


Welcome to Gravity Hotel & Aqua Park Hurghada

Ultra All-Inclusive

Dear guests, please take note of the following information regarding our Ultra-All-Inclusive system:

<u>All Inclusive Bracelet</u>	<p>With this bracelet which you receive upon check-in you can enjoy the following services free of charge:</p> <ul style="list-style-type: none"> - All meals in the Main Restaurant & all snacks in the Beach & Pool Bars - All beverages including local alcohol till 00:00 o'clock served by glass one by one, bottles will be charged extra. - According to local law, it is not permitted to give alcohol to children and youth under 18 years old. - WIFI in the lobby & the room (free of charge) - In the outlets (except shops and spa) of the hotel, you can have the bill written to your room. Please sign the check that will be charged to your room.
<u>Towel card & towels at the pool & beach</u>	<p>The towel card, which you receive upon check-in, entitles you to get one towel a day at one of our towel centers between 8:00 o'clock and 17:00 o'clock (18:00 o'clock summer time). Additional towel changes will be charged. Kindly be advised to give back the towel card upon check-out at the reception. In case of loss or damage to the towels or the card, you will be charged with 10 €. Reservation of sun beds is not allowed.</p>
<u>Swimming Pools & Beach</u>	<p>Kindly be advised that it is not possible to reserve sun beds at the pools or on the beach. For ladies, it is not allowed to stay topless in the pools or on the beach. <u>You seek relaxation or want to avoid sales on the beach?! Please ask for the red flag from our towel center on the beach or at the pool.</u></p>
<u>Aqua Park</u>	<p>From 10:00 o'clock to 12:30 o'clock noon and 14:00 o'clock to 16:00 o'clock Please refer to the Aqua Park Rules and Regulations.</p>
<u>Dress Code</u>	<p>We kindly request that you not wear swimming costumes in the lobby and reception area, as well as in the restaurants during breakfast, lunch, and dinner. Please do not wear shorts, shirts without sleeves, or slippers in the restaurants during dinner time.</p>
<u>Non-Smoking areas</u>	<p>All restaurants, the lobby area, and the corridors in the buildings are non-smoking. </p>
<u>The View</u> <u>Main Restaurant</u>	<p>For Ultra All-Inclusive international buffet style</p> <p>Breakfast time 07:00 o'clock - 10:00 o'clock (No alcoholic drinks are available at breakfast time) Lunch time 12:30 o'clock - 14:30 o'clock Dinner time 18:00 o'clock - 21:00 o'clock (different theme night)</p> <p>All drinks hot & cold, local alcoholic & nonalcoholic are included. No imported alcoholic drinks are included. Special drinks like fresh juices, Turkish coffee and Irish coffee against an extra charge.</p>
<u>À la carte Restaurants:</u> El Kedive (Oriental) La Piazza (Italian) Ginga (Mexican)	<p>Two timings are available: from 18:00 o'clock - 19:00 o'clock and from 19:30 o'clock - 21:00 o'clock. During your stay (minimum 7 nights) 2 dinners in the À la carte restaurant are included All drinks in bottles (except water) are subject to an extra charge Reservation required Please reserve your table on the same day from 10:30 o'clock - 12:30 o'clock at the Oriental Restaurant and choose from our À la carte menu</p>
<u>Snacks:</u> Palm Court West End Snacks	<p>Food courts:</p> <ul style="list-style-type: none"> - Hot snacks at the "Aqua Park Bar" from 11:00 o'clock - 16:00 o'clock - Hot & cold snacks at the "West End Bar" from 11:00 o'clock - 17:00 o'clock - Ice Cream & Waffles from 15:00 o'clock - 17:00 o'clock at the "West End Bar"
<u>Bars:</u>	<p>All the beverages are served in glasses, only water is served in bottles. Extra-charge items on the menu are available at all restaurants and bars. Please ask for the menu. It is not advised to take any bottles to the room, as it will be charged extra. All bottles of drinks, international/imported alcoholic beverages, hot drinks (Turkish coffee and Irish coffee), fresh juices are available against an extra charge.</p>
<u>Lobby Bar</u>	<p>Opens 24 hours and serves all-inclusive drinks hot & cold. Coffee break from 10:00 o'clock - 11:00 o'clock and from 16:00 o'clock - 17:00 o'clock.</p>
<u>La Wien Pool Bar</u>	<p>Open from 10:00 o'clock - 17:00 o'clock serving Ultra All-inclusive drinks hot & cold.</p>
<u>Aqua Park Bar</u>	<p>Open from 10:00 o'clock - 17:00 o'clock serving Ultra All-inclusive drinks hot & cold.</p>
<u>Island Bar</u>	<p>Open from 10:00 o'clock - 17:00 o'clock serving Ultra All-inclusive drinks hot & cold.</p>
<u>West End Bar</u>	<p>Open from 10:00 o'clock till midnight serving Ultra All-inclusive drinks hot & cold.</p>

<u>Shisha Café</u>	Open from 17:00 o'clock till midnight (extra charge!)
<u>Evening Entertainment</u>	Face painting from 20:00 o'clock - 20:30 o'clock Mini Disco for the kids 20:30 o'clock - 21:00 o'clock Seven nights per week different shows
<u>Sport & Animation</u>	You can get all the information you need about our animation program and our Kids Club from our info board or from our animation team.
<u>Kids Club</u>	Open daily from 10:00 o'clock - 12:30 o'clock and 15:00 o'clock - 16:30 o'clock, for children aged 4 years to 12 years. For more information, contact the animation team. Important! Children under 12 years old should always be under the supervision of parents.
<u>Spa/ Gym</u>	Open from 09:00 o'clock - 18:30 o'clock. Sauna, Jacuzzi, Steam Bath, and Massage are against extra charges . Please reserve in advance at the Health Club. Gym access is free from 09:00 o'clock - 18:30 o'clock. It is not permitted to use the gym room without sport shoes. Kids under 16 years old are not allowed to use the spa and gym.
<u>Hairdresser/ Beauty Salon</u>	Open daily from 09:00 o'clock - 18:30 o'clock. Services are subject to an extra charge . Please reserve your appointment in advance.
<u>Doctor:</u>	The clinic is open from 11:00 o'clock - 13:00 o'clock & from 15:00 o'clock - 17:00 o'clock at an extra charge . For an emergency case please dial 0, reception (24hours) . A room visit is against an extra charge.
<u>Exchange Service</u>	ATM Machine available in the reception area (near the exit to the pool).
<u>Payment</u>	You have the possibility to choose either to pay cash or to pay by credit card only (Visa and Mastercard are accepted).
<u>Safe Box</u>	A digital safe is provided free of charge in your room. An instruction paper in your language you will find on the safe. <u>Kindly keep your safe door open before your check-out from the hotel and please make sure you have nothing left in the safe.</u> The Management of Gravity Hurghada & Aqua Park takes no responsibility for valuables left unlocked in your room.
<u>Room Cleaning Time</u>	Times for room cleaning: daily from 9:00 o'clock - 17:00 o'clock If you prefer a special time for cleaning, please use the door sign or call 0 reception
<u>Mini-Bar</u>	Please be advised that a mini-fridge and a kettle with tea & coffee are available in the room (daily refill 2 big bottle of water, 2 juice & 2 soft drinks inclusive)
<u>Laundry</u>	Please use the laundry requisition and the laundry bag in your room. Extra Charge Payment at the Reception Desk upon check-out. You can call 0 reception to pick up your laundry.
<u>Guest Service Center</u>	For any service like housekeeping, laundry, maintenance, room service and other needs in your room please call 0 reception or 201 guest relation.
<u>Breakfast and lunch box</u>	Please order at the reception for your excursions. The last time to order the breakfast box or lunch box is <u>one day before, until 20:00 o'clock</u> .
<u>Check out Time</u>	Please let the reception desk know when we can pick up your luggage one day before your check-out. Please notice that the latest check-out time is 12 o'clock noon. You are kindly requested to bring the room key and the towel cards to the reception and pay your account if you have any extras to pay. <u>If you would like to stay in the room longer according to availability please contact the reception the day of departure, it will be extra charged.</u> In case of losing the key, 600 L.E. will be charged.
<u>Roof Top</u>	It is not allowed to enter the roof top. Any damage or accident will be on your own risk. The hotel management will not resume any responsibility for claims.
	Dear Guests, please be informed that we will fumigate the hotel from mosquitoes before sunset and it is environment-friendly method.

Please inform the reception in advance in case you will have visitors from outside, a special charge will apply and added to your hotel bill.

You are kindly requested to wear the All-Inclusive bracelet all the time.

WE ARE AN ENVIRONMENTALLY FRIENDLY HOTEL - HAVE A NICE STAY ☺