



Welcome to  
Cleopatra Luxury Resort Sidi Henish.  
We wish you a pleasant and enjoyable stay!  
Please, read the information about the hotel service  
provided and included in the "Luxury Exclusive Package"

## Food

### Breakfast

07.00 - 10.00 Buffet Style LAGO Main Restaurant

### Lunch

12.30 - 14.30 Buffet Style LAGO Main Restaurant

### Snack

12.30 - 17.00 Pool Bar Snack  
12.30 - 17.00 MYU Lebanese restaurant

### Dinner

19.00 - 22.00 Buffet Style LAGO Main Restaurant  
19.00 - 22.00 A La Carte LAGO Main Restaurant

### A La Carte Dinner

19.00 - 22.30 MYU Lebanese Restaurant  
(Daily against charge)

kindly recommend you to book your table by the guest relation desk located at the Lobby (from 09:30 to 16:00) as soon as possible to avoid any disappointment.

## Room Service

24/7 in-room food service

All items (Food and drinks) will be brought to the room according to your order from the menu and will be charged extra. Please refer to the menu placed in your room. To place an order, please call the Guest relations team (Ext. "1") from your room.

## Lunch Box / Late Dinner

In case of mandatory and/or scheduled meal skipping (early departure, late check-in, sightseeing trip), guests are provided with a lunch box/

To order a lunch box / Late Dinner, please contact the reception one day in advance. (ex.0)

## Housekeeping

Room cleaning, bed linens and towels exchange will be done every second day, 09:00 - 17:00. If you would not like your room to be served, please display a "Do Not Disturb" sign outside of your room door.

Bathroom amenities will be provided to your room in the day of your arrival and it will be replenished every day or upon request (once a day) if "Do Not Disturb" sign was displayed. To make a request, please call Reception (Ext. "0")

## Beverage

### BARS

Lobby Bar	09.00 - 00.00
Pool Bar	09.00 - 00.00
Oriental Café	18.00 - 00.00

Drinks are served according to the bars and restaurant opening hours.

the hotel is not liable for loss (private items and unattended bath towels.

### Services Against Charge

- |  |  |
|--|--|
| 1) Clinic                              | 3) Oriental Cafe                       |
| 2) Dive Center                         | 4) Room service                        |
| 5) Watersport activates                | 5) Tennis Court (night time / trainer) |
| 6) Baby Sitter available upon request. | 7) Shisha                              |

Outside guest extra Charge 40.00 USD per person, at lobby or Terrace only, for Egyptians according to the exchange rates of the bank on the day of payment.

Beach/Swimming pool USE 150.00 USD per person, for outside guest including one soft drink, for Egyptians according to the exchange rates of the bank on the day of payment  
Above rates is applied for in-house relative's guest

### Other Services

Every day your mini bar is filled with mineral water.  
enrich the atmosphere in your room with a minibar, please call the reception to request a minibar.  
The option to use all the facilities in the hotel.

High-speed Wi-Fi is available in the lobby, pool areas and rooms.  
Room keys should not be placed near mobile phones or any magnetic objects.

## Sports & Entertainment

Gym (opening hours 07.00 - 21.00)  
Day and evening International Animation program.

Evening entertainment and information can be found on our information boards at the reception.  
Wireless internet access  
Free Wi-Fi internet access is available in each guest area.  
To connect, please contact the Front Office to get the Password.

## Entertainment

Animation will provide daily entertainment program including:

- DAYTIME ACTIVITIES by the on the beach
- EVENING ACTIVITIES by the on the beach

Mini-Bar: you are entitled for one complete minibar per stay refilling is at extra charge and upon request (ext.0)

Dress code: all indoor restaurants require our guests to wear proper clothing (No barefoot, No bathing suits). In all restaurants dress code is {smart casual/elegant}. Dear gentlemen, please wear trousers.

Food allergy: In case of food allergy please contact reception desk or restaurant manager.

Beach towels: for your own safety towels are sanitized and placed in the room in the bag upon arrival. Towels are changed during daily cleaning or upon request. Please dial ext.0 please make sure that the towels are left in the room upon your departure.

Credit card: Cleopatra Luxury North Coast Sidi Henish Resorts accepted visa, maestro, American Express & Master card for payment. For currency exchange, ATM machine is available in lobby area and/or bank located next to the hotel premises.

Luggage: we are happy to offer you our luggage service on request. Please, contact concierge disk for collecting or storage service (ext.0)

Transportation: Please contact Concierge Desk (ext.0) in order to check and confirm pick up or drop off to the Airport

Wakeup Call: For your timely wake up please, call Operator (ext.0)

Safe box: free safety deposit box is available in your room, please follow the instruction guide on safe Deposit to program your Own secret Code. The hotel management takes No responsibility for any Valuables left unattended in guest room & Public.



## Cabana Hire

### • Cabana With Jacuzzi

Operating hours from 09.00 A.M. till Sun Set, Maximum Capacity 04 pax - Only for House guests. We will offer Snack Menu lunch, Full mini bar, Fruit basket, Selection of nuts, deserts and pass round snacks, safe box with Jacuzzi  
Rate will be 250.- USD per day, Only for House guests. including service charge & taxes, for Egyptians according to the exchange rates of the bank on the day of payment.

### • Cabana Without Jacuzzi

Operating hours from 09.00 A.M. till Sun Set, Maximum Capacity 02 pax - We will offer Soft Drinks, Fruit basket, Selection of nuts, deserts and pass round snacks,  
Rate for single use will be 100.- USD per day, for  
Rate for Double use will be 150.- USD per day, for Egyptians according to the exchange rates of the bank on the day of payment.

Please, contact with Guest Relation Team who can advise prices and packages

## Other Paid Services

Laundry Services: is available 7 Days a week, the price list and laundry bag are pieced inside wardrobe, for pick up laundry please dial ext.0

### Note:

for all laundry sent before 9:00 AM receiving time will be by 17:00 (SAME day)

for all laundry sent after 9:00 AM receiving time will be by 17:00 (NEXT day)

Diving & Water Sports

Through our Business Partner, please visit the Diving Center located at the beach.

SPA & Beauty Salon

Through our Business Partner, please visit the SPA Center located near the hotel lobby.

## Medical Services

Hotel Doctor & Clinic (extra charge)

Hotel Doctor (our Business Partner) "on call" 24/7

To ask for a Hotel Doctor, please call Guest Service Center (Ext. "0") from your room or please visit clinic during the opening hours 10:00 - 13:00 & 18:00 - 20:00 located in the hotel Lobby.

Your Insurance Company

To receive medical support and service, contact your Insurance Company by the number provided in your insurance documents. Our Reception Desk Agents will be happy to assist you.

## General Information

Check-in time: 14:00

Check-out time: 12:00 afternoon / late check-out

In case of late delivery of the room keys to the reception, it will be considered as a "Late Check-Out" and will be charged according to the time of delay and hotel price list.

If you would like to extend your stay in the room after 12:00, Late Check-Out is available against charge and is subject to the hotel availability. For more details, please contact Reception.

## Contacts & Communication

E-mail: [info@cleopatraluxurynorthcoast.com](mailto:info@cleopatraluxurynorthcoast.com)

Tel: [+20 \(10\)224660](tel:+2010224660) // [+20 \(10\)99993598](tel:+201099993598)

Guest Relations: Ext."1"

Reception Desk Ext."0"

N.B. The Resort reserves the right to amend or change the Formula including the dinning styles according to the operations