



## Ultra all-inclusive

<b>A la Carte Restaurants</b> <b>Yades Greek Restaurant (à la carte)</b>	Serving food in a la carte Restaurants Breakfast 07:00 - 10:30 Lunch 12:00 - 17:00 Dinner 19:00 - 22:00 Early and Late continental breakfast Available upon request (free of charge) 10:30 - 11:00
<b>Ultra all-inclusive Beverages &amp; Privileges</b>	You may enjoy your All -Inclusive privileges starting from the arrival day until departure day. The official Check In time is 14:00. Alcoholic drinks are served from 18+ All beverages: Soft & hot drinks (coffee, tea and hot chocolate) and water are available 24/7 (free of charge). A minimum of 7 different types of whisky, 5 types of cognac and brandy, 11 types of vodka, 5 types of tequila, 5 types of rum, 5 types of liquor, 5 types of gin, 5 types of beer, and 14 types of local sparkling wine (according to market availability) are available in Indigo Bar and Lounge (free of charge). Imported alcoholic beverages are served at Indigo Bar and Lounge from 13:00 till 01:00am free of charge for our Ultra all-inclusive guests. Selection of local and premium alcohol and beverages are available at all Tucana bars. Minimum one outlet open 24/7 (Sun Ray Lobby Bar – Shared Facility). 24-hours: Hot, cold, local alcoholic and non-alcoholic drinks are included. No alcoholic drinks are served between 06:00 – 10:00 am - alcoholic beverages served by glass, bottles are chargeable. (Between 06.00 till 10.00, non-alcoholic drinks only) Welcome experience with sparkling wine, fresh juice accompanied with macaron and chocolate.
<b>NO SMOKING</b> 	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 are considered as smoking areas.
<b>Dress code</b>	We kindly request you not to wear swimming costumes in the Lobby and Reception and as well in the restaurant during your Breakfast and lunch. Also, we request you not to wear shorts. Sleeveless shirts and slippers in the a la carte restaurant during dinner time.
<b>Outside Visitors:</b>	If you will invite a friend to visit you in the hotel, it will be against extra charge due to what you will consume from food and beverages and if it is day use or beach use, so it will be extra charge according to the hotels' rules. Please contact the reception for assistant.
<b>Yades Greek</b> <b>Basilico Italian</b> <b>Elia</b> <b>ChimiChurri</b> <b>Manzoku Asian</b> <b>Bedouin</b> <b>NO SMOKING</b> 	Dinner at à la carte / themed restaurants upon prior reservation and as per availability – unlimited. global cuisines. Served at 6 uniquely themed a la carte restaurants, And for our guests with specific dietary restrictions. With reservation before through the touch screen beside the front desk in advance. Or through QR Scanner by your telephone mobile, or through this link: <a href="http://rsr-makadi.sunrise-resorts.com">rsr-makadi.sunrise-resorts.com</a> We have two seats at each restaurant as follow: From 18:30 pm From 20:15 pm After 15 Minutes delay the reservation will be cancelled
<b>Bar Codes (QR):</b>	To get the menu of Drinks or Food please scan the QR code which is located at each Bar & Restaurant.
<b>Snacks:</b>	Yades Restaurant (ice cream included) 12:00 till 17:00 Aqua Bar from 12:00 till 17:00
<b>Oasis Pool Bar</b> <b>Yades Bar</b> <b>Eos Bar &amp; Lounge</b> <b>Royal Lounge Bar</b> <b>Indigo Bar &amp; Lounge</b> <b>Aqua Pool Bar</b>	10:00 - 18:00 10:00 - 22:00 18:00 - 00:00 10:00 - 18:00 13:00 - 01:00 10:00 - 18:00
<b>Mini Bar</b>	Mini Bar filled upon arrival and refilled daily with a selection of soft drinks (minimum 6 cans– e.g., 2 Pepsi, 2 Diet Pepsi, 2 7up, 1 Tonic water, 2 mineral water, 2 Sparkling water, 1 Can of juice, 2 Cans of Heineken and Stella beer) 1 complimentary small bottle of water per person replaced daily. Ext. # 731 or # 3.
<b>Tea &amp; Coffee Facilities</b>	Tea & coffee making facilities with complimentary daily refill with 2 Lipton Tea, 4 Nescafe, 2 Mint tea 2 Chamomile tea, 2 Green Tea 8 Sugar Portion, 8 Sugar Brown, 4 Sugar Diet, 4 Coffee Creamer ( Local Tea Brand ) **Daily Refresh** fruits and cookies upon arrival.
<b>Late Dinner</b>	Yades Greek Restaurant (à la carte) upon request, free of charge
<b>Midnight snacks</b>	Yades Greek Restaurant (à la carte) 00:00 - 07:00
<b>Signature on Checks</b>	Kindly be informed that in case you sign any check it will be automatically charged to your bill.
<b>Exchange Service:</b>	ATM machine is available at the reception lobby 24 hours.
<b>Guest Experience &amp; Quality Center</b>	Ensures that your stay is going well so any advices or questions about the hotel services , rooms, guest feedback , special requests in your room please dial Ext # 3 or #731
<b>Spa &amp; Wellness (Shared Facility)</b>	SPA open from 10:00 till 20:00 against extra charge. For more info kindly contact the Spa Center Ext: 807. Complimentary SPA credit voucher and beauty center voucher “+16 age” – prior reservation and non-transferable, Sauna and steam (Age:16+)
<b>Gym (16 +)</b>	From 08:00 till 20:00 (Free of Charge). It is not allowed to use the GYM without sport shoes. Personal Trainer with special programs available (chargeable) For more info please contact the GYM, Ext: 836

<b>Baby-sitting</b>	Baby-sitting service available (chargeable) upon availability with prior reservation one day in advance. Please contact the Reception Desk #3
<b>Tenants</b>	The Hotel accepts no liability and will not pay any compensation for accidents and complaints caused by Third Parties, such as hotel tenants (shops, water sport centers, sport activities etc.)
<b>Kids Club (Shared Facility)</b>	SUNRISE Kids Planet Concept, daily for children (Age: 3-12). Kids club, playground, daily kids disco, Kids Planet food corner, daily educational and entertaining sports & activities, Kids Aqua Park, Kids Mini Archery, Teenage club Kids Club opening hours: 10:00-11:30 on the Beach, For more information please contact the reception. Ext. # 3
<b>Wi-Fi service</b>	Wi-Fi Connection throughout the resort, (free of charge) To log in: Step 1- Connect to "SUNRISE Makadi". Step 2- Open your internet browser. Step 3- will appear Log-in screen, fill in the Username & Password. In case of any difficulties please contact the Reception.
<b>Key System</b>	Please keep it away from mobile phone or water otherwise the magnetic key will not work. Please return the key card back to reception upon Check-out. As we are an environmentally aware hotel, please don't leave your key in the power saver while you are not in the room.
<b>Sunshine Project International</b>	"Sunshine Orphan House "-Donation box located in the Lobby. For more information please contact Reception. Ext. # 0 or # 3
<b>Room Cleaning Time</b>	Daily Room Cleaning Time: from 08:00 till 17:00. If you prefer a special time, depending on our schedule. If you prefer a certain time please contact Ext: 851 or #0. Kindly note that if your safe box is open or you put the do not disturb sign, we will not be able to clean the room.
<b>Red Flag</b>	To enjoy your day without interruptions, you are kindly requested to put the red flag on your umbrella. The red flags are available at the Towel Centre.
<b>Topless</b>	It is not allowed for ladies to stay topless in the beach or pool area.
<b>Tennis Court:</b>	Open from 08:00 till 17:00. Floodlight is available against extra charge 10 Euros per hour from 17:00 till 20:00. Please contact reception for equipment
<b>Swimming Pools Activities:</b>	Oasis Pool , Royal Pool Kindly be advised that it is not possible to reserve sun beds at the pools and at the beach. Aqua Park operation from 10:00 till 12:00 & from 15:00 till 17:00.
<b>Umbrellas, Sunbeds &amp; Beach Towels:</b>	Open time from 08:00 am till sunset. Are free of charge around the pools and at the beach area and no reservation is requested. Please don't reserve any sun beds and leave them unattended till 08:00 am. Kindly be informed that upon check in you will receive one towel card for each person & you can change it vice versa from the Towel Center by the beach or the pools. you have to return all the beach towel cards to Reception upon Check-out. The cost for one beach towel in case of lost or damaged is 200 le .
<b>Telephone Calls:</b>	To access an international direct line from your room, please dial 9 + 00 + Country Code + City Code and then subscriber number. Kindly note that each call ringing more than 30 seconds will be charged at the minimum rate of 1 minute, even if the call is not been answered, one minute costs approximately LE 18. To call another room, please call 5, then the room number
<b>Wake up Call &amp; B.Boxes :</b>	For Wake up call please contact the reception and for Breakfast Boxes please contact reception to reserve maximum 20:00 ,Breakfast and Lunch Bags available upon request from the tour leader for excursions, minimum 24 hours in advance
<b>Laundry:</b>	For information please dial 851 (payment at the Reception upon check out). Please use the laundry requisition in your wardrobe.
<b>Safe Box Policy</b>	Available at your room free of charge. You can find an instruction paper in your language on top of the safe, kindly leave your safe door open upon check out. The Management takes no responsibility for valuables left in your room (items not deposited in the safe).
<b>Clinic &amp; Pharmacy:</b>	The clinic is open from 10:30 till 12:30 and from 18:30 till 20:30. 24 hours (for emergency please call # 3). Ext: 808 Doctor Service is (chargeable) In case of any covid-19 symptoms, please stay in the room and call the reception immediately. The pharmacy is located on the right side of the beach and opened from 10:00 till 22:00 (chargeable)
<b>Limousine Service:</b>	Limousine service from & to the airport; Butler service (introduction, 24h service chargeable)
<b>Check Out:</b>	Please let us know under the telephone number #730 when we can pick up your luggage one day before your check out. Kindly note that the maximum check out time is 12:00 noon and settle your account if you have any extras to pay. If you would like to stay in the room longer, please contact us, according our availability. It will be extra charged. For more information please contact the Reception. Ext: 3
<b>Payment:</b>	You have the possibility to choose either to pay cash or to pay by credit card (American Express, Visa, Master, and Diners Club).
<b>Roof Top:</b>	It is not advised to enter the roof top. Any damage or accident will be on your own risk. The hotel management will not resume and responsible for claims.
<b>Remarks</b>	Please be advised that it is not recommended to bring food, fruits, drinks and water from outside the Resort for safety Reason Please be informed that you have to contact Reception in case you will have visitors from outside, as extra charge will be added to your bill.

Thank you