



## Welcome to Empire Hotel Aqua Park

**Dear Guest,**

Thank you for choosing Empire Hotel as your holiday destination. Empire Hotel offers you a charming atmosphere where you can enjoy and relax at one of our pools or the Red Sea beach enjoying the sunny and warm weather. Please don't hesitate to contact us for any assistance and requests.

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| <b>All Inclusive Privileges</b>      | Upon your check-in you can enjoy the following services free of charge between 10:00 and 00:00. All hot & cold, alcoholic & non-alcoholic drinks are included. After midnight all Alcoholic drinks in bars are against charge. Alcoholic drinks are served only to adults 18 years old & over. The official Check-in time is <b>14:00</b> the Check-out time is <b>12:00 Pm.</b> (fresh juices, Ice Cream , Turkish coffee against charge) <b>Please do not pay cash in our F&amp;B outlets but upon Check-out at the Reception.</b>   |
| <b>“Cleopatra ” Restaurant</b>       | For All-Inclusive:<br>Breakfast 07:00 till 10:00 – buffet style<br>Lunch 12:30 till 14:30 – buffet style<br>Dinner 18:30 till 21:00 – buffet style<br><b>Late Dinner from 22:00 till 24:00 (for late arrivals and excursion)</b>   |
| <b>“Sultana ” Italian Restaurant</b> | Serving A la Carte free of charge once per stay based on minimum stay of 5 nights.<br>Dinner 18:30 – 19:30 first seat (prior reservation is required)<br>20:00 –21:00 second seat (prior reservation is required)<br>For reservation, contact guest relation desk beside reception desk one day before.  |
| <b>“Lobby Bar</b>                    | 24/7 All hot & cold drinks and alcoholic & non–alcoholic ( from 00:00 till 10:00 against charge )  |
| <b>“ Sunny Bar ”</b>                 | Beverages 10:00 till 17:00 (cold & hot drinks, cocktails, alcoholic & non-alcoholic drinks)  |
| <b>“ Pup 20 Bar ”</b>                | from 10:00 till 24:00  |
| <b>“ Pool Bar ”</b>                  | from 10:00 till 17:00  |
| <b>Dress Code</b>                    | Smart casual is recommended; swim wear is not allowed in all the restaurants (Except Beach Restaurant can wear swim suit or normal wear).  |
| <b>Guest Relation</b>                | For any maintenance orders, special requests or assistance, please contact Reception ( 9 & 8 )   |
| <b>Entertainment</b>                 | Daily animation program. Kids Mini Disco (20:00) and evening Show program (21:00) at Swimming pool area  |
| <b>Billiard Table</b>                | Located at lobby bar area Free of charge contact lobby bar desk  |
| <b>Child Safety</b>                  | Children are responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times.  |
| <b>SPA</b>                           | Open daily from 09:00 till 17:00, for 16 and over years old, against extra charge, located our sister hotel Royal Star Beach   |
| <b>Fitness Center (Gym)</b>          | Open from 09:00 till 18:00, free of charge, located beside Sultana Restaurant<br><b>It is not permitted to use Gym room without sport shoes.</b>   |
| <b>Tenants</b>                       | The hotel accepts no liability and will not pay any compensation for accidents and complaints causedby Third Parties, such as hotel tenants (shops etc.)   |
| <b>Hairdresser</b>                   | Open daily from 09:00 till 18:00, upon reservation, against extra charge, located at Spa sister hotel Royal Star Beach beside lobby  |
| <b>Pools/Beach Aqua Park</b>         | Guest in house can used our sister hotel Empire Beach facilities (Pools, Aqua Park Beach except main restaurant) Available 2 pool for adults, 01 pool for kids at the Hotel and there is ( 2 for adults / 1 for kids) – Activity Pool, Family Pools & Aqua Park Pools Available 2 pool for adults, 1 for kids) – Activity Pool, Family Pools & Aqua Park Pools. Children must be supervised by an adult at all times. Aqua Park open daily from 10:30 till 12:30 and from 15:00 till 17:00. Please familiarize yourself with the pool, slides & beach information, rules on the board.<br><b>Please note:</b><br><b>It is not allowed to reserve sun beds at the pool and beach.</b><br><b>It is not allowed to sunbath topless; please respect other guests staying in the hotel.</b><br><b>Please contact our towel center if you wish to have a red flag so as not to be disturbed</b><br><b>Despite the hanging of the red flag.</b> |
| <b>Minibar</b>                       | Against extra charge, please choose your preferred package from the list.  |
| <b>Safe Box</b>                      | Digital Safe Box is available in the room, free of charge. Instruction to the Safe Box is provided. Kindly leave the Safe Box door open before you Check-out from the hotel.<br><b>Management of Empire Hotel accepts no responsibility for valuable items leftoutside the Safe Box or in an open Safe Box.</b>  |



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| <b>Laundry</b>                   | Please use the laundry requisition and the laundry bag placed in your room. Service available against extra charge. Payment at the Reception upon Check-out.<br>For assistance please contact Reception ( 9 & 8 )  |
| <b>Rooms Towel</b>               | Hanging the towel on the rack means: "I'll use it again ", A towel on the floor means: "Please exchange "<br>Please don't use towels to remove make up; otherwise any damages will be charged to the guest.  |
| <b>Room Cleaning</b>             | Times for room cleaning: daily from 09:00 till 17:00. Just hanged sign for "Make Up" OR "Do Not Disturb". on your room door lock<br>If you prefer a specific time for day time cleaning, please contact Reception ( 9 & 8 )  |
| <b>Breakfast &amp; Lunch Box</b> | Please order your Breakfast Box or Lunch Box (free of charge) <u>only for excursions</u> one day before, till 20:00. Lunch Boxes at Check-out day not available.<br>For assistance please contact Reception ( 9 & 8 )  |
| <b>Limousine Service</b>         | Available upon request at the desk located at our sister hotel Royal Star Beach in the reception area beside reception desk, against extra charge.   |
| <b>Doctor</b>                    | Doctor available 24h upon request, against extra charge.<br>For assistance or emergency please contact Reception 9   |
| <b>Internet Service</b>          | Free Wi-Fi Service covering reception area only  |
| <b>Wake-Up Call</b>              | To arrange your wake up-call please contact Reception ( 9 & 8 )  |
| <b>Food Allergy</b>              | <b>Special menu is available upon request; please contact guest relations, restaurant manager or kitchen chef for assistance.</b>  |
| <b>Payment / Exchange</b>        | You may choose to pay your bill either by cash or by credit card (Visa Card, Master Card). ATM machine is available in the lobby.  |
| <b>Check-out Time</b>            | Please let Reception know one day before departure the time we can collect your luggage. At departure day please bring back the room key along with the towel card and all-inclusive bracelets to the Reception and settle your account for any extra pay. Please note: we do not accept coins.<br>Please be aware, to give the room key back at 12:00 Pm on the day of departure. If you would like to stay in the room after 12:00 Pm, please contact Reception one day in advance (late Check-out is subject to availability, against extra charge).<br>For more information please contact Reception   |
| <b>Towel card &amp; Towels</b>   | <b>Room Key:</b> In case of losing your room key, the amount of 10 \$ will be charged<br><b>Beach Towel &amp; Towel Card:</b> The towel card, which you received upon check in, entitles you to get one towel each a day at one of our Towel Centers, the guest needs to give the towel back to the towel centre and get his card by the end of the day. In case of lost towel or towel card you will be charged with amount of 10 \$ per card, Kindly be informed that it is not allowed to leave hotel towels at the balcony or at the terrace unattended. Do not leave unattended towels on the beach. The Management of "Empire Hotel" will be very sorry to charge you for towels in case of their disappearance.   |
| <b>Roof Top Regulations</b>      | Please do not enter the roof top areas of the buildings. Any damage or accident will be at your own risk. The hotel management will not accept any responsibilities for claims of injury.  |
| <b>Local Legislation</b>         | The Health & Safety standards and regulations in Egypt may not be the same as in your country of residence.  |
| <b>General instructions</b>      | Swimming is at your own risk, It's not allowed to use the swimming pool without swimming suite. Children must be always under parent's supervision without any responsibility for the hotel. The hotel is not liable for any accident, injury or loss of personal belongings.<br>No jumping or diving allowed in swimming pools.<br>In case of emergency at the pool or the beach contact swimming pool employees.<br>Swimming pool duty hours (Winter from 08:00 to 17:00 - Summer from 08:00 to 18:00)<br>No Night swimming<br>Fishing not allowed.<br>Not allowed to leave your room or balcony door open or personal staff on the balcony or terrace<br>Not allowed to take food from the restaurants to the public area or the room.<br>Pets are not allowed. |

**In case of emergency please follow the fire exit map behind your room door.**

**Please, be advised that it is not recommended to bring food, drinks and water from outside the resort for Health & Safety reasons.**

**Please contact Reception or Guest Relation for any further information. HAVE A NICE STAY!**

*Hotel management wishes your good self a pleasant stay*