids club (4-7), Juniors club (8-12), and Teens club (13-17) with daily entertainment program and facilities **performed** by trained associates *(program enclosed in the welcome kit)* 10:00-17:00

### Added Values

*"free of charge"*

- Usage of floodlit tennis courts at night once per week *(one hour)*
- 20-minutes neck & shoulder massage *(reservation required two days in advance)* once per week
- Turkish bath *(reservation required two days in advance)* once per week

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- Billiard 19:00-01:00 at La Salsa Bar
- One water sport game (*kayak or pedalo*), once per week
- Games' room, darts, table tennis 10:00-17:00
- Wi-Fi in all public areas 24hrs
- 30-minutes of Internet surfing at the Business Center, once per week
- Adult haircut

### All Day Dining

“free of charge”

- International breakfast at Red Sea restaurant (*All-Day Restaurant*) 06:30-10:30
- Late continental breakfast at Infinity Pool restaurant 10:30-12:00
- A La Carte lunch at Infinity Pool restaurant 12:00-17:00
- Ice cream at Infinity Pool restaurant 12:00-17:00
- International lunch buffet at Red Sea restaurant (*All-Day Restaurant*) 12:30-15:00
- Fresh fruits at Infinity Pool restaurant 15:00-16:00
- Tea & coffee with cakes, cookies and sandwiches at Infinity Pool restaurant 16:00-18:00
- International dinner buffet with daily changing themes at Red Sea restaurant (*All-Day Restaurant*) 18:30-22:00
- Children buffet (*breakfast, lunch & dinner*) at Red Sea restaurant (*All-Day Restaurant*)
- Midnight snacks (*a la carte*) at Egyptian restaurant 23:30-00:30

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### à La Carte Restaurants

(prior reservation required)

- Asian Fusion dinner (*indoors & outdoors*) at Ying & Yang restaurant 19:00-23:00
- Egyptian dinner (*indoors & outdoors*) at Egyptian restaurant 19:00-23:00
- Italian dinner (*indoors & outdoors*) at Bella Vista restaurant (*indoors adults only*) 19:00-23:00
- Mexican dinner (*indoors & outdoors*) at Chillitos restaurant 19:00-23:00
- Teppanyaki & Sushi dinner (*indoors*) at Mikado restaurant (*adults only, exclusively for Executive rooms and all suites*) 19:00-23:00
- Seafood dinner (*outdoors*) at Infinity Pool restaurant 19:00-23:00
- BBQ dinner (*outdoors*) at Infinity Pool restaurant 19:00-23:00

### Meet & Mingle Areas

“free of charge”

- Palace Lobby Lounge (*indoors & outdoors*) Imported alcohols 24 hours
- Infinity Pool Bar & Lounge (*outdoors*) Imported alcohols 10:00-Midnight
- La Salsa Bar & Club (*Latino Bar, indoors & outdoors*) Imported alcohols 19:00pm-01:00 am

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- Bella Vista Italian Lounge – (*Indoors*) Imported alcohols (*adults only*) 19:00-23:00
- Baron Club Lounge (*indoors & outdoors , exclusive for Executive rooms and all suites*) 12:00-22:00
- The Niche Bar (*Cigar Bar– indoors & outdoors*) Imported alcohols (*adults only*) 17:00-01:00 am
- Barteem (*indoors*) Nonalcoholic beverages (*Teenagers only*) 19:00-22:00
- Imported alcohols include regular whiskey, gin, vodka, rum, campari, martini, and international cocktails as per the alcoholic beverages list (*whereby 5 items from the above listed items will be offered*)

### Additional Privileges

- 15% on cigars served at The Niche Bar
- 20% discount on all food & beverages served by Room Service (24 hours)
- 15% on food & beverages served in the "Mikado" Teppanyaki & Sushi Bar
- Swim up suites, Club Rooms and all type of suites enjoy complimentary access to Baron Club Lounge
- Swim up suites, Club Rooms and all type of suites are entitled to dine in Mikado; our Japanese Restaurant

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### Chargeable & Non Privileges

Cigars served at The Niche Bar – Spa / Massage with professional therapists – Beauty treatments – Medical care – Shops – Meetings & Special Events – Diving center – Water sports – Excursions; in addition to all items are not included in this booklet

### General Guidelines

#### A La Carte Restaurants

- All dinner reservations require daily booking with our Guest Relations team from 09:00 to 15:00 for either the same or the following day, except for "Red Sea" restaurant
- Premium All Inclusive guests will enjoy a set menu choice (*one soup, one starter, one main course, and one dessert*)
- All second orders or extras will be charged to guests' account

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**Beverages**

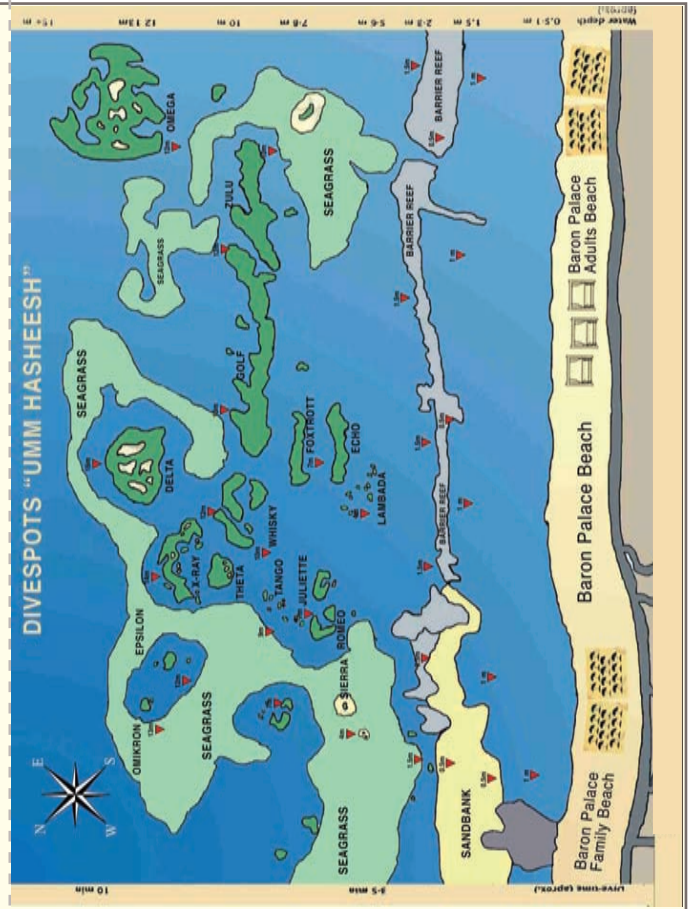
- All drinks are served by glass
- Bottled alcohol including champagne & sparkling wine are chargeable
- All imported or local alcohols exclude Champagne and sparkling wine
- There is a minimum of five different imported alcoholic beverage types available, subject to change according to the availability in the market

**Other Terms**

- It is required to present your "Premium All Inclusive" card and vouchers to enjoy the benefits
- The benefits are subject to prior reservation
- Check out time is 12:00, but the validity of the Premium All Inclusive privileges end at 17:00
- Vouchers will be cancelled for "no show" reservations
- Vouchers are not transferable
- Please do not take food or beverages into the room and corridors

**Dress Code**

- A strict smart casual dress code is implemented in all restaurants at Baron Palace Sahl Hasheesh, except outdoor restaurants during lunchtime
- Gentlemen are requested to wear long trousers during dinner and no slippers
- No topless sunbathing is allowed around the pool



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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Lobby / Reception:<br>- Palace Lobby Lounge<br>- The Niche Bar<br>- Baron Club Lounge<br>- Book Shop<br>- The Shop<br>- ATM Machine<br>- Tour Leaders Lounge                                                                                                                                                                                           | 16. Meditation Adults Pool<br>17. Main Pool<br>18. Family Pool<br>19. Spa / Gym<br>20. Egyptian Restaurant<br><i>Oriental Restaurant &amp; Grill</i><br>21. Mikado<br><i>Teppanyaki &amp; Sushi</i><br>22. Bella Vista<br><i>Italian Restaurant &amp; Lounge</i>                                                                                                                                                                                      |
| 2. Shopping Arcade<br>3. Red Sea Restaurant<br>All day dining & Kids Restaurant<br>4. Clinic<br>5. Palace Ballroom<br>6. Car / Bus Park<br>7. Roman Amphitheatre<br>8. Tennis Courts<br>9. Topaz Building<br>10. Diamond Building<br>11. Pearl Building<br>12. Diving Center<br>13. Chico Kids Club<br>14. Kids pool / Aqua activities<br>15. Adults Pool | 23. Ying & Yang<br><i>Asian Restaurant (Indian, Thai and Vietnamese cuisine)</i><br>24. Chilitos<br><i>Mexican Restaurant</i><br>25. La Salsa<br><i>Latin American Bar</i><br>26. Infinity Pool<br><i>Restaurant, Bar &amp; Lounge</i><br>27. Adults Beach<br>28. Beach<br>29. Promenade & Jogging Track<br>30. First Floor (Teenagers Bar – Business Center – Meeting Rooms: Manta, Starfish, Dolphin & Turtle<br>31. Jaccuzzi<br>32. Swim-up Suites |

Topaz Building:	Diamond Building:	Pearl Building:
101 - 114 / 115 - 176	1201 - 1214 / 1230 - 1242	2101 - 2114 / 2115 - 2165 / 2167 - 2191
201 - 214 / 215 - 276	1301 - 1320 / 1321 - 1342	2201 - 2214 / 2215 - 2285 / 2287 - 2291
301 - 314 / 315 - 376	1401 - 1420 / 1421 - 1442	2301 - 2314 / 2315 - 2385 / 2387 - 2391
401 - 414 / 415 - 476		2401 - 2414 / 2415 - 2465 / 2467 - 2491

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