



## KARMA AQUA BEACH RESORT & SPA

13km Touristic Road Gouna - Hurghada Red Sea Coast

### FACT SHEET IN ENGLISH

Welcome to El Karma Aqua Beach Resort and Spa we wish for you to enjoy your stay and enjoy all that we have to offer from your all inclusive program

Your wellbeing relaxation and refreshment is at the core of our concept to ensure your return home back to daily life will be with a refreshment and preparation of body mind and soul.

Whether it's lazy days around the pool or diving into the red sea to enjoy the mysteries of the phenomenal sea life

We have a multilingual team of staff available 24 hours a day, however you choose to carry out your holiday we are here for you to ensure not only the best holiday but to see you again very soon as your second home.

### GENERAL ADVICE

**Health Club** Free gym use for enquiries please contact the spa ext. 530

**Laundry services** a bag and price list is stored in your wardrobe please note this will be charged to your room account and be settled prior to checkout

**Room cleaning** daily

**Mini Bar** please contact reception dial **(0)** as per extra charge

**Safe box** your safe box is free of charge in your room the instructions are located next to the box please open your safe box before check out. The hotel and management will not accept any responsibility for any missing or lost valuables that was left outside in your room

**Guest Relation** for any special requests or assistance please contact our guest service desk or Dial **(0)**

**Sports** please see our schedule of activities for water polo, Boccia, beach tennis, volleyball, darts, giant chess, aerobics and much more

**Bank** for money exchange, cash withdrawal you will find the ATM beside reception

**Check in** 14.00 hrs. – **check out** 12.00 hrs.

Please leave your bag outside your room door for our bellman to collect on your request Dial **(0)**

Please return your keycard and bracelet to reception

**Late checkout** is available according to availability and by extra charge. Please contact reception one day before

**Missing bracelets** will be charged by 10 dollars

**Towels and Towel Cards** Please find towel center around the resort any missing card or towel please report directly so to avoid charge on checkout by 10\$

**Lost Key** in case of loss or damage there will be a charge of 10 dollars

**WIFI** internet cards are available at reception by extra charge

**Marina Jetty** we have 3 entrances to the sea with different depth

**Shopping Centre** available at our entrance and lobby for gifts, souvenirs, pharmacy and mini market

**Limousine Service** is available in the lobby area by extra charge

**Red Flag** is your signal for do not disturb kindly request from the towel center

**Medical Facilities** please note is by extra charge in case of emergency Dial **(0)** for reception

**Breakfast and Lunch Boxes** are available one day in advance till 20:00hrs reserved by your tour leader, any other request will be by extra charge

### SWIMMING POOLS AND AQUA PARK

**Swimming pools** are available from 08:00 hrs. – 17:00 hrs.

**Aquapark** from 11:00 hrs. – 13:00 hrs.

from 15:00 hrs. - 17:00 hrs.

Kindly note reserving of sunbeds is prohibited

For hygiene and safety we request only correct swimwear should be worn

Please check carefully the swimming pool safety signs any concerns please contact a member of the recreation team who will be happy to assist you.

## FOOD AND BEVERAGE

For your safety and hygiene we request no food is removed from our restaurants thank you for your cooperation  
All soft drinks and local alcohol are served by the glass (enjoy a glass of wine with your dinner & Lunch in the main restaurant)

We politely request for you to wear your bracelet at all times during your stay

Should you have any food allergies please contact with reception for us to discuss issues and assist you during your stay

## MAIN RESTAURANT

**Panorama Restaurant** located upstairs from reception

### Panorama Sunrise

<b>Breakfast</b>	07:00 to 10:00 hrs.
<b>Dinner</b>	18:30 to 21:30 hrs.

### Beach Restaurant

<b>Lunch</b>	13.00 to 15:00hrs.
<b>Snacks</b>	15:30 to 17:00hrs
<b>Ice cream</b>	15:30 to 17:00hrs

<b>(Terrace Bar)</b>	<b>Late Breakfast</b>	10.00 to 12.00hrs
<b>(Terrace Bar)</b>	<b>Tea Time</b>	16.00 to 17.00hrs

## A LA CARTE

During your stay you are able to reserve for free of charge in our restaurants the Italian and Chinese.

**Kindly be informed all drinks are extra charge**

- ❖ Chinese available for lunch from 13:00 till 15:00 and dinner from 19:00 till 21:00
- ❖ Italian available for lunch from 13:00 till 15:00 and dinner from 19:00 till 21:00

## BARS

- ❖ Café Bar 24/24 hrs.
- ❖ Pool Bar Uno 10:00 hrs. To sunset
- ❖ Pool bar Tre 10:00 hrs. To sunset (nonalcoholic)
- ❖ Aqua Park Bar 10:00 hrs. To sunset
- ❖ Beach Bar 10:00 hrs. To sunset
- ❖ Terrace bar 8:30 hrs. TO 00:00 Midnight

\* Alcoholic drinks will not be served to guests under the age of 18 years old

\* Bottles of water, Turkish coffee and all fresh juices with extra charge

\* Espresso and cappuccino served at the café bar only free of charge

## KINDLY NOTE

Our safety signs for our environmental and coral safety

Visiting guests are only allowed in our reception area, hotel facilities including food and beverage is by extra charge

We kindly request smoking is only allowed in outdoor areas

No shisha is allowed in rooms or balconies