

Dear Guests,

Welcome to Giftun Azur Resort!

We are delighted that you have selected our Resort and we wish your stay with us will be both enjoyable and - comfortable. May this brief information help you to feel at home right away!

All-inclusive policy starts from the check-in date at 02:00 pm till check-out date at 12:00 noon.

Restaurants:

| Meal | Venue | Service | Operation Hours | |
|------------------|-------------------------|---------------------------------|-----------------|----------|
| | | | From | To |
| Breakfast | Sunny - Main Restaurant | Buffet | 07:00 am | 10:00 am |
| Lunch | Beach restaurant | Served Buffet | 12:30 pm | 03:00 pm |
| | Marina Café | A la Carte all inclusive | 12:30 pm | 03:00 pm |
| Snacks | Beach restaurant | Light Snacks | 11:00 am | 12:00 pm |
| | | Hot Snacks | 03:00 pm | 05:00 pm |
| Dinner | Sunny - Main Restaurant | Buffet: Tue, Wed, Fri, Sat, Sun | 07:00 pm | 10:00 pm |
| | Beach restaurant | Buffet: Monday and Thursday | 07:00 pm | 10:00 pm |
| | Oriental Restaurant | Served Buffet | 07:00 pm | 9:30 pm |

A la carte restaurants (against of charge):


| | | | | |
|-----------------------|--|--|--------------------------|----------|
| "Pirates" | At the beach | Every day, Sea food | 03:00 pm | 09:30 pm |
| "Gaucho" | At the beach | Brazilian – Wednesday, Saturday | 07:00 pm | 9:30 pm |
| "Asian corner" | Near Beach restaurant | Asian selection (every Thursday) | 07:00pm | 9:30 pm |
| "La Piazzetta" | In the Lobby | Italian dishes (Sunday, Tuesday & Friday) | 07:00pm | 9:30 pm |
| Room service | Menu list placed in your room. Service against of charge. | | 11:00am – 11:00pm | |

- Proper Dress Code is required at all Restaurants.
- No food can be taken out of the restaurants.
- Please let us know if you have any dietary restrictions, allergies or special considerations and we will assist you as best as possible.
- For your health and safety, it is not allowed to bring food from outside to the hotel premises.
- Reservations for a la carte restaurants are taken place in Marina Café from 12:30 till 15:00.

Bars:

| Bar | Service | Venue | Operation Hours | |
|---------------------|---|-----------------------------|-----------------|----------|
| | | | From | To |
| Lobby Bar | All-inclusive Non-Alcoholic Beverages | Lobby | 09:00 am | Midnight |
| | All-inclusive Local Alcoholic Beverages | | 10:00 am | Midnight |
| | Extra charge | | Midnight | 02:00 am |
| Terrace Bar | All-inclusive Beverages | Lobby terrace | 05:00 pm | Midnight |
| Pool bar | All-inclusive Beverages | By the swimming pool | 09:00 am | 05:00 pm |
| Beach bar | All-inclusive Beverages | By the beach | 09:00 am | 05:00 pm |
| Fruit corner | All beverages are against extra charge | Beside the Beach restaurant | 09:00 am | 05:00 pm |

- Alcoholic beverages are allowed for adults only (+18 years).
- The Hotel Management reserves all rights to close any outlet according to season.

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|---|--|---|---|
| <u>Attention!</u> | For your safety, please read the swimming pool/beach instruction carefully and adhere to the Lifeguard! | | |
| <u>Help us to protect our nature:</u> | It is forbidden to touch, break or collect corals, shells or any other sea treasures. It takes decades for corals to recover and to grow again. Don't feed fish. No fishing & harpooning. Discarding these rules is punishable by the law. | | |
| <u>WI-FI & Internet:</u> | Free WI-FI is available in lobby, pool and beach restaurant areas by user name GIFTUNFREE , password: Azur123456 . Any other area will be against extra charge. For detailed information please contact the Telephone Operator. | | |
| <u>Safe Box:</u> | Available in the rooms or reception(limited) free of charge. The hotel doesn't hold any responsibility for valuables kept in the room. Please note that if the safe key is lost or the safe is damaged, 750 LE will be added to your bill. | | |
| <u>Doctor:</u> | <u>Against extra charge:</u> available daily from 09:00 am till 14:00 am and from 05:00 pm till 08:00 pm. Clinic is at the first floor of the lobby. <u>In emergency case:</u> medical service can also be provided beyond these times on call, for assistance please contact our reception desk. | | |
| <u>Telephone Calls:</u> | Local and international calls at reception against extra charge. | | |
| <u>Beach Towel Service:</u> | Available daily from 8:00 am till 5:00 pm (winter) /05:30 pm (summer). Please return the used beach towel to the towel house & get your towel card back so You could get Your clean fresh towel the next day. Upon checkout, please return the towel card to the front office to avoid L.E300.00 charge per card. | | |
| <u>Don't disturb signs:</u> | Kindly note that DND sign on the door of your room will cancel the cleaning and mini bar refilling on this day. "Red flag"- a sign, which will show that you don't want to be disturbed by salesmen at the pool and beach. Available for all guests by our towel desks. | | |
| <u>Check-in and checkout:</u> | Check-in starts at 14:00 and check-out is at 12:00. Late checkout available with extra charge upon availability. Please check with Reception one day before departure. | | |
| <u>Beach Sun beds:</u> | No reservation of sun beds at the beach or at the pool! The beach boys will remove any private stuff used for reserving the sun beds and the hotel is not responsible for losing any private belongings. | | |
| <u>Pool & Beach:</u> | <ul style="list-style-type: none"> ⊘ Children should not use the swimming pool without surveillance of an adult. ⊘ Swimming pools are opened and covered by lifeguard daily from 09:00 am till sunset. ⊘ For health and safety reasons, proper swimsuits should be worn in the swimming pool: cotton, loose or long swimming suits are not allowed. | | |
| <u>Laundry Service:</u> | Laundry (washing and pressing service) against charge: please mark all the items sent to the laundry on the list available in Your room. For laundry pick-up, please call the reception desk (dial 413). | | |
| <u>Entertainment:</u> | Daily animation entertainment program and shows schedule is available on information board at the lobby and at the beach. Kids activities and entertainment are provided by our animation team daily at the pool area. | | |
| <u>Payment:</u> | For any extra charge on your room, we accept cash money or Visa & MasterCard. | | |
| <u>Sport Center:</u> | Opened daily from 08:00 am till 05.30 pm | | |
| <u>Tennis & Billiard</u> | <ul style="list-style-type: none"> - Tennis courts and equipment are free of charge. Playing with the tennis coach or with floodlight will be charged. Reservation can be held with the reception. - Billiard tables are available in lobby first floor. Children under 16 years old are not allowed to play Billiard. | | |
| <u>Breakfast boxes:</u> | Breakfast box for excursions or early departures can be ordered by reception one day in advance till 20:00 and have to be picked up till 6 am. | | |
| <u>Room Service:</u> | For Room service, please dial 450. Kindly sign a cheque and settle it by maximum Check-out. | | |
| Should you require any assistance or have any specific requirements, please do not hesitate to contact Front Office desk (dial 413), available 24/7 or our Guest Relation desk at the lobby. | | | |
| <u>QR Code</u> <u>Giftun Azur Resort information</u> |  | <ul style="list-style-type: none"> - Giftun Azur Resort Map - Giftun Azur Resort Info Sheet - TV Channel List - Giftun Azur Resort Fact Sheet - Environment protection rules - Kids Club Program - Entertainment program | <ul style="list-style-type: none"> - Beach & Pool Safety - Beverage Extra Charge- fresh Juice bar - A la Carte Menus - Wi-Fi Map - Room Service Menu |

Thank you for choosing Giftun Azur Resort and wishing you a memorable stay with us.

It will be our pleasure to assist you with any special requests you may have.

Giftun Azur Resort Management