




# White Hills

RESORT

## Welcome to White Hills Resort Sharm El Sheikh

### All-Inclusive Information

<b>All-Inclusive Privileges</b>	<p>Upon your check-in you can enjoy the following services free of charge:</p> <ul style="list-style-type: none"> <li>- Local &amp; premium local alcohol, imported alcohol and non-alcoholic drinks are included;</li> <li>- Hot drinks, water &amp; soft drinks are included 24h;</li> <li>- Alcoholic drinks are served to guests 18+;</li> <li>- 3 kinds of seasonal fresh juices at breakfast;</li> <li>- Special selection of some local wines and international alcoholic beverages are chargeable. All beverages are subject to market availability. Imported alcohol served from 18:00 till 01:00 in Ivory Bar;</li> <li>- All alcoholic beverages are chargeable between 06:00 till 10:00;</li> <li>- Please do not pay cash in our F&amp;B outlets, however upon check out at the Reception, Ext. "0". Payment in International currency.</li> <li>- The official check-in time is 14:00, the check-out time 12:00;</li> </ul>
<b>Boscage Restaurant</b>	<p><b>Open Buffet International Cuisine</b></p> <p><b>Breakfast</b> 07:00 till 10:30 (including non-alcoholic beverages &amp; 3 kinds of seasonal freshly squeezed juices)</p> <p><b>Lunch</b> 13:00 till 15:00</p> <p><b>Snacks</b> 16:00 till 17:30</p> <p><b>Dinner</b> 18:30 till 22:00</p> <p><b>All Night Dinning</b> 22:30 till 06:00 (a-la carte concept)</p> <p>As per Resort Policy, it is advised not to take any food or drink out of the Restaurant. In case you would like to do so it will be charged on your room bill, as in – Room Dining Service.</p>
<b>Manzoku Restaurant</b>	<p><b>À la Carte Asian Cuisine. Upon prior reservation and availability.</b></p> <p><b>Dinner</b> 18:30 till 22:30</p>
<b>Elia Restaurant</b>	<p><b>À la Carte Mediterranean Cuisine. Upon prior reservation and availability.</b></p> <p><b>Lunch</b> 12:30 till 17:00</p> <p><b>Dinner</b> 18:30 till 22:30</p>
<b>Clove Restaurant</b>	<p><b>À la Carte Indian Cuisine. Upon prior reservation and availability.</b></p> <p><b>Dinner</b> 18:30 till 22:30</p>
<b>Le Posh Restaurant</b>	<p><b>À la Carte Royal Cuisine /Fine Dining. Only for Suite Guest's.</b></p> <p><b>Beverages</b> 24h (imported alcohol from 12:00 till 00:00)</p> <p><b>Breakfast</b> 07:00 till 10:30</p> <p><b>Late Breakfast</b> 10:30 till 12:00</p> <p><b>Snacks</b> 10:00 till 18:00</p> <p><b>Lunch</b> 12:30 till 16:00 (Upon Prior Reservation &amp; Availability)</p> <p><b>Dinner</b> 18:30 till 22:30 (Upon Prior Reservation &amp; Availability)</p> <p><b>All Night Dinning</b> 22:30 till 07:00</p>
<b>Felucca Restaurant</b>	<p><b>A la Carte Seafood Cuisine. Upon prior reservation and availability (Chargeable)</b></p> <p><b>Dinner:</b> 18:30 till 22:30</p>
<b>Diet &amp; Light Menu</b>	<p>Special dietary requirements such as gluten-free &amp; vegan meals are available during meal timings at the restaurants, upon prior request.</p> <p><b>In case you have any food allergy please contact Guest Experience Team.</b></p>
<b>Dress Code</b>	<p>Please note that swim wear is not allowed in the Lobby &amp; Reception areas or in the Restaurants during breakfast, lunch or dinner. Please do not wear shorts, sleeveless shirts or slippers in the Restaurants during the lunch &amp; dinner periods.</p>
<b>Ivory Lobby Bar</b>	<p>Beverages, open 24h. Alcoholic drinks are chargeable from 06:00 to 10:00.</p>
<b>Mélange Lounge</b>	<p><b>Beverages</b> 10:00 till 22:00</p>
<b>SUNRISE Pool Bar</b>	<p><b>Beverages</b> 10:00 till Sunset</p> <p><b>Snacks</b> 12:00 till 17:00 (Chips &amp; Nuts)</p>
<b>Oasis Pool Bar</b>	<p><b>Beverages</b> 10:00 till Sunset</p> <p><b>Snacks</b> 12:00 till 17:00 (Chips &amp; Nuts)</p>
<b>Insula Pool Bar Adults Only</b>	<p><b>Beverages</b> 10:00 till Sunset</p> <p><b>Snacks</b> 12:00 till 17:00 (Grab n'Go Snacks)</p>
<b>Elia Beach Bar</b>	<p><b>Beverages</b> 10:00 till 22:30</p> <p><b>Snacks</b> 12:00 till 17:00</p>
<b>Beans' n Cream Cafe</b>	<p><b>Beans' n Cream Cafe. Chargeable.</b></p> <p>Open from 19:00 till 02:00.</p> <p>Voucher 10% Discount is available at Reception desk upon request.</p>
<b>Outside visitors</b>	<p>Outside visitors are allowed only in the Lobby area or Lobby bar, any orders or services will be chargeable. Please contact Reception for detailed information.</p>
<b>Guest Experience Center</b>	<p>For any maintenance orders, room service, special requests or assistance please contact the Guest Experience Center Team Ext. "0"</p>
<b>Fitness Center (Gym) 16+</b>	<p>Open from 07:00 till 20:00 (free of charge)</p> <p>It is not permitted to enter the gym room without wearing sport shoes. Personal trainer is <b>chargeable</b>.</p>
<b>Spa &amp; Beauty Center 16+</b>	<p><b>Upon prior reservation and availability. Chargeable.</b></p> <p><b>Spa</b> 09:00 till 20:00</p> <p><b>Beauty Center</b> 10:00 till 19:00</p>
<b>Kids Planet</b>	<p>Age 03 to 12 years old (Registration should be signed by parents).</p> <p><b>Opening Hours:</b> 09:00 – 20:00</p> <p>Kids indoor playground. Mini-Disco on daily basis at 20:30. Baby – Sitting Service (Prior reservation by Reception Desk, chargeable).</p> <p>Kids Food Corner in Boscage International Restaurant, available during lunch and dinner.</p> <p>Child Safety: Children are the responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times. Please familiarize yourself with the Pool &amp; Beach information on the boards.</p>
<b>Paddle Tennis Court</b>	<p>Prior reservation beside paddle tennis court or at Reception desk.</p> <p>Open from 8:00 till 20:00. Light and equipment free of charge.</p>

<b>Towel Exchange/ Sun beds</b>	The towels are available in the Towel Center at the swimming pool or at the beach. Please note: it is not allowed to reserve sun beds at the pool or at the beach. Working hours from 08:00 till sunset.
<b>Red Flags</b>	To enjoy your day without interruption, you are kindly requested to ask for the red flags in the nearest Towel Center.
<b>Topless</b>	Topless Sunbathing is not allowed, please respect other guests staying in the hotel.
<b>Mini-Bar</b>	Mini-bar is available in the room (filled with soft drinks upon your arrival). The mini-bar will be refilled every day with 6 cans (2 Cola/Pepsi, 2 Fanta/Miranda, 2 Sprite/7Up), 2 cans of beer, 1 soda, 1 tonic & 2 small bottles of water per room. Any other items <b>are chargeable</b> . If you wish to order other items, please contact Room Service, Ext. "0"
<b>Safe Box</b>	Safe box available in your room, free of charge. You will find the instructions in your language next to the safe box. Kindly leave your safe box door open before you check out of the hotel. <b>The Management of White Hills Resort accepts no responsibility for valuable items left outside or inside the safe box.</b>
<b>Speakers policy</b> 	<b>It's prohibited to use personal speakers in the hotel.</b>
<b>Laundry</b>	At your service with extra charge. Please use the price list and the laundry bag in your room. Payment at Reception upon check-out. For more information, Ext. "0".
<b>Room Cleaning &amp; Turn Down Service</b>	Times for room cleaning: daily from 09:00 till 17:00. Digital buttons are available in the rooms for "Make up room & Don't Disturb". Turn Down Service from 17:30 till 19:00. If you prefer a specific time for cleaning, please contact the Reception Ext, "0".
<b>Breakfast and Lunch Box</b>	For excursions and early departure before 07:00 am, Please contact your Tour Leader to make an order at the Reception. The latest time to order the breakfast box or lunch box is one day before up to 20:00.
<b>Limousine Service</b>	With extra charge. For the Limousine Service and the price-list, please contact the Limousine Desk in the Lobby, Ext. "0".
<b>Doctor</b>	The Clinic is open from 12:00 until 13:00 and from 17:00 till 18:00. All services with charge. In the event of an emergency please dial "0" (24h).
<b>Internet Service</b>	Free Wi-Fi Service covering all hotel areas.
<b>Telephone Calls</b>	To access an international direct line from your room, please dial 9 + 00 + Country Code + City Code and then the telephone number. Please note that only answered calls will be charged. For a call to another room, please dial the required room number.
<b>Wake-up Call</b>	Please contact Reception to arrange your wake-up call. Ext. "0".
<b>Payment / Money Exchange</b>	You may choose to pay your bill either by cash or by credit card (American Express, Visa, MasterCard or Diners Club Card). ATM is available in the Lobby area. Payment in International currency.
<b>Check-out time</b>	Please inform Reception when the luggage can be collected. Please bring back the room key and the towel cards to Reception and settle your account for any extras to pay. Please note, we do not accept coins. If you would like to stay in the room after 12:00 (noon), please contact Reception one day in advance (late check out subject to availability, with extra charge). Please be aware, the room key card will automatically be invalid after 12.00 (noon) on the day of departure. For more information, please contact the Reception, Ext. "0".
<b>Tenants</b>	The Management of White Hills Resort accepts no liability and will not pay any compensation for accidents and complaints caused by Third Parties, such as hotel tenants (shops, water sport centers, sport activities, etc.).
<b>Resort Regulations - Roof Top</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 responsibility for claims of injury.
<b>Social Media Find us on:</b>	  Tag us: @sunrisewhitehills Hashtags: #WhiteHills #SUNRISEWhiteHills
<b>Local Legislation</b>	Health & Safety Standards and Regulations in Egypt may not be the same as in your country of residence.

**Please contact Reception or the Guest Experience Centre for any further information.**

**We are wishing you a delightful stay!**