



TUI BLUE

Crystal Bay

Welcome home at TUI BLUE Crystal Bay  
All Inclusive Concept

<b>All Inclusive Privileges</b>	With the all-inclusive bracelet, you can enjoy the following services free of charge; breakfast, lunch & dinner in The Restaurant & snacks in the Yades Restaurant. Local alcoholic beverages (no alcoholic drinks are served between 06:00 – 10:00 & alcoholic drinks are served from 18+) & soft drinks, À La Carte Restaurants (excluding Felucca) subject to availability & limited to Crystal Bay Restaurants. The official check-in time is 14:00 & check-out time 12:00. À La Carte restaurants require a reservation which can be made on the touch screen computer located in the main lobby one day in advance, or via the QR code on your TV, for any assistance contact the BLUE Guide Service Center on #3. You are not required to pay cash in our F&B outlets, but upon check-out at the Reception on #1.	
<b>Restaurants</b>		
<b>The Restaurant</b>	Early Breakfast Breakfast Lunch Dinner Snacks	06:00 - 07:00 (Early continental breakfast is available upon request with prior reservation one day in advance) 07:00 - 10:30 (No alcoholic drinks are available during breakfast) 12:30 - 14:30 18:30 - 22:00 23:00 - 01:00
<b>Yades Restaurant</b>	Breakfast Snacks	08:00 – 11:00 (Reservation required) 12:00 - 17:00 (Kindly note that it is not acceptable to wear swimming suits in the restaurant)
<b>Elia Restaurant</b>	À la Carte Greek Cuisine	18:30 - 22:00 (Reservation required)
<b>Manohar Restaurant</b>	À la Carte Mediterranean Cuisine	18:30 - 22:00 (Reservation required)
<b>Dalila Restaurant</b>	À la Carte Indian Cuisine	18:30 - 22:00 (Reservation required)
<b>Mangal Restaurant</b>	À la Carte Egyptian Cuisine	18:30 - 22:00 (Reservation required)
<b>Felucca Restaurant</b>	À la Carte BBQ Cuisine	18:30 – 22:00 (Reservation required)
<b>Felucca Restaurant</b>	À la Carte Seafood Cuisine (Chargeable)	13:00 – 17:00 (Reservation required) 18:30 – 22:00 (Reservation required)
<b>Roots Diet &amp; Light Menu</b>	For dietary requirements please order your menu one day in advance with our BLUE Guides or Front Office team.	
<b>Bars</b>		
<b>The Bar</b>	Open 24 Hours (No alcoholic drinks served from 06:00 - 10:00)	
<b>Pool Bar</b>	Beverages	10:00 - 17:00
<b>Yades Beach Bar</b>	Beverages	10:00 - 17:00
<b>Oasis Beach Bar</b>	Beverages	10:00 - 17:00 (Adults Only)
<b>Champion Sports Bar</b>	Beverages	12:00 - 00:00 (Billiard table Adults Only 12+)
<b>Thea's Coffee Shop</b>	Beverages, Ice Cream & Pastries	11:00 – 18:00
<b>Illusion Pub</b>	Beverages	23:00 – 02:00
<b>Alf Lela Shisha Cafe</b>	Shisha & Hot Beverages (Chargeable)	18:00 – 00:00
<b>Cocktail Bar &amp; Lounge</b>	Beverages Imported alcohol (Chargeable)	18:00 – 00:00
<b>Facilities &amp; Services</b>		
<b>BLUEFIT &amp; Evening Entertainment Program</b>	There is a variety of activities daily with our Fitness Instructor & activity hosts, please see the activity program via the BLUE App or more information contact the BLUE Guides on #3.	
	Mini Disco	20:00 Amphitheater
	Live Music	20:00 Lobby Terrace
	Evening Show	21:00 Amphitheater
<b>Kids Planet</b>	Daily program	10:00 - 12:30 & 15:00 - 17:00 (Ages 3 – 12)
<b>The Hangout</b>	Daily program	19:00 – 23:00
<b>Tennis &amp; Football Court</b>	Grass Football Court (5x5) (International Dimensions) 2 Acrylic Tennis Courts (flood light free of charge). Reservations can be made via the BLUE App or directly with the recreation team. For more information please contact our BLUE Guides on #3 or Reception on #1.	
<b>Padel Tennis</b>	The Padel Tennis Court is located in our sister hotel SUNRISE Garden Beach Resort. Reservations can be made with our recreation team. Please note that the flood light is an extra charge of \$10. For more information please contact our BLUE Guides on #3 or Reception on #1.	
<b>Aqua Park</b>	The Aqua Park is located in our sister hotel SUNRISE Garden Beach Resort, operating hours are 10:00 - 12:00 & 14:00 - 16:00.	
<b>Wellness &amp; Leisure</b>	Spa Fitness Center	09:00 – 20:00 (Age 16+) 07:00 - 19:00 (Age 16+)
<b>Red Flag</b>	To enjoy your day without interruptions by our sales team at the pool, you have the option to place a red flag on your umbrella / sunbed. The red flags are available at the towel center.	
<b>Mini Bar</b>	A mini-bar is available in the room (filled with water & soft drinks upon your arrival). The mini bar will be refilled daily with a selection of soft drinks & water. If you wish to order additional items, please contact the room service on #5 (additional charge).	
<b>Safe Box</b>	There is a digital safe available in your room free of charge, you will find the instructions next to the safe. Please be sure to empty the safe box & leave it unlocked upon your departure from the hotel. The Management of SUNRISE Crystal Bay – TUI BLUE takes no responsibility for valuables left in your room.	

<b>Laundry</b>	Please use the laundry requisition & laundry bag in your room. Payment is at the Reception Desk upon check-out. Please contact the BLUE Guides on #3 for any special requests or queries.
<b>Room Cleaning &amp; Turn Down Service</b>	Your room will be cleaned daily between 09:00 - 17:00 & the turn-down service from 18:00 - 22:00. If there is a specific time you require the room to be cleaned please contact the BLUE Guides on #3. As per our environmental policy, please note that your towels will only be changed if they are placed on the floor or in the bathtub.
<b>Breakfast &amp; Lunch box Or Early breakfast</b>	Please order one day in advance at the Reception Desk or dial #1.
<b>Taxi Service</b>	For the limousine service & price list, please contact the limousine desk at the lobby area.
<b>Doctor</b>	Clinic 10:00 - 11:00 (Additional charge)(Closed on Fridays) Doctor On call 24/7, for emergency cases please contact reception on #1 (additional charge)
<b>Wi-Fi</b>	Wi-Fi is available free of charge throughout the resort. Once connected you are required to log into the Crystal Bay page with your username & password provided by the Reception team upon check-in.
<b>Telephone</b>	To access an international direct line from your room, please dial 9 + 00 + Country Code + City Code & then subscribe number. Please note that a call ringing more than 30 seconds, will be charged at the minimum cost of 1 minute even if the call is not answered. To call to another room please dial #8 then the room number.
<b>Exchange Service</b>	The cash-machine is located in the Lobby Area, this machine also exchanges currencies. The bank is located across the street to the left side of the hotel at the SUNRISE Mall.
<b>Policies &amp; Procedures</b>	
<b>Check-Out Time</b>	Please contact the Reception Desk with your preferred time for luggage collection one day before your departure date. You are kindly requested to bring the room key to the Reception & pay your account if you have any extras to pay. If you would like to enjoy our late check-out service please contact the Reception Desk one day in advance to confirm the availability. Kindly note that your room key card will be automatically invalid after 12:00. For more information please contact the Reception on #1.
<b>Dress Code</b>	It is not permitted to wear beach clothes, flip-flops or sleeveless shirts in the Lobby & Restaurants. Long trousers or tailored shorts are required for dinner. It is not allowed to sunbathe topless.
<b>À la Carte Reservation System</b>	Please reserve your table for dinner one day before via the touch screen computer located in the lobby area or by scanning the QR code on the TV in your room.
<b>Digital Menus</b>	To access our digital menus, please visit the BLUE® Taste section on the BLUE App.
<b>Room Key Card</b>	As per our environmental policy, please note that one key card will be provided per room.
<b>Towel Card</b>	The towel card you have received upon check-in entitles you to receive one towel a day from one of our Towel Centers between 08:00 & 17:00. You are required to return all towel cards upon check-out to the Reception, any missing towel cards will be charged to your room (30€ per card). Please note that the towels should be returned before sunset to one of our Towel Centers in order to provide clean fresh towels the following day. The Management of SUNRISE Crystal Bay – TUI BLUE takes no responsibility for valuable items or towels left on your sunbeds, around the pool, beach or public areas.
<b>Pool &amp; Beach Regulations</b>	It is not allowed to swim in cotton clothes in the pools, as the cotton fibers enter into a chemical reaction with substances that are added to the pools for water purification, as a result of such a chemical reaction, components that are dangerous to human skin are formed. Thus, this prohibition is valid for the health safety of visitors. Please note that smoking is not permitted in the children's pool or in the children's play areas. Pool Suites: Swimming & children under your own responsibility as no life guard in the private suites. Preserving the comfort and tranquility of all is paramount at our Resorts and playing loud music when at beach or pool is not authorized. However, use of personal earphone is recommended.
<b>Sunbed Reservation</b>	As a courtesy to other guests, it is not permitted to reserve SUNBEDS with towels or any belongings by the pools and beach and not use them for a period of one hour or more. Our Recreation Team will therefore remove the Towels and belongings left unattended and will keep them safely at the Towel Center.
<b>Payment Information</b>	By cash or credit cards (Visa / Master Card)
<b>Tenants</b>	The hotel accepts no liability & will not pay compensation for accidents & complaints caused by third parties, such as hotel tenants (shops, water sport centers, sport activities etc.).
<b>Child Safety</b>	Children are the responsibility of their parents / caretakers & must be accompanied by & be under parental guidance at all times.
<b>Sunshine Project International</b>	"Sunshine Project International Orphanage' Donation box located in the Lobby. For more information please contact the BLUE Guides on #3 or Reception #1.
<b>Extra Information</b>	As an environmentally conscious resort please take note of the signs around the resort (e.g. Food waste, trash separation, plastic straws, air conditioning usage). We kindly ask you not to walk on the grass. In case of an emergency, please follow the fire exit map behind your room door. Kindly note that in case of any visitors outside consuming food or beverages, an additional charge will be added to your bill. Please contact the Reception Desk in advance for more information.



The Travelife Sustainability System is an initiative managed by the travel industry. It helps tourism related businesses to measure, improve & report on their contribution to the environmental protection, social development & economic stability of the destinations & communities in which they are based. Following an independent audit of our business against the Travelife sustainability criteria we are proud to have achieved a Gold Travelife award.

## BLUE® APP – your digital Holidaymaker

