

Welcome to Amarina Jannah Resort & Aqua Park - Marsa Alam

All Inclusive Privileges	Enjoy the following services free of charge between 10:00 and 00:00. All Soft Drinks, hot & cold, alcoholic & non-alcoholic drinks are included. After midnight all Alcoholic drinks in bars are chargeable. Alcoholic drinks are served only to adults 18 years old & over. (Fresh Juices & Turkish Coffee chargeable) Please do not pay cash in F&B outlets. Pay at the Reception upon Check-out.
Element (International Restaurant)	For All-Inclusive: Breakfast 07:00 till 10:00 – buffet Lunch 12:30 till 14:30 – buffet Dinner 18:30 till 21:30 – buffet
Al carte Restaurants Italian, Indian and Oriental	Serving dinner from 19:00 till 22:00, A la Carte free of charge once per week. Prior reservation is required, For reservation, please contact the main restaurant .10:00 am to 12:00 pm
“Lotus ” (Lobby Bar)	All Soft Drinks, hot & cold, alcoholic & non-alcoholic drinks (from 10:00 till 00:00)
“Hippie Hut ” (Pool Bar)	Beverages from 10:00 till 18:00 (Soft Drinks, hot & cold, cocktails, alcoholic & non-alcoholic drinks)
“Dream Catcher” (Beach Bar)	Beverages 10:00 till 18:00 (Soft Drinks, hot & cold, cocktails, alcoholic & non-alcoholic drinks) Snacks & Ice Cream from 12:00 till 17:00
“Free Spirits ” (Pool Bar)	Beverages 10:00 till 22:00.
Shisha Corner	Shisha and some Oriental items are chargeable
Dress Code	Smart casual is recommended; swim wear is not allowed at all the restaurants and lobby area
Guest Relation	For any assistance or special requests, maintenance orders , please contact Reception (0)
Entertainment	Daily animation program. Kids Mini Disco (20:30) and evening show program (21:00).
Child Safety	Children are responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times.
Kids Club	Open Daily from 10:30 till 12:30 & from 15:00 till 17:00 for children 4-12 years old.
SPA	Open daily from 09:00 till 19:00, for 16 and over years old, chargeable.
Tenants	The hotel accepts no liability and will not pay any compensation for accidents and complaints caused by Third Parties, such as hotel tenants (shops etc.)
Beauty Salon & Hairdresser	Open daily from 09:00 till 19:00, upon reservation, chargeable.
Minibar	All beverages are chargeable upon request.
Safe Box	Digital Safe Box is available in the room, free of charge. Instruction to the Safe Box is provided. Kindly leave the Safe Box door open before you Check-out from the hotel. Management of the Hotel accepts no responsibility for valuable items left outside the Safe Box or in an open Safe Box.
Laundry	Please use the laundry requisition and the laundry bag placed in your room. (chargeable) Payment at the Reception upon Check-out. For assistance please contact Reception (0)
Rooms Towel	Hanging the towel on the rack means: “I’ll use it again A towel on the floor means: “Please exchange “
Room Cleaning	Times for room cleaning: daily from 09:00 till 17:00. Just Use for “Make Up” OR “Do Not Disturb”. If you prefer a specific time for day time cleaning, please contact Reception (0)
Breakfast & Lunch Box	Please order your Breakfast Box or Lunch Box (free of charge) <u>only for excursions</u> One day before, till 20:00. Lunch Boxes at Check-out day not available. For assistance please contact Reception (0)

Limousine Service	Available upon request at the desk located in the lobby, against extra charge.
Doctor	Doctor available 24h upon request, against extra charge. For assistance or emergency please contact Reception (0)
Internet Service	Free Wi-Fi Service covering all the hotel public areas
Wake-Up Call	To arrange your wake up-call please contact Reception (0)
Food Allergy	Please contact guest relations, restaurant manager or kitchen chef for assistance.
Payment / Exchange	You may choose to pay your bill either by cash or by credit card (Maestro, Visa Card, and MasterCard).
Check-In Time	The official Check-in time is 14:00, the Check-out time is 12:00 pm.
Aqua - Park	Open from 10:00 until 12:30, from 14:30 until 17:00.
Check-out Time	Please let Reception know one day before departure the time we can collect your luggage. At departure day, please bring back the room key card along with the towel card and all-inclusive bracelets to the Reception and settle your account for any extra pay. Please note: we do not accept coins. Please be aware, the room key card will automatically be invalid after 12:00 Pm on the day of departure. If you would like to stay in the room after 12:00 pm, please contact Reception one day in advance (Late Check-out is subject to availability, against extra charge). For more information please contact Reception (0)
Roof Top Regulations	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 responsibilities for claims of injury.
Local Legislation	The Health & Safety standards and regulations in Egypt may not be the same as in your country of Residence.
Gym	Open Daily from 08:00 till 18:00

Please, be advised that it is not recommended to bring food, drinks and water from outside the resort for Health & Safety reasons.

Please contact Reception or Guest Relation for any further information. HAVE A NICE STAY!



CUSTOMER SERVICES

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Hotel rules and regulations

- you are kindly requested that any items or services consumed that are not included in the all-inclusive package will result in additional charges. We kindly ask that you sign the invoice to authorize payment for any additional items consumed at the reception. Thank you for your cooperation and understanding.
- A safe deposit box is provided in your room. The management shall not be held liable for any valuables left outside the safe deposit box.
- Guests are responsible for any purchase or sale transactions conducted with any shops located within the hotel, including any services received from such establishments.
- A fee of €15 will be charged for any lost or missing towel cards or key cards. Towels must be exchanged for towel cards at the towel center prior to departure.
- Reservations for sun beds are not permitted.
- The hotel management reserves the right to remove any towels and personal belongings left unattended for more than one hour. Such items will be transferred to the Lost and Found department.
- The hotel management shall not be responsible for any personal belongings left unattended in public areas.
- Pets are not permitted on the premises due to hygiene reasons.
- The management reserves the right to cease the service of alcohol to guests who are visibly intoxicated. The minimum legal drinking age is 18.
- For security reasons, outside visitors must obtain approval from hotel management before entering the hotel premises. The management reserves the right to deny entry.



- **Guests are required to adhere to the dress code established for the restaurants.**
- **Parental supervision is mandatory for all children in the pools at all times. Children must wear arm flotation devices. Please be aware that there is no lifeguard on duty; swimming is at your own risk. Entering the pools and sea after sunset is strictly prohibited.**
- **For the preservation of the hotel's image, it is not permitted to hang towels on balcony fences.**
- **Minors remain the responsibility of their parents or guardians at all times.**
- **The hotel reserves the right to address only those claims presented during your stay. Claims made after departure will not be considered.**
- **If you have any food allergies, please specify them.**
- **Please inspect your room upon arrival and promptly inform Reception of any damage.**
- **Our guests come from diverse nationalities and cultures; we kindly request that you respect each other's privacy and avoid disturbing or offending others.**
- **Any food and beverage items left in the room at the time of departure will be considered waste and disposed of immediately.**
- **Swimming outside the designated swimming zones is not allowed. Please follow the instructions provided by the lifeguard.**

Thanks advance for your cooperation

Management.