

Hotel Information

Good to Know

- For any requests or inquiries, please contact Reception by dialing (0) We are available 24/7 for your convenience.
- Check-in time is at 14:00, and check-out is at 12:00. Late check-out is subject to hotel availability and with an additional charge. Please contact Reception one day in advance to arrange luggage pick-up.
- All bills for extra services must be paid in your local currency (Euro / USD / GBP)
Credit card payments will be processed in Euro or USD only.
- Please save the hotel's telephone number to receive important updates and the daily hotel newsletter.
- **Dress Code:** A strict evening dress code applies in the restaurants. Gentlemen are required to wear long trousers and appropriate footwear (no muscle shirts, vest tops, or shorts). For ladies, shorts are acceptable at dinner, but hot pants or very short shorts are not. Dresses, skirts, trousers, blouses, and shirts are all considered appropriate attire.
- If you have food allergies, or require gluten-free, vegan, vegetarian meals, breakfast boxes, or late dinner, please inform us in advance so we can introduce you to our Chef and make the necessary arrangements.

Your Room

- Tea, coffee, and water are complimentary and refreshed daily.
- Mini bar: all item with extra charge except Big Jaz water bottles, tea, and coffee facilities are complimentary. Snack items, beer, and alcoholic beverages are available at an additional cost according to the mini bar price list.
- Wi-Fi is available in your room and in the lobby at a limited speed.
- Room cleaning is conducted daily from 09:00 to 17:00. To request a specific cleaning time, please dial (0)
Important: If the safe box is left open, housekeeping will not clean the room.
- A complimentary safe box is available in your room. Kindly ensure the safe door is open before checking out. The hotel management has no responsibility for valuables left outside or in an open safe box.

Safety Notes

- For your own safety, do not access the rooftops. Any accidents or damages incurred will be at your own risk.
- Children must always be supervised, especially when using the balcony.
Please avoid climbing, leaning on, or over balcony railings.
- Please inform Reception if you intend to invite any external guests to the hotel.

Beach & Pool

- Beach towels are provided in your room and refreshed daily between 17:30–18:30.
- Sunbeds are complimentary. If none are available, please check with the recreation team.
Reserving sunbeds with personal belongings is not allowed. If a sunbed remains unused for more than one hour, it will be reassigned. The hotel is not responsible for any lost personal belongings.
- Beach and pool services are available daily from 08:00 till sunset.
- Please respect our marine life! Read the information boards located at the beach to learn how to protect our natural environment.

Pool & Beach Safety

- Swimming is at your own risk.
- Children must always be supervised.
- Diapers are not permitted in swimming pools for hygiene reasons.
- Running, jumping, and diving into the pool are prohibited.
- Swimwear must be always worn in pools and on the beach.
- Swimming outside lifeguard hours or in closed beach/pool areas is at your own risk.
- Only swim within designated areas and when the green flag is raised.
- Avoid swimming immediately after eating or while under the influence of alcohol.
- The hotel management is not liable for accidents, injuries, or loss of belongings.

Entertainment & Wellness

- Enjoy daily sports activities and evening programs for adults and children with our animation team. Weekly schedules are available at the Entertainment Info Board near the Anchor Restaurant.
- **Jazzy Kids Club** welcomes young guests aged 4–12 years and is open daily from 10:00–12:30 and 15:00–17:30.
- **Gym:** Available for guests aged 16 and above, open daily from 07:00 to 19:00.
- **Spa & Massage Services:** Please contact the Mivida Spa Hostess for service details and costs.

Paid Services

- Laundry and Dry-Cleaning Services
- 24/7 Doctor on Request
- Limousine Service (available at Reception)
- Shops and Bazaar
- Spa Services
- Diving, Safari, and Sea Trips

Note: Concessionaire services such as shops, limousine services, diving, safari, and medical services are operated by third parties. The hotel is not responsible for these services.

Restaurants & Bars

Let us delight you with a wide range of culinary experiences. Unless specially labeled, all drinks are included in your stay, excluding cocktails and fresh juices.

Corals Restaurant

Our main restaurant offers a buffet and grill station with a wide selection of local and international cuisine.

- Breakfast: 07:00–10:30
- Lunch: 12:30–14:30
- Dinner: 19:00–21:30

Anchor Pool Snack Bar & Restaurant

Located at the center of the pool area, this lounge offers a relaxing retreat with refreshing drinks.

- Open: 09:00–00:00
- Lunch: 13:00–17:00
- Italian À la Carte Dinner: 19:00–21:30 (Reservation required via QR code or Reception Desk)

Sands Beach Snack Bar & Restaurant

Located directly on the beach, enjoy food and drinks amidst palms and sea views.

- Bar: 09:00–18:00
- Late Breakfast: 10:30–12:30
- Lunch: 13:00–17:00
- Teatime: 17:00–18:30
- International À la Carte Dinner: 19:00–21:30 (Reservation required via QR code or Reception Desk)

Lotus Lobby Bar

An elegant bar located in the lobby, perfect for a sophisticated gathering.

- Open: 09:00–00:00

Sky Rooftop Bar

Enjoy breathtaking views of the hotel and the Red Sea from our rooftop with Shisha service.

- Open: 17:00 – 00:00

Marsa Mares Bay (also known as Marsa Mubarak or Turtle Bay)

Marsa Mares is celebrated globally among snorkelers and divers for its rich underwater life, clear waters, and ideal weather conditions year-round. The bay's seagrass areas provide a habitat for rare marine species such as dugongs and giant sea turtles.

Important Information:

- Dugongs are classified as vulnerable by the IUCN and are rare sightings.
- Do not touch or feed marine creatures, particularly dugongs and turtles.
- Always maintain a distance and allow them free access to the surface.
- Never chase or block the paths of marine life.
- Avoid approaching injured or sick animals.
- Taking selfies close to marine animals, feeding them, or standing on coral reefs is illegal.
- Fishing and removing items from the sea are strictly forbidden.
- Dispose of waste properly and help preserve the natural environment.
- Report any violations to hotel staff.

We wish you an unforgettable experience at Marsa Mares Bay and a memorable stay at **Jaz Costa Mares!**