



### **Welcome to FLOW Spectrum Resort**

Our hotel is located in Sahl Hasheesh Region, 28 km far from Hurghada city center.

Premium All-Inclusive Concept: Local alcohol drinks, Premium Wine, non-alcoholic drink, packet juices, hot and cold drinks, non-alcoholic cocktails.

Served 24h..

We do not serve alcohol to the guests under 18 years old. Please pay your extras on check out day at the reception. Cash payment at the place (restaurants, bars etc.) not acceptable.

### **We are at your service 24h!**

During your stay, our Reception Team will be at your service 24 hours in order to respond to all your requests and questions. To contact our Reception Team please dial "0". You can arrange luggage service one day in advance at the reception.

To contact with Guest Relation department please come at the lobby desk or call by number "1" between 09:00 -17:00. On the day of your check-in, you can enter your room at 14:00 and on check out the room should be left by 12:00. Please return towel cards and room cards to the reception on the day of your checkout. For lost key or towel card a fee of \$10 will be charged to cover the cost of the replacement card.

### **About your Room**

The wardrobe has a free safe box, which you can use according to the instructions given in the user's manual. We strongly recommend you to keep your valuables and cash in the safe box at all times The Management of Pyramisa Beach Resort takes no responsibility for valuables left in your room. On checkout please leave the safe box open.

Mini Bar is refilled on daily basis by bottle of water between 09:00-17:00.

The rooms are cleaning between 09:00 – 17:00. If you prefer a certainly time of cleaning, please inform Guest Relation team.

### **Dining Services**

Our bars and restaurants are at your service during following hours

- Lobby bar    **24 HRS**
- Coffee Brew        **08:00 – 00:00**
- Pool Bar        **10:00 – 17:00**
- Mexican Beach bar (in Pyramisa)    **10:00 – sunset**
- Beach Snack (in Pyramisa)    **12:00 - 16:00**  
(Our roaming spirit car) will serve you Water , cold beer & juices.
- Ice Cream shop        **10:00 - 22:00**
- Latin restaurant        **18:30 - 21:30**  
(Mexican – Brazilian – Argentinian)
- Asiatic restaurant    **18:30 - 21:30**  
(Indian – Chinese – Japanese sushi)
- Spice restaurant        **18:30 - 21:30**  
menus from all over the world        **\*(Prior reservation one day before for Around The World Restaurant)**
- Italian restaurant  
Breakfast        **07:00 – 10:00**  
  
Lunch            **12:30 – 14:30**  
  
Dinner           **19:00 – 22:00**

### **Main Restaurant**

Breakfast	<b>07:00 – 10:00</b>
Late Breakfast	<b>10:00 – 10:30</b>
Lunch	<b>12:30 – 14:30</b>
Dinner	<b>19:00 – 22:00</b>
Late Dinner	<b>23:00 – 00:00</b>
Light Breakfast	<b>01:00 – 05:00</b>
Buffet	

### **Kids Buffet (located in Main restaurant)**

Breakfast	<b>07:00 – 10:00</b>	Lunch	<b>12:30 – 14:00</b>
Dinner			<b>18:30 – 21:30</b>

**Energy drinks, fresh juices, shisha are extra charged.**

*Operating hours for our restaurants and bars may vary depending on the weather conditions and operational preferences.*

Please, do not enter the restaurant and lobby area with swimwear. It's not allowed to sunbath topless.

Our ***A la Carte Restaurants*** are at your service. Reservation required for Around The World Restaurant, please apply to Guest Relation min 1 day in advance. Reservation time – from 10:00 till 12:00. Free of charge

You can benefit from our ***free WI-FI Service*** in the lobby & FB Outlet & at your room

Our ***beach towel stand*** is at your service. If you need to change towel kindly ask to return towel between 15:00-18:00 (summer time) or till sunset (winter time) in the towel center on the beach. You receive towel card. And on the next morning you can take a new towel.

***Sunbeds Reservation:*** Please do not make sunbeds reservation at the pool area and at the beach before 08.00. Kindly note that Recreation team will remove beach towels /other belongings without attended guest until 10:00. There is a staff at the beach between 08:00 -18:00(summer time) or till sunset (winter time) If you need a ***taxi service***, please contact the taxi service at the lobby.

**Health and Beauty (Extra Charged).**

In the ***SPA Centre*** relieve your tiredness with the massages offered by our professional SPA staff, and get rid of the tiredness of the year accumulated on your skin with skin care treatments. SPA Centre is active between 09:30- 18:30.

**Extra services!** Laundry and Room Service are available upon your request with extra charge. Our Reception or Guest Relation team is at your service for detailed information.

Our ***Doctor's Office*** is available 24/7. This service is available for extra charge. For emergency case, please dial 0. Other ***charged services*** offered in our facility and provided by external suppliers: pharmacy, market, jeweler store, boutique and gift shop are active between 10:00 -22.00.

**For children**

Our Kid's Club is for our little guests and provides a safe and cheerful time for your children.

We organize daytime kid's activities to ensure that our little guests spend fun time between 09:00-12:00 and 14:30 -17:00.

**Sports & Animation:**

We offer you an enjoyable day with daytime activities held by our animation team until 17:00. Our sport activities and evening shows may be subject to changes depending on the weather conditions.

You can find detailed information about the activities on the hotel's info boards.

In addition, our ***Fitness center*** is at your service 7 days a week from 09:30 until 18:30. Entry only with sport shoes. Our ***Live Music*** available between 20:30-23:00.

***In case of emergency, please follow the fire exit map behind your room door.***

***We wish you wonderful stay!***