



ROYAL M RESORT  
BY GEWAN  
— AL AQAH —

## ULTRA ALL INCLUSIVE GUIDELINES

Ahlan Wa Sahlan and a warm welcome to Royal M Resort by Gewan Al Aqah. On behalf of our hotel team, we would like to wish you a very warm welcome and a pleasant stay at our hotel.

For your convenience, we prepared this guide containing the key information about the hotel and all-inclusive package manual.

We wish you a memorable holiday experience!

### GUEST SERVICE NUMBERS

Reception Ext: 6603, 6604, 6605, 6608

Telephone Operator Ext: 6600, 6601

## READ FIRST

- **Ultra All Inclusive** meal plan starts with lunch on the arrival day from 2:00 PM and ends after breakfast on the departure day at 12:00 PM.
- **Ultra All Inclusive Hours:** 10:00 AM to 00:00.
- **Bracelets:** It is necessary to wear your bracelet during your stay and make it visible to our service team in bars and restaurants.
- **Beverages Service:** Available in all restaurants and bars: Palomino, Wabi-Sabi, Da Nonna, Ozone The Score, and The Cove.
- **Soft Ultra-All-Inclusive** package does not include alcoholic beverages.
- All drinks are served by the glass.
- Any drink or food items offered to a non-resident or visitors, will be charged as per the prices stated in the menus.
- The Ultra-All-Inclusive Package does not include takeaway orders from restaurants.
- **20% Discount** will be applicable to our wine list.
- **Mini Bar:** Replenished daily with 2 bottles of water and 2 soft drinks.
- **Alcoholic Drinks will not be served** to guests under 21 years of age.
- **Suitable Clothing** must be worn in public areas.
- **Dietary Requests:** In the case of special dietary needs, please inform us at check-in in order to provide you with a special dietary menu during your stay.

## Not Included

- Items excluded from the Ultra-All-Inclusive program in restaurants, bars and minibar.
- Tobacco Products.
- Telephone Calls.
- Treatments at the Spa, Salons, and Moroccan Bath.
- Excursions.
- Special evenings, events, and dinners subject to supplement charges.

## SAFETY GUIDELINES

- A flag warning system is set to advise on snorkeling conditions. A red flag warning prohibits snorkeling activities.
- In the case of discovering a fire emergency, please raise the alarm from the nearest emergency point.
- Fire Evacuation plan is displayed on your room entrance door.
- Children should be supervised by an adult in all areas of the hotel, at all times. Children should be accompanied in the water by an adult and appropriate swimwear.
- For your convenience, safety deposit box has been placed in your room, and can be programmed with your personal passcode.
- Hotel is not responsible for any lost item inside the room or hotel premises.
- In case of lost property, please contact the reception desk for the lost & found department.
- Items are kept in the lost and found for a period of 90 days.
- Any items left in, or next to the garbage bins will be discarded.

→ **Check In Time**  
2:00 pm

→ **Check Out Time**  
12:00 pm

# PACKAGE DETAILS

## DINING

(Daily meal schedule)

### Breakfast

7:00 AM to 10:30 AM

**International Buffet** at Palomino

### Snacks

11:00 AM to 12:00 PM at Lobby Lounge

### Lunch

12:30 PM to 3:30 PM

**International Buffet** at Palomino

**Asian Cuisine** Set Menu at Wabi-Sabi

**Italian Cuisine** Set Menu at Da Nonna

12:00 PM to 5:00 PM

**Seafood** Set Menu at Nautilus

### Afternoon Tea

5:00 PM to 6:00 PM

at Ozone Rooftop Bar

### Dinner

7:00 PM to 10:30 PM

**International Buffet** at Palomino

**Asian Cuisine** Set Menu at Wabi-Sabi

**Italian Cuisine** Set Menu at Da Nonna

7:00 PM to 11:00 PM

**Seafood** Set Menu at Nautilus

**Please note:** Restaurants Wabi-Sabi (Asian), Da Nonna (Italian) and Nautilus (Seafood) require prior table bookings of 24 hours and are subject to seat availability.

## DRINKS

Available in all restaurants & bars: Palomino, Wabi-Sabi, Da Nonna, Ozone The Score, Nautilus, The Cove.

### Hot & Non-Alcoholic Beverages

Tea, coffee, soft drinks, juices, water.

### Alcoholic Beverages

10:00 AM to 00:00

Selection of beverages: beers, wines, sparkling wines, cocktails and liquors.

#### Please note:

**Beverages in Ozone and The Score ordered after 00:00 are subject to additional charge.**

## ICE CREAM

### Available for kids and adults

from 11:00 AM to 1:00 PM and  
3:00 PM to 5:00 PM at Lulee Kids Club

## CHILDREN MEALS

Children below age of 11.99 can enjoy Breakfast/Lunch/Dinner International Buffet at Palomino or order from the kids menu where applicable.

## POOL & BEACH

### Infinity Pool, Kids Pool & Beach

From 7:00 AM to sunset.

**Please note:** Lifeguard service is not available at the beach after sunset and swimming after this time is prohibited.

## SPA & WELLNESS

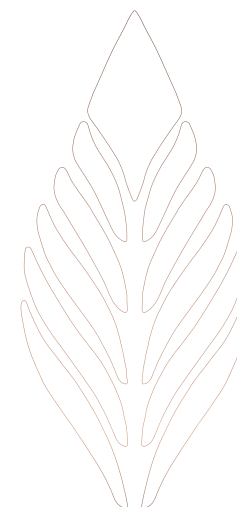
(As per hotel schedule)

### Access to:

- Gym
- Sauna & Steam Room
- Jacuzzi
- Experience Shower
- Ice Fountain
- Plunge Pool Bath

## PLACES TO VISIT

- Snoopy Island
- Hajar Mountains
- Al Bidyah Mosque
- Fujairah Fort
- Fujairah City



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