


Welcome Home to SUNRISE Aqua Joy Resort

Select All Inclusive privileges & Bracelet	You may enjoy your select All Inclusive privileges starting from the arrival day until the departure day. The official Check-In time is 14:00 & the official Check-out time is 12:00 . The bracelet has to be worn the whole stay and to be shown if requested. All the à la carte restaurants are available upon prior reservation through the Touch screen located at the lobby. Alcoholic drinks are served from 18+. (No alcoholic drinks served from 06:00 till 10:00) . Please do not Pay Cash in our Food & Beverage Outlets, but upon Check-out at the reception. For any assistance please contact reception #3
NO SMOKING 	As per the policy of the hotel, all indoor areas such as Restaurants, Bars, Lobby, Reception, Rooms, Spa, Gym & etc. are Non-smoking areas . (Except Beats Club). Outdoor areas are considered as smoking areas.
Wi-Fi	Free Wi-Fi Throughout the Resort. To log in: Step 1 - Connect to "Aqua Joy". 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 #3.
Stay Connected	Follow us on Facebook & Instagram @SUNRISEAquaJoyResort and share with us your joyous memories by using our hashtag #MyAquaJoyousMoments
"Heliodoro" International Restaurant (Buffet)	Breakfast 07:00 to 10:30 Lunch 13:00 to 15:00 Dinner 19:00 to 22:00
"Basilico" Italian Restaurant	Serving A La Carte Italian Cuisine Dinner 19:00 to 20:00 and 20:15 to 22:00 Please reserve your table through the reservation touch screen located next to Guest Experience Center by 1 day in advance.
"Manzoku" Asian Restaurant	Serving A La Carte Asian Cuisine Dinner 19:00 to 20:00 and 20:15 to 22:00 Please reserve your table through the reservation touch screen located next to Guest Experience Center by 1 day in advance.
"Gamila" Egyptian Restaurant	Serving A La Carte Egyptian Cuisine Dinner 19:00 to 20:00 and 20:15 to 22:00 Please reserve your table through the reservation touch screen located next to Guest Experience Center by 1 day in advance.
"Poseidon" Greek Restaurant	Serving A La Carte Greek Cuisine Dinner 19:00 to 20:00 and 20:15 to 22:00 Please reserve your table through the reservation touch screen located next to Guest Experience Center by 1 day in advance.
"Burger Boulevard" Burger Restaurant	Serving A La Carte Burger House Dinner 19:00 to 20:00 and 20:15 to 22:00 Please reserve your table through the reservation touch screen located next to Guest Experience Center by 1 day in advance.
"El Marsa" Seafood Restaurant	Serving A La Carte Sea Food Cuisine Dinner 19:00 to 20:00 and 20:15 to 22:00 Please reserve your table through the reservation touch screen located next to Guest Experience Center by 1 day in advance. Against extra charge
Snacks	Buffet Style Snacks (including Ice Cream) Poseidon Bar 12:00 to 17:00 El Marsa 12:00 to 17:00
Sun Ray Lobby Bar	Open 24 hours All Inclusive privileges till 00:00, any beverage facilities after this time till 10:00, will be against extra charge, except water, tea, coffee & hot chocolate. Tea time from 15:00 to 17:00
Bars	Aqua Bar Beverage 10:00 to 17:00
Beats Club	Open from 22:30 to 02:00 - Any beverage after midnight will be against extra charge
Yazol Shisha Café	Beverage 18:30 to 00:00 Shisha (water pipe) against extra charge
Beverages	All drinks hot & cold, non-alcoholic & local alcoholic (according to market availability) are included. All beverages are served by glasses (Beverage served in bottles - extra chargeable); Daily refill of mini bar (in your room) with water and weekly with soft drinks (Other drinks extra chargeable). All Inclusive privileges till 00:00, any beverage facilities after this time till 10:00 will be against extra charge except water, tea, coffee & hot chocolate. All Bars are self-service.
A la carte Restaurants	Please reserve your table directly at the reservation screen, located in the Lobby area closed to Guest Experience Center. Reservations must be done 1 day in advance. Please remember your reservation number, as you will not get a ticket. If you need any assistance please contact the Guest Experience Center or the Reception. Kindly be informed that second main course against extra charge.
Dress code	We kindly request you not to wear swimming costumes in the Lobby & Reception area or in the restaurants during the meals and no slippers, shirts without sleeves or shorts during the dinner.
Signing Checks	Kindly be informed that in case you sign any check it will be automatically charged to your bill.
Guest Experience Center	Any maintenance order, room service order or special requests in your room please dial #1
Payment/Money exchange	The possibility to choose either to pay cash or to pay by Credit Cards. The hotel accepts: American Express / Visa / Master / Diners Card . Cash, money exchange machine is available in the Lobby.
Safe Box	A digital safe available in your room free of charge. Kindly keep your safe door open before you check out from the hotel. The Management of SUNRISE Aqua Joy Resort takes no responsibility for valuable items left outside the closed safe box or inside the safe box.
Lunch Box	Please contact your tour leader to make an order at the reception for your excursions. It should be done at least one day before until 20:00.
Spa & Wellness	SPA open from 10:00 till 19:00 against extra charge. For more info kindly contact the Spa Center. Complimentary Spa credit voucher (Age: 16+, with prior reservation and non-transferable). Sauna, Steam Bath & etc. (chargeable, with prior reservation, Age: 16+)
Beauty Center	Open daily from 10:00 till 19:00 (16+), with prior reservation. All services are with extra charge. Complimentary Beauty Centre credit voucher (with prior reservation and non-transferable)
Gym (16+)	From 08:00 till 20:00 (Free of Charge). It is not allowed to use the GYM without sport shoes. For more info please contact the GYM
Tattoos	Please be advised not to use "Henna Tattoos" as it is not recommended for safety reasons. The management is not responsible for any personal injury or damage of hotel property (i.e. linen, towels, etc.) due to Henna Tattoo; this is on the guest's own responsibility.
Aqua Park	6 different slides for both kids and adults and 1 Mini Aqua Park with Octopus Slides. Aqua park operating time 10:00 till 12:00 and from 14:00 till 16:00. Minimum height to use the slides is 120 cm
Sunbeds Reservation	Kindly note that it is not allowed to reserve the sunbeds with towels/other personal belongings before 08:00. Unattended towels/other personal belongings will be removed by our recreation team.

Recreation & Leisure Facilities	There are 5 adult swimming pools, 1 Kids swimming pool. Pools with activities: Main pool Heated swimming pool: Main pool & Kids Pool
Child Safety	Children are the responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times.
Baby Sitting	Against extra charge upon availability with prior reservation one day in advance. Please contact the Reception Desk.
Tenants	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.)
Towel Card for Beach & Pools	The towel card, which you received upon Check-in, entitles you to get daily one towel at one of Towel Centers between 08:00 and 17:00 (give back your towel before 17:00 to get back the card). Kindly be advised to give back the towel card upon check out at the Reception. Lost towel card will be charged with 200 LE. It is not allowed to reserve sun beds at the pool or beach, any towels and/or personal belongings will be removed by recreation team
Red Flag	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.
Topless	It is not allowed for ladies to stay topless in the beach or pool area.
Entertainment	You can get all information about our animation and evening program from the info boards located behind the theater and by the beach. Evening show program at 21:00 in Amphitheatre. For more information please contact the reception.
Kids Club	Kids club is open 6 days a week: 10:00-12:00 and 14:00-16:00 Thursday - Day Off Mini Disco on daily basis at 20:00. For more information please contact the reception.
Telephone Calls	To access an international direct line from your room, please dial no. 9 + 00 + Country Code + City Code and then subscriber number. One-minute costs approximately 18 LE. For calling to other room please dial 5 and room number.
Clinic	The Clinic is open from 10:30 till 12:30 and from 18:30 till 20:30 (Extra Charge) In emergency cases please dial Reception #3 (24 Hours). Against extra charge, to be paid at the reception.
Laundry	At your service against <u>extra charge</u> . Please use the price list and the laundry bag in the wardrobe in your room. (Payment at the Reception upon check-out).
Room Cleaning Time	Daily Room Cleaning Time: from 09:00 till 17:00. If you prefer a special time, please call Reception. Kindly note that if your safe box is open, we will not be able to clean the room.
Limousine	For the Limo service & price list please contact the limo desk in the lobby. (Extra Charge)
Key System	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.
Check-out	Please note that the check-out time is 12:00. Please let the reception desk know when we can pick up your luggage 1 day before your check-out. You are kindly requested to bring back the room key & the towel cards to the reception and settle your account if you have any Extras to pay. Please note that we do not accept the payment with coins. If you would like to stay longer in the room (as per availability) this will incur an extra charge. For more information please contact the reception.
Roof Top Regulations:	Please refrain from entering the roof top of the buildings. Any damage or accident will be at your own risk. The Hotel Management will not assume any responsibility for any incident or claim.

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 in case you will have visitors from outside, extra charge will be added to your bill.

Kindly be advised to keep your chocolate or sweet inside your mini bar, in order to avoid any pests to be in the room

WE WISH YOU A NICE SUNSHINE STAY!