



ALL-INCLUSIVE SERVICES

Dear Guest,

It is a great pleasure for us to welcome you to Holiday Island. We wish you a pleasant stay and hope every moment of your stay on this island is memorable.

The following services are available for guests staying on ALL-INCLUSIVE meal plan.

1. FOOD & BEVERAGES

ITEMS	SERVING OUTLETS				REMARKS
	Main Bar	Beach Bar	Coffee Shop	Main Restaurant	
Bottled water served by glass	Yes	Yes	Yes	Yes	
Tea & Coffee (hot/ice)	Yes	No	No	Yes	Only Regular Coffee is included
Soft drinks and Fruit Juice	Yes	Yes	No	Yes	Only canned or bottled drinks. Fresh fruit juices are at extra charges
Wine(House wine only)	Yes	No	No	Yes	Premium brands of wine & all sparkling wine are at extra charge.
Beer (draught/can)	Yes	Yes	No	Yes	
Sprit (Gin, Vodka, Rum & Whisky)	Yes	No	No	No	Premium brands of sprits are available at extras charge
Afternoon Tea & Snacks	No	No	Yes	No	Tea & Coffee, Sandwiches, French Fries & Biscuits (From 16:00 – 18:00 hrs)
B'fast, Lunch, Dinner	No	No	No	Yes	Meals from Other Outlets extra Charge
Selected Cocktails	Yes	No	No	No	Selected cocktails from a cocktail menu

Items other than specified on the above, does not form part of all-inclusive, and will be charged as extra.

Soft Mini Bar (one filling per day)

- 06 Bottled Soft Drinks (300ml)

Service from:

- ❖ Main Bar is available from 10:00-01:00hrs daily
- ❖ Coffee Shop is available from 16:00- 18:00hrs daily
- ❖ Beach Bar from 10:00-12:00, 14:00-16:00 and 17:00-19:00hrs daily
- ❖ Main Restaurant will serve only at Meal times.

All drinks served by glass one at a time.

2. SPORTS/ENTERTAINMENT

Sports Centre Opening Hours: 08:30-12:00hrs, 16:30-20:00hrs.

ITEMS	INCLUDE	EQUIPMENT INCLUDED	REMARKS
Badminton (outdoor)	Yes	Yes	Rackets & Balls are available at Sports centre
Gymnasium	Yes	Yes	
Snooker / Billiards	Yes	Yes	Please make reservation at the Reception
Table Tennis	Yes	Yes	At Sports centre
Volley Ball (Beach)	Yes	Yes	Ball is available at Sports centre
Tennis (Only daylight)	Yes	Yes	Only daylight. Floodlit at extra charge
Board Games	Yes	Yes	At the lobby and Main Bar
Karaoke	Yes	Yes	At Karaoke bar

All Sports are available subject to availability. Lessons and certification are at extra charge.

3. EXCURSIONS

ITEMS	INCLUDE	REMARKS
Night Fishing	Yes	One excursion per guest per stay who stay 6 nights or more

4. LIMITATIONS

The "all inclusive" package does not include the following:

- Food & Beverages not listed on this list such as other liquors, liqueurs, selections from the Wine list, Espresso, Cappuccino, blended drinks and cocktails.
- Food and Beverage from Room Service and alcohol from the guest room Mini Bar and Items not listed in the soft mini bar section above.
- Beverages served from 0100hrs to 1000hrs.
- Local and international Telephone/ Fax calls/ Internet/ E-Mails
- Compulsory Christmas & New Year supplement.
- Jewellery Shop/ Souvenir Shop/ Laundry Service
- Drinks consumed on excursions or any other outdoor activities are not included in this all-inclusive package, hence, charges will be made at the hotel prices.
- Diving & any other recreation or sports (land and water based) facilities not stated herein as all-inclusive.
- Airport/Resort/Airport Transfers
- Any other services, amenities and facilities not stated herein as all-inclusive is/are also not included in this all-inclusive package.

5. HOW IT WORKS

- All types of beverages are for the personal consumption, served one glass at a time, ordered while at the Main Restaurant, Coffee Shop, Main Bar or Beach Bar.
- Beverages (alcoholic and non-alcoholic) can be ordered one at a time and not in advance.
- No refund for missed meals will be entertained nor can any benefits of the package be transferred to another guest.
- All the guests staying in the same room should be on "all inclusive" basis.
- Alcoholic drinks will not be served to persons less than 18 years of age.
- The "all inclusive" package is available only for the guests' entire stay and the guests who cut short their stay will not be refunded.
- The hotel cannot be held responsible for the facilities, services and amenities that cannot be used due to weather conditions or due to circumstance beyond our control.
- Upon check-in at the resort a wrist bracelet should be worn at all the times as an identification of entitlement for all inclusive services and which should be returned to front desk cashiers at the time of final settlement.
- In case of loss of the bracelet a surcharged of EUR 15.00 (US\$20.00) will be charged for a new one.
- Our procedure requires billing for all consumption of food & beverage as well as for all other services. All guests are required to sign in the bills that are presented against any service provided.
- The benefits of the package can be enjoyed until check-out time of 1200hrs noon whichever is earlier. In case the transfer gets delayed or advance due to transfer rescheduling, the clients cannot claim for a refund.