

# Info Sheet



## RECEPTION (Dial No. 0)

### BARS:

- Sebratha Lobby Bar 24 Hours
- Al Baida Bar 10.30 till 23.00
- The Breeze Pool Bar 10.30 till Sunset
- Beach Bar 10.30 till Sunset
- Caribbean Bar 20.00 till 03.00

### OTHER SERVICES

#### CREDIT CARDS:

- Visa Card, Master Card & Dinners are accepted.

#### MEDICAL SERVICES:

- Doctor is available 24 hours on call. (Extra Charge).
- Please note that it is not recommended to drink from the tap.

#### SHUTTLE BUS:

- 3 EUR per pax to Ne'ama Bay and back & 4 EUR per pax to Old Sharm and back, reservation at Reception one day before.
- Departure from Reception 10.00 & 16.00 & 21.00
- Departure from Old Sharm 12.45 & 18.45 & 23.45
- Departure from Ne'ama Bay 3.00 & 9.00 & 00.00

#### HEALTH CLUB:

- Opening hours from 10:00 till 21:00. Sauna, Jacuzzi, steam bath, manicure, pedicure, hair dresser and massage are to be paid. Gymnasium is free of charge.

#### DIVING CENTER:

- Located in the front of small swimming pool and on the beach. Open from 09:00 till 18:00.

#### BILLIARD:

- Reservation through the reception of Crystal Sharm Hotel. 50 EGP for an hour.

#### TABLE TENNIS:

- Rackets and balls available with Animation team or recreation near swimming pool.

#### INTERNET:

- Wireless and Internet Point (with extra charge) are located in front of Sousa Lounge in the Lobby. Please contact the Reception to get the internet card.

#### PHONE CALLS FROM THE ROOM:

Dial 9 to receive a line.  
In case of answering machines, it is charged as a telephone call.  
From room to room call (free of charge), please call direct.

#### WAKE UP CALLS:

Please arrange your wake up time through the reception (0).

#### SAFE DEPOSIT BOX:

Available in the room, free of charge.  
Management is not responsible for loss of any valuable things left in the room outside of the safe box.

#### Guest Experience Officer:

Available in the lobby.

For any inquiries or requirements, Please dial (629).

#### BANK:

ATM machine available 24 hours in the lobby.

#### KEY SYSTEM:

Your power card attached with the key tag should be inserted in the slot next to your front door to connect the power.

We reserve the right to charge for the lost room key the price of 150 EGP.

#### CHECK IN / OUT:

Check-in time is 14.00, and check-out time is 12.00.

#### LATE CHECK OUT:

Please check the availability with the reception one night prior to your check-out day. The cost will be as follow:

- Till 14.00 costs USD 20 per room ( all inclusive basis )
- Till 18.00 costs USD 40 per room. ( all inclusive basis )
- Till 21.00 costs USD 60.00 per room. ( all inclusive basis )

#### BEACH TOWELS:

Available by the main swimming pool against a towel card (received upon check-in). Towel cards should be delivered to the Reception while checking-out. Otherwise, the hotel keeps the right to charge 150 EGP for each lost towel or card.

**Free shuttle bus from & to the beach from 7.30am till sunset.**

#### RESTAURANTS

##### GHADAMIS RESTAURANT:

Is the main restaurant, serving Open Buffet for breakfast, lunch and dinner, non- smoking.

Breakfast	07.00 – 10.00
Lunch	13.00 – 15.00
Dinner	19.00 – 21.30

##### LE GOURMET RESTAURANT:

A la carte Italian restaurant, located by main swimming pool

##### ROOM SERVICE

Available 24 hours and is not included in the All Inclusive concept. Please choose your favorites from the menu in your room. Mini bar is available in the room to place your order, dial 0 (Reception)

##### ANIMATION:

Please check the daily Animation Program located at the entrance of the Main Restaurant, lobby area. Games are available at the African Bar

**Guest on Bed And Breakfast could upgrade to All Inclusive Package service against 30 USD per person per night, and from Half Board to All Inclusive against 20 USD per person per night.**

