

ROOM & KEY CARD

RECEPTION:

Our 24-hour service will assist with all general questions, and provide relevant information such as directions, shuttle bus reservation, bedding, porter service etc.

Check-in 14:00 pm, check-out 12.00 pm. Late check-out is subject to availability and with extra charge.

SAFE BOX:

A safe deposit box is available in the Room. The management can't be held liable for any valuables left outside the safe box as the hotel cannot accept any responsibility for the loss of these. Please leave the safe open on departure day.

TELEPHONE:

Please contact reception by dialing 0. Available 24/7. please contact our reception. To call another room,

POOL & BEACH AREA:

You will find pool/beach towels inside your room wardrobe, changed upon request after 17:00, please leave the towels front of room door if you require a change. Outside of this time please ring reception (0)

The reservation of sunbeds is not permitted, and staff is authorized to remove items from sun loungers after one hour of non-occupancy.

- **Enhance your experience at JAZ Elite Palace and visit our coral beach, add a touch of magic to your stay to see Sharm corals, the boat trip from the hotel to the coral beach are provided for a supplement of EURO 10.00 per person (round trip) including one soft drink and a bottle of water.**
Cheers to creating unforgettable moments!

INTERNET:

Please activate your Wi-Fi and choose JHG network - Remember to turn off data roaming to avoid network charges from your operator.

RESTAURANTS & BARS:

La Coupole Restaurant

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

Late Breakfast

10:00-11:00

Blue Marine Restaurant:

Breakfast Buffet	07:00-09:30
Lunch Buffet	12:30-14:00
Dinner Buffet	18:30-21:00

Toscana Italian Restaurant:

Dinner A la Carte	18:30-21:30
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Open on Sunday, Tuesday, Thursday and Friday, please make Booking the Ala carte restaurants, either directly on our hotel page please scan the QR code at the key card envelope and where you choose Book your table and then follow the booking steps, extra charge items are payable.

Ali Baba Egyptian Restaurant:

Dinner A la Carte	18:30-21:30
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Open on Saturday, Monday and Wednesday, Booking the Ala carte restaurants, either directly on our hotel page please scan the QR code at the key card envelope and where you choose Book your table and then follow the booking steps, extra charge items are payable.

Pappagallo Lobby Bar:

Soft Drinks Service	24 Hours
Alcoholic drinks Extra Charge	00:00-08:00
High Tea	15:00-16:30



SCAN ME

Pool Bar:

Drinks Service	09:00-17:00
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Sundowner Bar:

Drinks Service	18:30-22:00
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Beach Bar:

Drinks Service	08:00-17:00
Snacks & Ice cream	12:30-16:30

Coral Beach Bar (2nd beach):

Drinks are Extra charge

Borsalino Pub:

Drinks Service	10:00-00:00
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The hotel management have the right to change operational hours

Dress Code:

Blue Marine Restaurant, Toscana Italian Restaurant, Ali Baba Egyptian Restaurant:

Smart casual dress code are mandatory during dinner, gentlemen are required to wear long trousers and all types of the flipflops are not allowed for Ladies and gentlemen.

La Coupole Restaurant

La Coupole Restaurant accept casual dress code

Swimwear are not allowed in all restaurants during meals

SERVICES:

Free of Charge

- Parking subject to availability
- Two bottles filtered fresh water in glass bottled per room with daily replenish
- Tea and coffee making facilities are replenished daily
- Breakfast, Lunch box & late light dinner upon request
- Wakeup calls
- Billiard, Table tennis, darts, boccia, baby foot
- GYM
- Swimming pools (1 outdoor heated during winter)
- Indoor pool (Advanced booking needed at the reception).
- Private sandy beach

Extra Charge:

- Minibar: Please notice the minibar and snacks are extra charge and price list in your room
- Private cars transportation service and airport shuttle bus
- Shisha at sundowner bar
- Room service, fresh juices, wine by bottle, imported alcoholic drinks.
- Conference room
- Medical assistance and pharmacy
- Mividaspa and beauty salon
- Diving trips and water sports
- Beach dinner every Thursday 50.00 USD per person please book your seats a Pappagallo bar
- Tennis court (Floodlight 10\$ per hour)
- Shuttle boat to coral reef advanced booking needed at the reception and are provided for a supplement of EURO 10.00 per person (round trip) including one soft drink and a bottle of water.
- Water & Drinks are Extra charge at the Coral Beach Bar

LAUNDRY & DRY CLEANING:

There is a laundry bag in the wardrobe, please fill out the laundry list with your items and the prices can be found in the laundry list, please communicate with reception for exclusive laundry offer.

Sport & Entertainment:

Various daytime activities 10:30-12:30 and 15:00-16:30
Daily evening show acts and live performances Please refer to info boards at beach entrance for a full breakdown.

ENVIRONMENTAL AWARENESS:

We are extremely concerned of our environment and as such make great efforts to support in all spheres wherever possible. For more information, please refer to our environmental boards and TV information channel No.1.

Medical Service:

The Hotel Doctor is on call 24 hours against charge;

TAKE CARE:

Avoid direct sunlight especially between 11:00-15:00. Temperatures can reach high degrees, which might cause burns and severe dehydration.

Drink water continuously throughout the day. Water is provided in all hotel bars. Dehydration causes upset stomach, dizziness, nausea, and headaches.

Always use sunscreen with sunblock to avoid sunburns. Wear a headgear when explored to the sun.

Avoid sudden changes in temperature (from warm to cold and vice versa). Give your body a few minutes to get used to the new temperature. Sudden temperature changes can cause health issues, please do not make your air conditioning in the room colder than 25 degrees.

Please note that due to fire regulations, smoking of hookahs / shisha in the room is not allowed.

The use of third-party providers outside the hotel (e.g. shops, limousines, etc.) is at your own responsibility.

IMPORTANT TO KNOW:

- Check-in time 14:00 and check-out time 12:00 hours the early check in & Late check-out request will be subject to hotel availability with our confirmation to spare no effort to fulfill this request and the hotel reserves the right to charge the room Bill the extra fees as per hotel policy.
- Sunbeds reservation isn't allowed, the hotel has the right to keep any personal belongings or towels that are left for a period of more than one hour in the lost and found office.
- A Safe deposit box is available in your room; please always place your valuables in the safe box.
- Daily live music & entertainment please follow the animation daily activities boards.
- Currency exchange & ATM machine are available.
- Pets are not allowed.
- For any maintenance or housekeeping request and further information, please contact the reception-dial (0)
- The Hotel Management reserve the right to change the operational hours.
- Swimming Pools & beach are closing time 17:00Hrs
- **In case of food Allergies and dietary requirements-please notify Restaurant Manager for your assistance.**
- ATMs in hotel area is totally under international banking system operation (third party), the hotel can't interfere in any banking possess, the hotel is not holding any liability for failure or any problem with ATMs machines during the exchange foreign currency or Withdrawal or deposit process.
- **Third-Party Products and Services**
Iberotel Palace hosts third party services or products providers, Hotel is not liable under any circumstances for any failure by third party, nor for any error, alteration or change of any kind made by those third party.
All third-party coupons, vouchers, receipts and tickets are issued subject to the terms and conditions specified by those third parties.
Iberotel Palace does not warrant the accuracy of any information, statements or representations made by third parties and is not liable for any act or omission, default or negligence of any third-party provider.

