

### **Hard All -Inclusive Package**

A warm welcome from all of us at Sheraton Soma Bay. We are delighted you chose to stay with us.

According to your reservation details, you booked a **Hard All-Inclusive Package**. To ensure you understand and enjoy all the benefits of this package, please review the following inclusions and limitations at your convenience.

Know we are here to ensure you have an amazing stay, please do reach out to any member of management or contact Reception if we may be of any service or assistance during your stay.

#### **Food Services**

- Buffet style breakfast and dinner served daily in L'Abydos restaurant (See operating times).
- During dinner, a smart casual dress code applies in the L'Abydos and L'Emporio restaurants, which excludes the wearing of sleeveless shirts, shorts pants and open men's shoes of any style.
- Lunch is served from a daily set menu, additional charges applies for ala Carte orders, in the Sea View restaurant (from 12:30 to 17:00, last order at 16h00). L'Abydos, may open as well, serving a buffet (from 12:30 to 15:00), depending on business levels. Kindly enquire at reception.
- All-Inclusive Dinners are served in L'Abydos restaurant daily (from 19h00 to 22h00).
- In addition, you may have dinner in the L'Emporio, ala carte & set menu restaurant, (Opening based on business levels, please enquire at the Guest Relations Desk) and reserve accordingly.  
All-inclusive guests receives a food and beverage credit of EGP 150 per person, when dining in this restaurant. **Please note: any values exceeding the allowance will be charged to your account.**
- From time to time, other events and food options may be available at an additional supplement, kindly enquiry at reception.
- Dine Around - you may choose to dine at any of the participating restaurants in Soma Bay located at the Marina and in other hotels at Soma Bay. To facilitate this you will receive a nonrefundable credit of EGP 150, towards your restaurant bill. Please contact the reception re: participating restaurants and to collect the said vouchers.
- Children menus are available in all restaurants.
- Ice cream is served (from 12:30 to 16:00) at Sea view lunch restaurant.
- **All-Inclusive Benefits are available from 10h00 to midnight daily, all charges outside these hours will be billed to your account.**
- Please discuss any specific dietary requirements you may have with the restaurant Manager.
- Please alert management re: any food allergies or preferences, you may have.

#### **Daily Opening Hours**

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|-----------------|---|
| • Breakfast     | 06:30 to 11:00 (Served in the L'Abydos restaurant)              |
| • Lunch         | 12:30 to 16:00 (Sea View) - From a daily set menu               |
| • Lunch         | 12:30 to 15:00 (L'Abydos Buffet – Business Level dependent)     |
| • Afternoon Tea | 15:00 to 17:00 (at Solar Bar )                                  |
| • Dinner        | 19:00 to 22:00 (L'Abydos buffet)                                |
| • Dinner        | 19:00 to 22:00 (L'Emporio ala Carte - Business Level dependent) |
| • Room Service  | Available 24 Hours per day (not included in you package)        |

**Beverage Service Locations and Operating Hours**

- Al Farafra Pool bar 10:00 to 22:00 (Business Level dependent)
- Sea Breeze Beach bar 09:00 to Sunset
- Water Sport bar 10:00 to Sunset (Business Level dependent)
- Solar Lobby bar 08:30 to Midnight
- L'Abydos Restaurant During Lunch and Dinner
- Sea View Restaurant 12:30 to 17:00 (Last order at 16:00)

**Beverage Included (Unlimited unless specified)**

- Hot beverages – selection of Teas and Coffee – including Espresso, Cappuccino, and Lattes; excludes Turkish coffee any other specialty hot beverages.
- Cold beverages - served by glass – All available soft drinks, and local water.
- Alcoholic beverages – Local brands – Whiskey, Gin, Vodka
- Wine – Red, Rose and White local wine (Shahrazad, Arabesque, Omar El Khayyam)
- Beer – Local beer - Stella.
- Cocktails – selection of local Alcoholic and Non-Alcoholic cocktails
- Mini bar is not included. Filling will be upon request, kindly contact In Room Dining or Reception) with additional charge to your room account, as per the mini bar pricelist in the room.
- Beverages in all bars and restaurants are served by glass.

**Options for Children**

- Daily kids activities, children pools and playground
- Special entertainment kids programs
- Baby chairs available in all restaurants
- Children menus available on request in all restaurants
- Aqua Park – entrance fee not included in your package, enquire at reception

**Sports & Activities**

- Free WIFI access in all hotel areas, including beach and pools
- Daily activities on the beach
- Live Shows

**Not Included (Additional charges applies):**

- All imported & premium alcoholic beverages, Champagne and Sparkling wine
- Imported wines
- Canned beverages
- Wine by the bottle
- Massage services



# SHERATON

Soma Bay Resort

## **Not Included (Continue)**

- Aqua Park access
- Room Service or In Room Dining
- Room Service Breakfast
- Free ala Carte at L'Emporio Restaurant - (EGP 150 per person Credit applies)
- Full ala carte at Sea View Restaurant, lunch (SET Menu only)
- Sea Food Items
- Fresh Fruit juices
- Any other item or service not specified as included in the package

## **Important Information**

- **NOTE: Covid 19 Protocols issued by the Egyptian Ministry of Health, may impact services**
- All drinks will be served per glass, opened, as required by our liquor license.
- Please ask for the All-Inclusive Beverage Menu in all restaurants and bars.
- No beverages may be order in bulk, meaning one beverage per person, per order.
- All-Inclusive package benefits and privileges starts at 12h00 on the day of arrival and ends 12h00 on the day of departure.
- Any charges prior to, or after these times will need to settled in cash, except if alternative arrangements were made with management.
- All food and beverage services prior to, or after the specified times, will be charged at the published rates, to your account.
- The hotel may change services venues, meal styles and menus without prior notice.
- The hotel may change or replace any item or service mentioned without prior notice.
- You will be required to sign for all services render in all outlets; this is an internal control measure, items and services included in your package, will not appear on your room bill.
- We assume that Travel Agents, Tour Operators and Corporate Companies, have fully brief their clients on their package booked. Please contact us at any time, if further clarification is necessary.
- Only services and products specifically mentioned in this document are included in your package.
- All beverages and food must be consumed at the hotel and may not be removed from the hotel under any circumstances, in accordance with our Liquor License and Health & Safety requirements.
- All food items and beverage items ordered in a restaurant, must be consumed in the restaurant and may not be removed from the restaurant. If you have a specific requirement in this regard, kindly discuss it with management for assistance.
- No unauthorized food or beverage deliveries from outside vendors are allowed in the hotel for hygiene and legal reasons.
- No private food and beverage items are allowed in the hotel for hygiene and legal reasons.
- Package benefits may not be shared with any person, not booked on the package.
- You may upgrade you package at any time, please contact reception to discuss the available options.

Once again, we welcome you at Sheraton Soma Bay. Please feel free to approach Reception or any member of management, at any time, if any conditions in the package are unclear or if we may be of any service or assistance.