


HARD All-Inclusive Formula

Dear Valued Guest,

As we continue to navigate the unprecedented challenges due to the novel coronavirus (COVID-19), your health and safety—and that of our team members— remains our top priority. During this period, we continue to adhere to all federal, state and local government mandates and public health authority guidelines. As a result, your stay and experience may look different during this time.

All-Inclusive	With the All-Inclusive package you can enjoy the following services free of charge . All drinks hot & cold, local alcoholic & non-alcoholic are included in designated outlets. During breakfast, no alcoholic drinks will be served. Alcoholic drinks are served only for 21+ .
Non-Smoking areas	 As per the policy of the hotel, all indoor areas such as Restaurants, Bars, Lobby, Reception, Rooms, Spa, Gym & etc. are Non-smoking areas . Outdoor areas such as Beach Bar, Pool, Beach & etc. are smoking areas .
Facebook & Instagram	Follow us on Facebook : Hilton Hurghada Plaza & Instagram: hiltonhurghadaplaza
Dress Code	All guests are expected to wear appropriate swimming apparel upon entry into the pool & beach areas.
Dining Options	
Rostrata Restaurant	Breakfast From 07:00 - 10:30 – Limited Buffet Lunch From 13:00 - 15:00 – Limited Buffet Dinner From 19:00 – 22:30 – Limited Buffet Beverages During meals: Local house Wine by glass, Draft Beer, Local Spirits & cocktails, Soft/Hot drinks. During breakfast, no Alcoholic drinks are served in the restaurant.
Lobby Bar Coquina	Beverage menu From 14:00 - 02:00 including the below: Local house Wine by glass, Draft Beer, Local Spirits & cocktails, Soft/Hot drinks. Charges apply after 23:00
Delphine Pool Bar	Closed
Bluefin Pool Bar	From 09:00 - Sunset Beverages :Draft Beer, Local Spirits & cocktails, Soft/Hot drinks Food : Snacks according to Chef Choice from 11:00 – 13:00 & 15:30 – 17:00
Sands Beach Bar	From 09:00 - Sunset Beverages :Draft Beer, Local Spirits & cocktails, Soft/Hot drinks Food : Snacks according to Chef Choice from 11:00 – 13:00 & 15:30 – 17:00
Ice Cream	Available at the beach with an additional charge
Lophelia Seafood Restaurant	Closed
Turkuaz	Open daily 13:00 - 22:00 (Last orders 21:00) Charges apply
WOK Asian restaurant	Open Monday - Saturday 18:30 - 22:30 Charges apply
In Room	
Tea & Coffee	Replenished daily upon consumption. Complimentary tea and coffee setup in room
Mini-bar	Please press Magic button for placing your order.
Breakfast & Lunch boxes	Please order one day in advance (until 20:00) Please press Magic button for placing your order
In Room Dining	24 hours - Menu available in the room directory, please press Magic button to place your order (chargeable)
Anaconda Night Club	Closed
Services	
Entertainment	Monday, Wednesday, Thursday, Friday and Saturday evenings on the terrace
Sports and Recreation	GYM is working until 18:00 PM It is not permitted for children under 18 years old It is not permitted to use the gym room without sport shoes.

Clown fish Kids Area	Clownfish Aqua Park and Kids Area 09:00 - Sunset
Internet	Free internet access (standard speed) Honors diamond members can enjoy premium speed
Red Flag	To enjoy your day without interruptions, you are kindly requested to tie the red flag on your umbrella or sunbed. The red flags are available at the Towel Center.
Sunbed Reservation	Kindly note that it is recommended by the hotel association committee not to reserve sunbeds.
Safe Box	There is a safe available on your umbrella at the beach free of charge. You will find the instruction next to the safe. Please check with recreation team. The Management of Hilton Hurghada Plaza takes no responsibility for valuables left in/outside the safe box or in an open safe box.
Room Cleaning	If you prefer a certain time for cleaning, please press the Magic button. Please keep your safe box locked all times.
Linen, Pillows, Bathrobes	Linens, Pillows and Bathrobes may not be taken on excursions due to hotel hygiene regulations.
Services at a Charge	
Poseidon (Lobby coffee shop)	Pastries served 10:00 - 22:00 (chargeable)
Spa	Closed
Laundry	Available in the resort (chargeable)
Shisha	Closed
Romantic dinner	Available upon request (chargeable)
Water sports and Diving	Closed
Shopping Arcade area	Gift shop & Jewelry (chargeable)
Limousine	Available upon request (chargeable)
Baby sitting	Not Available
Doctor Services	On-call doctor available 24-hours (chargeable)
Tattoos / Henna	Not recommended for safety. Hotel management will not be held responsible for any damage or injury related to these services.
Local Legislation	The Health & Safety standards and regulations in Egypt may not be the same as in your country. Please follow and pay close attention to the safety instructions placed in the hotel.
Health & Safety	Please note that for your own safety you should refrain from swimming for 2 hours after a long flight. Please be advised that it is not recommended to bring food, drinks and water from outside the Resort for safety reasons.
Tenants	The Hotel accepts no liability and will not pay any compensation for incidents or complaints caused by Third Parties such as hotel vendors (shops, water sport centers, sport activities etc.).
Outside Visitors	Outside visitors are permitted in the hotel outlets and public areas.

- All Inclusive package is designed for your personal consumption only – it is not transferrable to a third party.
- All beverages are served by the glass for consumption inside the outlets only.
- No swimwear is allowed to be worn inside the bar and restaurant outlets during meal service. For dinner, the dress code is smart casual.
- Should you have any further questions or would like to make reservations for any of the above activities, please contact the guest relation desk in the hotel main lobby.
- The entire team is at your service at all times, and we wish you the most pleasant and enjoyable stay here at Hilton Hurghada Plaza.

We appreciate your understanding that your stay experience may look different during this time. Please contact us at the front desk if there is anything we can do to make your stay more comfortable. Our team members are ready to welcome you with the Hilton hospitality you've come to expect.

We believe it is in challenging times like these that the power of hospitality is needed most of all. Thank you for staying with us.