

RECEPTION	7500 (24 hours)
GUEST RELATION	7777
EMERGENCIES	0
AT YOUR SERVICE	0 (24 hours)
ANOTHER ROOM	6, followed by the room no
INTERNATIONAL CALL	9, follow the instructions below:

An international call dial 9 from your room, followed by the country code, the city code and the phone number. Please ask at Reception for cost of calls.

### DEAR GUEST,

We are pleased to welcome you to Reef Oasis Blue Bay Resort & Spa.

In order to make your stay comfortable and enjoyable with us, please find below some information which you may need during your stay.

Please do not hesitate to contact us if you require further information.

## GENERAL INFORMATION

### KEY CARD SYSTEM:

The key card is a power saver. It should be inserted into the slot next to your entrance door to connect the power.

### SAFE DEPOSIT BOXES:

These are available in all rooms, free of charge. The Management is not responsible for the loss of any articles which have not been locked in the safe

### SMOKING POLICY:

Kindly be informed that all rooms in our hotel are non-smoking. Please use your balcony or terrace to smoke. All the restaurants in the hotel are non-smoking. There are smoking areas outside of the restaurants.

### DIVING CENTRE:

The fully equipped Diving Centre is located in front of the Diving swimming pool & also on the beach.

**OPEN DAILY:** 09:00 till 17:00

### AQUAPARK:

**OPEN DAILY:** 10:00 – 12:00 & 14:30 – 16:30

### LAUNDRY SERVICE:

For Laundry service please dial 0 for 'At Your Service' and a laundry bag and laundry list will be sent to your room. Housekeeping will collect your completed list and items from you from the room.

### POOL & BEACH TOWELS:

For your comfort we provide a towel card system. You can exchange your towel cards for clean towels at the towel stand on the beach and at the swimming pools, when required. Should the towel card not be returned at check-out, 250LE will be charged to your room

### INTERNET SERVICE:

Wi-Fi is available in the rooms & at Leisure Pool, Horizon, Panorama, Gallery, Caribbean & Piano Bars (free of charge)

### BANK:

The Foreign Exchange ATM machine is located outside Reception.

### MEDICAL SERVICE:

A doctor is available & on call 24 hours (against charge). Please call 'At Your Service'.

### OTHER HOTEL FACILITIES:

Tennis court reservation, with Guest Relation or Reception desk, 1 day in advance.

### CLEANING POLICY:

Bed linen will be changed every 3 days and room towels will be changed if they are placed on the floor. If you require room cleaning service, please contact reception or the guest relations.

### GYM:

**OPEN DAILY:** 07:00 – 19:00

### SPA:

Reef Oasis Spa Collection;

**OPEN DAILY:** 10:00 – 20:00

### DEPARTURE POLICY:

Check-out time is 12:00. Please return your room keys to Reception.

## FOOD & BEVERAGE SERVICE AND FACILITIES

### RESTAURANTS:

**'BAYVIEW'** Restaurant (buffet):

**OPENING HOURS:**

Breakfast:	07:00 – 10:00
Lunch:	12:30 – 15:00
Dinner:	18:30 – 21:30

**'FISHERMAN'S'** Seafood A La Carte Restaurant  
(with extra charge, reservation required)

**OPENING HOURS:**

Dinner:	18:30 – 21:30
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**'LA ROMANTIQUE'** French A La Carte Restaurant  
(with extra charge, reservation required)

**OPENING HOURS:**

Dinner:	18:30 – 21:30
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**'SEABREEZE'** Restaurant (buffet):

**OPENING HOURS:**

Breakfast:	08:00 – 10:30
Lunch:	12:30 – 15:00
Dinner:	19:00 – 21:30

**'SUNSET COURT'** Restaurant  
(Asian, Indian & Middle Eastern)

(reservation required)

**OPENING HOURS:**

Dinner:	18:30 – 21:30
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**'AL DENTE'** Italian A La Carte Restaurant  
(reservation required)

**OPENING HOURS:**

Dinner:	18:30 – 22:00
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**RESERVATION TIME FOR THE RESTAURANTS IS 09:00 – 17:00 AT THE GUEST RELATION DESK.**

### BARS:

Blue Beach Bar	10:00 – 17:00	Leisure Pool Bar	10:00 – 17:00
Horizon Pool Bar	10:00 – 17:00	Caribbean Bar & Panorama Terrace	17:00 – 00:00
Relax Pool (adults only)	10:00 – 17:00	Piano Bar (with extra charge)	16:00 – 00:00
The Pub	24 HOURS	Arena Bar	18:00 – 23:00

### SNACKS:

Blue Beach Bar Snacks	11:00 – 15:00	Leisure Pool Bar	10:00 – 12:00 & 12:00 – 16:30
Blue Beach Bar Pizza	11:00 – 16:30	Relax Pool Bar	10:00 – 12:00 & 12:00 – 16:30
Horizon Pool Bar Pizza	15:00 – 16:30	The Pub	15:00 – 18:00 & 21:00 – 02:00

### DRESSCODE:

Smart Casual: tailored shorts or slacks for men, tank tops and vest tops are not allowed.

### FOOD ALLERGIES:

If you have any food allergies, please contact the Guest Relations who will be able to assist you.

### NOTE:

- The reservation of sun beds is not allowed before 08:00. Any towels or personal belongings left unattended for more than 30 minutes your items may be removed by the Recreation staff. You can receive your items back from the towel stands located around the pool or on the beach.
- Please adhere to the swimming pool rules & regulations.
- Due to Health & Safety reasons please wear the appropriate swim wear when using the pools.
- Children are to be supervised by their parents at all times in all areas of the hotel.
- Please do not drink the tap water. The tap water is not drinkable.
- Due to the regulations concerning COVID-19 some hotel services may be limited or unavailable.

**The Hotel Management has the right to change timings and operating hours in any of the outlets due to operational requirements, weather conditions or force majeure.**