



## Welcome to Prima Life Hotels & Resorts

Dear Guest,

We would like to give your good self some information about our hotel Service **AL Basis**.

### The following services are included:

<b>Meals:</b>	Breakfast	07:00 – 10:00 Prima Vera
	Late breakfast	10:30 – 11:30 on the Pool Bar
	Lunch	13:00 – 16:00 Prima Vera
		12:00 – 16:00 L'express pool bar & Azuro beach bar
	Dinner	19:00 – 22.00 Prima Vera
		19:00 – 22:00 in oriental restaurant (by reservation)
		19:00 – 22:00 in Azuro restaurant (by reservation)
	Late dinner	22:30 – 01:30 in Oriental restaurant

**Snacks:** 24 hours in the lobby at Books & Coffee

**Beverages:** all beverages (local) are served per glass, for safety reasons we are serving drinks on pool & beach in plastic glasses water dispenser available in all outlets and room floors.

**Sky Light Lobby Bar:** Serving drinks 24 hours

**L'Express Pool Bar:** Serving drinks from 9:00 till 00:00 AM

**Ice cream and Popcorn:** from 10:00 till 17:00 on pool & beach bars

### **Special features:**

- **Aqua Park** 10:00 – 13:00  
14.00 – 17:00
- **Tennis court (against reservation)** 09:00 – 21:00 Evening floodlight charge is 60 LE per hour
- **Table tennis** 09:00 – 21:00
- **Beach and Pool Towels** 08:00 till 17:30 on pool & beach,
- **Kids Club** From 10:00 till 13:00 and from 15:00 till 17:00
- **Babysitter Service** Available 24 hours, contact Animation team directly
- **Bar No 8** From 15:00 till 01:00
- **Soho Disco** Starting From 23:00 till 03:00 am. Drinks after 00.00 against charge
- **Change Money** Only through the cash machine ( 24 hour Working)
- **Squash** From 09:00 till 21:00 against reservation with recreation attendant
- **Gym** From 09:00 till 21:00
- **WiFi** Opening 24:00 hours at the lobby.
- **Café de Makadi** From 19:00 till 01.00 .
- **La Playa Beach Bar** From 09:00 till 19:00
- **Azuro bar** **From 09:00 till Sunset**

### Services not included (against charge):

- Diving Center
- Aqua Center
- Billiard.
- Laundry
- Spa Centre
- Internet Café & WiFi in rooms
- Telephone Calls
- Exclusive a la carte restaurant

### Other Services:

- Hotel **Doctor** is available in the hotel for any case contact the reception; we wish you a healthy stay.
- In case you need a **limousine**, the limousine service desk available at the lobby.

### Kindly note the following:

“**Check in**” time is after 14:00.

- “**Check out**” time is **before** 12:00 PM, so please bring the key before **12:00 PM** at The Reception, other wise there will be a charge of 120 L.E per person (**Depends upon Availability**)
- **Breakfast Boxes** could be reserved a day before excursions ( max time to receive reservations **21:00**)
- **Safe in the room free of charge**, Please Leave Your **Room Safe** Open when you make Check out from the room.
- **Inviting outside guests** is not included in our all inclusive system.
- **The charge of the lost towel is 50 LE**
- **No sun beds reservation** before 08:00 am, if you do not use sun beds for 1 hour we will be obliged to remove it and you will find it with the nearest attendant.
- **Swimming wear** is not allowed in our restaurants and bars for meals we request you to wear “smart casual”.
- Please for your safety and health it is not allowed to take any **cutlery (plates, glass, forks....etc)** and food or fruits out side the restaurants or bars.
- **Smoking Shisha** is not allowed in the rooms.
- **Smoking too much in the rooms** and breaking fire glass operates the alarm in the entire hotel especially at night time.
- As per Egyptian law teenagers less than 18 years old are not served **alcoholic drinks**.
- For **payment** we accept **LE, €, \$, £, Visa and Master card**

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**Reception No:** 0, 1 & 2

**Guest Relation:** 7118

**Room Service:** 7665

**House Keeping:** 5

**Clinic** 86228

**Laundry** 4

**Prima Life Hotels & Resorts team is wishing you a nice and pleasant stay.**