

Dear Guest,

Welcome to Sunny Days El Palacio Hotel & Resort please find below an overview of some of the services and facilities of the Hotel. We wish you a truly enjoyable and unforgettable stay.



☒ Main Restaurant:	Breakfast	06:30 – 10:00
	Lunch	13:00 – 15:00
	Dinner	19:00 – 22:00
☒ Pizzeria snack bar:		11:30 – 17:30
☒ Italian Restaurant:	Dinner	18:30 – 20:30
☒ Fish Restaurant	Dinner	19:00 – 20:00

- All Deluxe rooms guest are entitled to have a free dinner up on request with Reservation in advance at the Guest Relation desk
- All Superior rooms guest are entitled to have once a Ticket per stay for free dinner up on request with Reservation in advance at the Guest Relation desk
- All Standard rooms guest are entitled to have 50% discount all the stay ,Reservation in advance at the Guest Relation desk

☒ **Bars:** Soft drinks, Mineral water, local Beer and all local cocktails are all inclusive.

- **Lobby Bar** 10:00 – 24:00
- **Pizzeria snack bar** 11:30 – 17:30
- **Pool bar** 09:30 – 17:00
- **Beach bar** 10:00 – 17:00

☒ **AI privileges :** Your AI privileges will be counted from 10:00 till 24:00 The bracelet has to be worn the whole stay and to be shown if requested.

☒ **Safe:** Available in the room free of charge. You can find an instruction paper in different languages inside of the wardrobe on the door. Kindly be advised to keep the safe door opened before your check out .The Management of ”Sunny Days El Palacio” takes no responsibility for valuables left in your room, which are not deposited in the safe.

☒ **Towel card &Towels:** The towel card, which you received upon check in, entitles you to get one towel each a day at one of our Towel Centers. And the guest needs to give the towel back to the towel centre and get his card by the end of the day. In case of lost towel or towel card you will be charged with amount of 50 L.E.

☒ **Room cleaning:** Room cleaning hours: daily from 9:00 am to 17:00 pm , If you prefer a special time for cleaning, please use the door sign or call Ext. 3.

☒ **Laundry:** Please use the requisition and the laundry bag in the wardrobe of your room. You can call the laundry service ext 3

☒ **Health Club:** Open from 09:00 am till 19:00 pm. Fitness room is free of charge. Massage, sauna and steam bath from 09:00 am till 17:00 pm against extra charge. For more information you can contact (Ext. 743). It is not permitted to use the gym room without sport shoes and it is not allowed for the persons under 16th year to use the fitness room.

☒ **Sport & Animation (Evening entertainment):** You can get all information about our animation program and our kids club from our info board, located in front of the main restaurant. Seven nights per week different shows and daily kids and open disco.

☒ **Kids club:** Daily changing activity programs with professional animators. Open from 10:00 till 12:30 and from 15:00 till 17:00 except Friday, kids disco at 19:45.

☒ **Doctor :** The clinic is open daily (with extra charge) From 10:00 till 12:00 and from 18:00 till 20:00
**** In emergency cases please call Ext. 2 (24 hours) ****

☒ **Key system:** You can leave your room key at any time at the Reception. In case of key loss you will be charged with amount of 200 L.E.

☒ **Check Out :** Please note that the check out time is at 12:00 noon. Please, leave your luggage outside the door and deliver to the Reception your room key, towel cards and bracelets. You will get coupon for drinks till 15:00 and coupon for lunch or dinner. At dinner you are entitled to have one soft drink per person free of charge. You can settle your account either by cash or by credit card: only (American Express, Visa, Master or Diners). If you would like to stay longer in the room, the hotel provides late check out with extra charge according to hotel availability. For more information please contact the Reception desk (Ext. 2).