

Hotel fact sheet

El Palacio Hotel & SPA is a 4+ star hotel is consisted of 822 rooms with Red Sea view.

The hotel is located around **10** kilometers from Hurghada International Airport and it takes about 15 minutes by a taxi, and the distance from City Centre. is **3** kilometers.

1) Accommodation:

822 rooms all sea view and they include (710 sea view & 102 part sea view):

166 connecting rooms

16 very large rooms without balcony located in the main building.

5 Suites

417 Standard rooms + **300** Superior rooms + **100** deluxe rooms

575 Twin bed rooms + **158** Queen Bed rooms + **84** Triple rooms

Satellite TV.

Individually controlled air-condition units in every room

International Direct dial telephone

Mini Fridge

In room safe deposit box

Private Bathroom with Tub

2) Food & Beverage Outlets

A) Main Restaurant available (450 Seats + 150 out side) for

- Breakfast from 06:30 to 10:30

- Lunch from 13:00 to 15:00

- Dinner from 19:00 to 22:30

* All meals are serving as a Buffet; we have 14 different menus for Lunch and 14 different menus for Dinner.

B) Lobby Bar, available from 10:00 AM to 12:00 PM (**all inclusive program**),

C) Pizzeria Restaurant, open as a snack buffet from 11:30 to 17:00

D) A LA Carte Restaurants:

- Orca restaurant (Sea food restaurant)

- Al Dente restaurant (Italian restaurant)

The two restaurants are available just for dinner.

For deluxe rooms the guests are entitled to visit the two restaurants anytime.

For superior rooms the guests are entitled to have 1 free time in each restaurant per stay.

For standard rooms the guests can get dinner in the a la carte restaurants with 50% discount for the first time

F.O. Department

Reservation should be done in advance for all the room types at the reservation desk in the lobby.

- E) Pool Bar, open daily from 09:30 till sunset, to serve all inclusive guests around the pool
- F) Beach Bar, we have three beach bars available one on each beach, to serve the All Inclusive guests at the beaches from 10:00 a.m. until sunset.

3) Hotel Facilities

A) Reception Desk available 24 Hour.

B) Bank, available as follows

| | | |
|-------|----|-------|
| 10:00 | To | 13:30 |
| 18:30 | To | 21:15 |

C) Guest Relation Desk, available with multilingual speaking staff (English, Russian, Polish) from 08:00 to 23:00 on daily Basis to handle all guest complaints and provide any assistance required by the guests.

D) Live Entertainment; provide a daily entertainment show starting from 19:45 till 23:30.

E) Beauty Saloon, open Daily from 11:00 a.m. to 10:00 p.m.

F) Shopping arcade indoor and outdoor.

G) Internet Café located on the second floor daily from 10:00 till 00:00

H) Baby Sitter available upon request.

I) Housekeeping available 24 hours.

4) Recreation Facilities

A) Kids Club, available for children from 4 to 12 years,
open daily from 10:00 To 12:30
and from 15:00 To 17:00 except Friday

B) Towel Center, one towel center is available on each beach to provide fresh towels to the guests, open from 08:00 AM till sunset

C) Outdoor Swimming pool (one for adults and one for children).

D) SPA, open from 10:00 to 20:00 including: Massage Rooms, Sauna, Jacuzzi and Steam Bath with charge and GYM room for free for all guest in house

E) International Diving Center and Aqua with certified instructors with charge.

F.O. Department

- F) Billiard Tables with charge available on the second floor from 12:00 to 00:00
- G) International Multilingual animation team available all the year.
- H) Sun Beds (1600) and umbrellas (409) are available on the beach
- I) Beautiful snorkeling area at the marine area.

5) Medical Care,

We have a live-in doctor available 24 hours a day with charge
The Clinic Opening hours as follows:

From 10:00 to 12:00 and from 18:00 To 20:00

6) Healthy & Safety,

- A) The hotel is inspected regularly by Crystal Company and also by international quality control companies on scheduled basis and we get the highest rating monthly. We have the **Silver Plaque.**
- B) We have an advanced Fire Alarm System covering all guest rooms, public areas.
- C) A very strict Security System is implemented to secure and inspect every one and every thing getting in or out of the premises.
- D) Fire Escape map is located on back of each room's door to show the direction to the nearest exit way.

7) We ensure high quality of standard and performance through the analysis of the guest comment cards we collect on daily basis