



Dear Guest,

Thank you very much for having chosen Sol Y Mar Naama Bay Hotel to spend your vacation. On behalf of all entire team and hotel's management, I wish you a pleasant and enjoyable stay.

Amr Gamal

General Manager

We hereby happily introduce some valuable information to facilitate your stay and make it more comfortable

Restaurants:

Corals:

- ✓ Breakfast : 07h00 – 10h00
- ✓ Lunch : 12h30 – 14h00
- ✓ Dinner : 19h00 – 21h00

Late breakfast, Snack & High tea:

- ✓ Late light breakfast: 11h00 – 12h00 at corals terrace
- ✓ Light Snacks : 16h00 – 17h00 at Corals

Bars:

Lounge bar (Z Bar): till midnight

- ✓ Drinks served by glass from 09:00 till midnight ☑
Extra charge after midnight
- ✓ Bottled drinks, fresh juices & imported alcohol are against charge

Pool Bar: Blu - Blu: 09:00 till sunset

- ✓ All drinks served by glasses.
- ✓ Ice cream from 12h00 till 17h00

NB:

- ✓ **All-inclusive ends with breakfast on departure day**
- ✓ **Alcoholic is not included for soft all-inclusive guests**

Chargeable Services

Clinic:

Hotel doctor is available 24 hour

Spa:

From 09:30 AM Till 19:00 PM

Beauty Salon:

From 09:30 AM Till 19:00 PM

Bazar:

From 09:30 AM Till 24:00

Hotel Taxi:

From 09:00 AM Till 24:00

Water Sports:

From 10:00 AM Till 17:00 PM

(Diving – Snorkeling – Water Sports)

All-inclusive package (09h00 till midnight):

Includes

- ✓ Local alcoholic
- ✓ Readymade juices
- ✓ Ice cream from 12h00 till 17h00
- ✓ Late Light Snacks from 16h00 till 17h00
- ✓ Recreation services (towels, sun beds, table tennis, mini soccer, darts, water aerobics, stretching, dance lesson)

Chargeable services

- ✓ Bottled drinks
- ✓ Fresh Juice ✓ Imported wine
- ✓ Medical services
- ✓ Laundry service
- ✓ Late checkout (please check with the reception for availability and prices)
- ✓ Limousine services (please check with the limousine desk located in the lobby for more details)
- ✓ Florist Service (please call reception for more details)

Reception services:

- ✓ Wake-up call
- ✓ Breakfast, lunch boxes, late dinner (prior reservation is required before 20:30)
- ✓ Local & international calls against charge
- ✓ Late checkout (check with reception for availability and prices)
- ✓ Internet access

Shuttle Bus to the beach

Free of charge to / from the beach: for timing please check the time table at the Reception desk

Safe box:

Free of charge in your room for valuables

- 1- For the first time of use you will need to create a Safety Code plus your own code, (for safety), this will cancel any previous guest codes:**

Press "0" twice then the red button at the side of door cover, the yellow light will be on

Sports and Recreation Facilities:

Then input the safety code within 3 to 8 digits and press "B", the beep sound then the yellow light is Off that indicate the code has been changed

- 2- Then set your own code:**

Press the red button at the side of door cover, the yellow light will on

Input your own code within 3 to 8 digits and press 'B', the yellow light will off that indicate the code Has been changed

To open the safe box after, please entre your own code and press "B"

Both safety code & own code could be similar digits

Sports and Recreation Facilities:

- Towel center (free towels, sun beds) 09h00 – Sun set
- ✓ Table tennis, mini soccer, water ball, water gym, darts
 - ✓ Variety of night entertainment activities (quiz, competitions, bingo, karaoke, oriental show, live music, etc.

Dress code:

Restaurant and lobby, no swimming suits, no slippers at the lobby, no shorts & no sleeveless shirts at dinner, smart casual is required

Refilling empty water bottles:

Due to health reasons refilling empty bottles from drinks dispensers is prohibited

Food Allergy:

Available upon request, please contact the restaurant manager

Departure:

- ✓ Please place the luggage in front of your room door and bellman will collect them.
- ✓ Return your room key & your towel cards at **12:00 Noon.**
- ✓ For late check- out is available against charge and upon availability, please check with the receipt