



## **Hotel Information**

**Welcome to Rixos Premium Alamein! Our aim is to ensure you feel the Rixos Touch during your holiday. This Information guide has been prepared to assist you in making the most of our facilities and experiencing an unforgettable holiday.  
Enjoy our services ☺**

### **FOOD & BEVERAGE**

#### **BARS & SNACKS**

**Mermaid Open Buffet  
International Cuisine  
Tower 3 & 4 Lobby**

Breakfast 07:00 – 10:30  
Lunch 12:30 – 14:30  
Dinner -19:00 – 22:30

**With charge unless you have an Ultra All Inclusive**

**Stanly Pool Bar & Snacks 09:00 – 17:00**  
**Piano Bar 24 Hours** Tower 1 & 2 Lobby 24 Hours  
**Zodiac Bar – Tower 3 10:00 – Midnight**  
**Blue corner restaurant snacks 12:00- 17:00**  
**Blendo Café – Tower 1 10:00 – 22:00**

**A la Carte**

**With charge unless you have an  
Ultra All Inclusive  
Tower 1 & 2 Lobby**

Salt Seafood 19:00 – 22:30  
Lalezar Turkish 19:00 -22:30

Kindly be informed A la Carte should be reserved with the Guest Relation Team. According to your booking some meals and beverages are with extra charge

#### **SERVICES WITH EXTRA CHARGE**

Shisha, Outside Phone Calls, Laundry Service, Medical Services, Shops, Water Sports/Excursions and Spa Treatments

#### **ENTERTAINMENT**

Daily and evening activities are available with our Entertainment Team – please check the information on the TV for the Full Program

#### **RIXY KIDS CLUB**

Rixy Kids Club operates daily 09:00 until Sunset (Tower 2 Level 4). We kindly ask you to follow the Health & Safety Procedures. These are in place to ensure a safe environment for your children

#### **SPA**

Relax in our award winning “ANJANA” Spa. Offering a wide variety of treatments. Please contact the Spa reception for any enquires or reservation. “ANJANA” Spa opens from 09:00 – 20:00. You also have use of the very well equipped, modern fitness center - open daily from 06:00 – 20:00. Due. It is not permitted for children under the age of 16 to enter or use the Spa/Fitness Facilities. The Fitness centers do not take any responsibility for the loss of personal belongings, valuable items or money left unattended.

#### **Check in & Check Out Procedure**

**Check in at 14:00 and Check Out at 12:00 midday.** Please leave your luggage outside your room and contact Concierge (0) to collect it and deliver to reception. Please return your key upon check out to the reception. Your key card will deactivate at midday, if you require a late checkout please reactivate your card before midday of your departure day with the reception. Please check availability and prices with our Reception Team 1 day prior to departure.

### Useful information

**Wi-Fi:** is available free of charge.

**Money Exchange:** there is an ATM machine available at the main entrance of the hotel (Arab African Bank – NBE Bank)

**Information channel** – you will find all useful information – rooms service menu and upcoming-coming events on IPTV with few functions such as WI FI, Different TV channels, USB.

**Sun bed reservations:** It is not permitted to reserve Sunbeds. If items are left for more than 1 hour the items will be remove and kept in the closest to Towel center

**Phone** – All rooms are supplied with direct dial telephones – to call from room to room please dial the room number directly – this service free of charge. to call an outside line please dial 9 followed by dialing call and phone number – this service is with charge.

**Laundry Service-** all rooms are provided with a price list – price is per items.

Tea and coffee facilities with daily refills are available in the room.

**Limousine service:** is available upon request at the Concierge Desk for an additional fee.

**Medical Service (Doctor on call 24/7):** there will be additional charges for consultation and medication.

**Pets** are not allowed.

### Very important information

The Hotel has the right to remove any person not following the procedures – our guests wellbeing is our top priority.

Bottled water is provided in the rooms, please don't consume from the tap.

*The Hotel Management does not take any responsibility for the loss of personal belongings, valuable items or money that is left in the room or public areas unattended. Please keep your belongings in the safe box provided in your room. Kindly be informed it is not permitted to wear jewelry/accessories whilst using the Pool. Please keep all your valuable items in the room. Your safety is our top priority*

*Please do not make any cash payment for any extra charge service, please sign your check and it is possible to pay and close your bill one day before or during check-out. Kindly note that our rooms are non-smoking rooms. Smoking of tobacco is permitted on the terrace or balcony only. Smoking shisha in the room, balcony or terrace is not permitted Any outside guests visiting the hotel will pay a fee according to the hotel price list. Kindly contact reception or Guest Relation for any information or assistance*

*Kindly note that opening and closing times of hotel facilities can change at any time and are subject to hotel availability and weather condition.*