

Thank you for visiting Cleopatra Sidi Heneish the new dimension of luxurious Hospitality Worldwide and Leading Quality Assurance Services by our Global Partner Forbes Travel Guide.

Please accept our best wishes for a pleasant and enjoyable stay with us. The following information gives an overview of the hotel services included and the different meal concepts.

Cleopatra Sidi Heneish Team is always at your Services with pleasure.

Culinary Experiences

All day Light Dining

09:00 – Sunset **ALASKA** Gelateria and French Patisserie shop

Breakfast

07:00 – 10:30 **LAGO**-Discovery Gourmet Dining Restaurant
11:00 – 13:00 **ALASKA** Gelateria, Late Breakfast.

Lunch

13:00 – 15:00 **SPUNTINI**- Beach BBQ Steakhouse
13:00 – 15:00 **LAGO**-Discovery Gourmet Dining Restaurant

Dinner

19:00 – 22:00 **LAGO**-Discovery Gourmet Dining Restaurant
19:00 – 22:00 **VERANDA**, A La Carte set menu, prior Reservation
19:00 – 22:00 **SPUNTINI**, A La Carte set menu, prior Reservation

Late Night Affair:

23:00 – 02:00 **LAGO**—For Excursions & late arrival

Club Lounge Deck (18:00 – Midnight open air)

Is a modern rooftop sundowner Deck located in the middle of the Hotel which offers international beverages, including life entertainment and movie night sports game.

In-Room Dining (24 hours Extra Charge)

We offer 24-hour in-room dining services at an additional charge. Through QR code IPTV, all items are delivered to your room in accordance with your order. Please call room service at extension 8525 or reception at extension 0 for assistance in placing an order.

Lunch Box / Late Dinner

The hotel offers guests the option of ordering a lunch box or late dinner on occasions such as early departures, late check-ins, or sightseeing excursions. In order to place an order, please contact the reception two days prior to 21:00 pm by dialing extension 0.

Wi-Fi internet access (Free high speed)

All guest areas are equipped with high-speed free Wi-Fi access. Upon arrival, you will be given the access code for connecting, and if it is not working, please contact the reception.

Beverage

Lobby Bar	07:00 until 22:00
Plage Cleopatra Beach Bar	10:00 until Sunset
Sundowner Club Lounge Deck	09:00 am until Midnight
Family Infinity Pool Bar	09:00 am until sunset
Hookah Lounge	18:00 – Midnight

Drinks are served by portions in glasses/cups and according to the Bars and Restaurant opening hours.

Kids Camps Aquapark & Outdoor Playground –

For all Ages

Opening Hours: 09:00 am until Sunset
Infants Program 0-3 age (Extra Charge)
Navigator Program 4-12 age
Adventure Program 13-17 age
Kids Care – Enjoy your vacation meanwhile your kids have the best caring time with us.

Services Against Charge

- Clinic – Doctor on property 24 hours available
- Minibar (Once per stay free on arrival, refill extra charge)
- Butler Service on request
- Fresh Juices, imported wines, All drinks in cans or bottles, packed Juices
- Car washing Service.
- In-Room Dining 24 hours
- Early check-in, late check-out are subject to hotel availability.
- Private Luxury Transfer
- Private Jet on prior request 3 weeks
- Shisha and floating Shisha
- Shopping Arcade (Minimarket) 9am until 12am.
- Surprise Packages (Birthday, Anniversary, Honeymoon, Loved Package)
- Massages, Turkish Hamam and private Fitness Trainer
- Babysitting and Kids Care in our Kids Camp (all ages 0-3,4-12,13-17)

Iron & Iron Table

Room attendants provide irons and iron tables on request. For assistance, please call reception extension "0".

Housekeeping

We have a dedicated team of housekeepers who ensure your comfort. During the hours of 09:00 to 17:00, rooms are cleaned and turndown service 17:00 pm until 21:00 pm, bed linen changes are made if needed, and towels are exchanged use the tent cards for Green Planet. For guests who do not wish to have their room serviced, there is a button inside the room that emits a signal and illuminates the DND sign outside the door or the make up my room or no disturb sign. A full range of bathroom amenities is available on the day of your arrival and will be replenished on a daily basis or upon request.

Mini-Bar

You are entitled to one complete minibar per stay. If the minibar needs to be replenished, there will be an additional charge. In addition, a complimentary large bottle of water is offered every day.

Sports & Leisure

- Swimming Pools: 08:00 am until 18:00 pm.
- Beach towels by pools & beach.
- Reservations for sunbeds are not permitted.
- Private Beach Cabanas can be reserved (Extra charge)
- Only individuals in appropriate swimwear (nylon, Lycra, Polyester) will be allowed to use the pool.
- Fitness Center: 09:00 am - 21:00 pm (free charge but personal trainer extra charge)
- Thalasso, Sauna, Steam Room separate areas male/female (free of charge) 09:00 am until 21:00 pm.
- Table Tennis/Billard/Board Games (Ping-Pong) 15:00 pm until Midnight Tapas Club Lounge
- To get equipment (rackets and ball); contact service staff.
- Beach Volleyball and Beach Tennis from 09:00 am until 18:00 pm

Dress code

To provide a pleasant atmosphere throughout our restaurants, especially during dinner we are pleased to inform you about our Smart Casual Resort dress code.

Kindly support us and do not wear any kind of sportswear such as training suits or swim shorts.

Please avoid short pants in general, we do make exceptions for quarter pants. When it comes to upper garments for the gentleman, we do not accept any shirts without sleeves or shirts.

As for shoe wear, plastic slipper is not permitted. Sandals are exempted if smart and trendy, also here no plastic products please.

Private Luxury Limousine Service

Upon prior request to reserve our luxury private transfer and British Guilt trained Chauffeur. Contact our Concierge desk for price, availability

Food Allergy

In case of food allergy please contact Reception or the Restaurant Manager immediately.

Pool/Beach Towels

For your own safety, towels are sanitized and placed in a bag in the Room Upon arrival. Towels are changed during the daily cleaning or Upon Request by room attendant or (dial 0) to change the towels. Please make sure that the towels are left in the room upon your Departure in case of lost will be extra charged.

Credit card

Cleopatra Sidi Heneish accepts Visa cards, Maestro, Amex and Master cards for payments.

Luggage

Luggage service is available upon request. Please contact Concierge desk for collecting or storage service (dial 8509).

Wakeup Call

For your timely wakeup call, please dial (0).

Safety Room box

Free safety deposit box is available in all rooms, please follow the instructions guide on the safe deposit to program your own secret code. The hotel management takes NO responsibility for any valuables left unattended either in guest rooms & public areas.

Wellness Spa Club & Fitness Center

You are welcome to use our Technogym Fitness Center, Finnish Sauna, Roman Bath, Turkish Bath (extra charge) and Thalasso spa pool for free.

Wet area Opening Hours 8:00 am until 10:00 pm
Fitness Center: 24 hours

Our Massage Therapists hold international certification as professional massage therapists. Providing spa services of the highest quality is our guarantee.

Spa Opening Hours 8:00 am until 8:00 pm

Shopping Arcade

Shopping Arcade (Minimarket, French Perfumeries, Leather & Fashion Shop, Beachwear Shop, Souvenir & Logo shop, Jewelry, Flower & Photoshop)

Business Center & ATM

Location next to our Reception open 24 hours. Usage requests our Guest Experience Concierge (via WhatsApp +20-107-0976551)

Conference Center and Meeting facilities

Upon prior request to reserve is conference room and meeting facilities. Contact our Concierge desk.

Destination Weddings

Information available with our Concierge Desk.

Other Paid Services

Laundry Services

Laundry service is available 7 days a week, the price list and laundry bag are placed inside the wardrobe, for laundry pickup, please dial (0).

Instructions:

Laundry sent before 9:00 am, receiving time will be 17:00 (same day). Laundry sent after 9:00 am, receiving time will be 17:00 (next day).

Medical Services

Hotel Doctor & Clinic

Hotel Doctor is on call 24/7.

To request a Hotel Doctor, please call Guest Experience Service Center (dial 1) from your room or please visit the clinic located in the lobby 8102 during the operating hours daily from 10:00 am – 13:00 pm & from 18:00 pm – 20:00 pm. Any emergency Doctors is 24 hours available. Our Reception Desk will be happy to assist you.

Insurance Company

To receive medical support, please contact your Insurance Company.

General Information

To dial from the room to the room please press room number directly.

Check-in time: 14:00

If you would like to have early check-in into your room before 14:00 pm, early check-in is available against charge and is subject to the hotel availability. For more details, please contact the reception.

Check-out time: 12:00

If you would like to extend your stay in the room after 12:00 pm, late check-out is available against charge and is subject to the hotel availability. For more details, please contact the reception. Courtesy shower places in our Thalasso Spa with lockers to shower.

Contacts & Communication

E-mail: info@cleopatrasidiheneish.com

Tel: +20 (100)2246060 // +20 (10)99993598

Hotel Guest Experience Concierge

WhatsApp: +20-107-097-6551 Ext."1"

E-Mail: gex@Cleopatrasidiheneish.com

Hotel Reception Tel.: +20-100-224-6060 Ext."0"

E-Mail: fo@Cleopatrasidiheneish.com

Hotel Reservation Tel.: +20-109-999-3598

E-Mail: res@Cleopatrasidiheneish.com

Website: <https://www.Cleopatrasidiheneish.com>

Cleopatra Sidi Heneish General Manager

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Note: The Resort reserves the right to amend or change the formula including the dining styles according to the operation's needs.