

# Sports Hotel “Hard All Inclusive” Concept Guidelines 2023

Hotel Management and team have the pleasure to welcome you to Concorde El Salam Hotel Sharm El Sheikh.

We wish you a pleasant and unforgettable stay with us!

## Opening Hours of Restaurants & Bars

<u>Waterfalls Restaurant</u>			<u>Italian Restaurant</u>		<u>Flame Restaurant</u>	
Main Restaurant			By the beach		By the beach	
Breakfast	Served buffet	07:00- 10:30	Served buffet	08:00 – 11:00	-----	
Lunch	Served buffet	13:00 - 15:00	Served buffet	13:00 - 16:00	Served buffet 12:00 till 14:00	
Dinner	Served buffet	18:30 – 22:00	A la carte	18:30 – 22:00 (against charge)	A la carte 19:00 - 22:00 (against charge)	

- For the *a la carte meals at the “Italian a la carte Restaurant”* all inclusive guests are entitled for 40 % discount on all food and local beverages.
- “Sunday Buffet Dinner at the Italian restaurant” from 19:00 till 22:00 with no charge on buffet food and all the drinks.

## Working hours of the Bar “Extra Charges”

### **“Vendome” Bar on the beach**

From 09:00 till 18:00 and from 19:00 till 24:00.

## Working hours of Bars (Free):

<u>Lobby Bar</u>	<u>Pool Bars</u>	<u>Beach Bar (Front hotel)</u>	<u>Aqua Gym Pool (Front hotel)</u>
09:00 till 00:00	09:00 till sunset	09:00 till sunset	10:00 till sunset
00:00 till 01:00 (Extra charge)			
<b>16:00 till 18:00 Tea &amp; snacks</b>	<b>13:00 till 15:00 Snacks</b>		

Shisha, Fresh Juice, cans, imported Alcoholic & bottles are not including.

- No food or beverage items are to be taken outside from one restaurant or bar to another. No food or beverages are to be brought from outside into the bars, discotheque or restaurants. No alcoholic drinks are served to under age (18 years old).
- All local alcoholic drinks, including soft drink and mineral water are served by the glass, and one at a time.
- Local alcoholic drinks (free of charge) are served from 10:00 am till 18:00 at the beach & pool bars; the Lobby bar till midnight.
- Kids menu and baby chairs are available in Waterfalls restaurant.
- Dress code is Smart Casual. No swimming suits at lunch and no shorts and singlet's are permitted during dinner time.

## General Information

**Check-in** time is after 14:00 hrs.  
**Check-out** time is 12:00 noon on the departure day. Room key should be returned to the reception. The All Inclusive bracelets should be cut on checkout.

**Lunch on the departure day only in Italian Restaurant from 13:00 till 16:00.**

**Any consumption after check-out** time will be against charge as per consumption and should be settled upon performing the check.

**The Shuttle Bus** is available between the Front and Sports Hotels, daily, every 10 - 15 minutes from 07:00 till 01:00.

**Daily Fumigation** in the evening and Early Morning.

**The doctor is available in the hotel** (against extra charge).

## Leisure Facilities

**Entertainment:** Live music and shows performed nightly at the terraces of the Laguna, Waterfalls Restaurants.

**Sport facilities :** During daylight time 1 Tennis court , football pitch, multipurpose court, jogging track, aqua - gym pool, water-slide pool, beach volley are available free of charge. After sunset 1 Tennis court , football pitch and multipurpose court - for extra charge.

**Health & Fitness center only for the Front Hotel guests :** gym (sports shoes only, children under 14 are not allowed), sauna.

No alcoholic drinks or smoking are allowed in the Health club.

**Games Rooms :** billiard tables, table tennis, chess, baby foot. Operating from 12:00 till 00:00.

**Children's Care :** Our **kids club** is open daily 10:00 - 13:00, 15:00-17:00 and 20:00-22:00 with daily mini disco at 20:00, the families can leave their kids with the Kids Monitor ( Children over 4 Years Old). Two playgrounds – at the Front and Sports Hotels - are

**Heated pools:** Aqua gym pool; Family pool; Sports Hotel Pool

## Regulations & Safety Rules

- You are kindly requested to keep your valuables inside the safe box located in wardrobe in your room.
- Personal belongings left outside the room or in the terrace/balcony is under the guest responsibility as the hotel management will not be responsible for any loss.
- Any damaged caused in the room or at any outlets by the guest, will be charged to guest' account and must be settled in cash before departure.
- Smoking water pipe in the room, balcony or terrace is not permitted.
- Hanging or displaying of personal clothes, towels on terrace chairs, balcony rails are not permitted.
- Not allowed to take hotel linen outside the hotel e.g. towels, pillows ..etc. Towels for the excursions are available against charge at the Concierge desk.

**For further information please refer to the Guest Service Directory placed in your room. Alternatively, should you require further assistance, please contact Guest Relations on extension “05’.**