



### **Welcome to Pyramisa Beach Resort**

Our hotel is located in Sahl Hasheesh Region, 18 km far from Hurghada city centre.

All Inclusive Concept: Local alcohol and non-alcoholic drinks, hot and cold drinks, non-alcoholic cocktails served from 10:00 a.m. until 00:00. We do not serve alcohol to the guests under 18 years old. Please pay your extras on check out day at the reception. Cash payment at the place (restaurants, bars etc.) not acceptable.

### **We are at your service 24h!**

During your stay, our Reception Team will be at your service 24 hours in order to respond to all your requests and questions. To contact our Reception Team please dial "0". You can arrange luggage service one day in advance at the reception.

To contact with Guest Relation department please come at the lobby desk or call by number "701" between 09:00 -16:00.

On the day of your check-in, you can enter your room at 14:00 and on check out the room should be left by 12:00. Please return towel cards and room cards to the reception on the day of your checkout. For lost key or towel card a fee of \$10 will be charged to cover the cost of the replacement card.

### **About your Room**

The wardrobe has a free safe box, which you can use according to the instructions given in the user's manual. We strongly recommend you to keep your valuables in the safe box at all times. The Management of Pyramisa Beach Resort takes no responsibility for valuables left in your room. On checkout please leave the safe box open.

Mini Bar is refilled on daily basis and every day refilled by bottle of water between 09:00-17:00.

The rooms are cleaning between 09:00 – 17:00. If you prefer a certain time of cleaning, please inform Guest Relation team.

### **Dining Services**

Our bars and restaurants are at your service during following hours:

Vienna Lobby bar	10:00 – 00:00
The Grind café	08:00 – 00:00
Sunrise Pool Bar	10:00 – 17:00, extra charge 18:00-22:00
Beach bar	10:00 – 17:00
Beach Snack Service:	12:00 - 16:00
Ice Cream Service (Burger):	14:00 - 16:00
Cocktail Terrace Bar	12:00 - 00:00
Tea Coffee Time	16:00 - 17:00

### **Six Continents Restaurant**

Breakfast	07:00 – 10:00
Late Breakfast	10:00 – 10:30
Lunch	12:30 – 14:30
Dinner	18:30 – 21:30
Late Dinner	23:00 – 00:00
Light Breakfast Buffet	01:00 – 05:00

### **Kids Buffet (located in Main restaurant)**

Breakfast	07:00 – 10:00
Lunch	12:30 – 14:00
Dinner	18:30 – 21:00

### **Energy drinks, fresh juices, bottled and canned drinks extra charged.**

*Operating hours for our restaurants and bars may vary depending on the weather conditions and operational preferences.*

Please, do not enter the restaurant and lobby area with swimwear. It's not allowed to sunbath topless.

Our **A la Carte Restaurants** are at your service. Reservation required, please apply to Guest Relation min 1 day in advance. Reservation time – from 10:00 till 12:00. One visit per stay is free of charge

You can benefit from our **free WI-FI Service** in the lobby.

Our **beach towel stand** is at your service. If you need to change towel kindly ask to return towel between 15:00-18:00 (summer time) or till sunset (winter time) in the towel centre on the beach. You receive towel card. And on the next morning you can take a new towel.

**Sunbeds Reservation:** Please do not make sunbeds reservation at the pool area and at the beach before 08.00. Kindly note that Recreation team will remove beach towels /other belongings without attended guest until 10:00. There is a staff at the beach between 08:00 -18:00 (summer time) or till sunset (winter time)

**Aqua park and Slides:** Slides are active every day between 10:30 -12:30 and 14:30 -16:30

If you need a **taxi service**, please contact the taxi service at the lobby.

### Health and Beauty

In the **SPA Centre** relieve your tiredness with the massages offered by our professional SPA staff, and get rid of the tiredness of the year accumulated on your skin with skin care treatments. SPA Centre is active between 09:30- 18:30.

**Extra services!** Laundry and Room Service are available upon your request with extra charge. Our Reception or Guest Relation team is at your service for detailed information.

Our **Doctor's Office** is available 24/7. This service is available for extra charge. For emergency case, please dial 0.

Other **charged services** offered in our facility and provided by external suppliers: pharmacy, market, jewellery store, boutique and gift shop are active between 10:00 -22.00.

There is also **ATM** machine at the entrance.

### For children

Our Kid's Club is for our little guests and provides a safe and cheerful time for your children.

We organize daytime kid's activities to ensure that our little guests spend fun time between 09:00-12:00 and 14:30 -17:00.

We also organize evening events for children between 20:00 – 20:30.

Special delicacies for children are available in the kid's corner located in the Main Restaurant.

### Sports & Animation:

We offer you an enjoyable day with daytime activities held by our animation team until 17:00. Our sport activities and evening shows may be subject to changes depending on the weather conditions. You can find detailed information about the activities on the hotel's info boards.

**Billiard** is free at zone one level down from the lobby.

In addition, our **Fitness centre** is at your service 7 days a week from 09:30 until 18:30. Entry only with sport shoes.

Our **Live Music** available between 21:30-23:00.

**In case of emergency, please follow the fire exit map behind your room door.  
We wish you wonderful stay!**

