

SENTIDO Mamlouk Palace Resort – Formula Overview Winter 2018-2019

<b>Resorts Name</b>	<b>SENTIDO Mamlouk Palace Resort (MP)</b>
<b>Added Values</b>	All Inclusive Service starts upon arrival at the resort until pick-up from the resort
<b>Beverages</b> AI	All beverages: hot, cold, local alcoholic and non-alcoholic (Special selection of some local wines, imported wines, sparkling wines and international alcoholic beverages, chargeable)  Minimum one outlet open 24/7 AI System 10:00 - 00:00, between 00:00 – 10:00 all alcoholic and non-alcoholic beverages, chargeable except for: Hot drinks (coffee, tea and hot chocolate) and water available 24/7 (free of charge)
<b>Breakfast</b> 07:00 – 10:30 <b>Late breakfast</b> 10:30 – 12:00 (upon request) <b>Early Continental breakfast</b>	Breakfast includes coffee, tea and juice, freshly squeezed orange juice <ul style="list-style-type: none"> <li>• Shahrazad International Restaurant</li> <li>• Shahrazad International Restaurant</li> </ul> <p>Early breakfast box available upon request (Free of charge)</p>
<b>Royal Breakfast</b> 07:00 – 10:00	<ul style="list-style-type: none"> <li>• Gamila Restaurant (free of charge for Suites' guests and repeating Guest (After 10<sup>th</sup> visit)</li> </ul>
<b>Lunch</b> 12:30 – 14:30	<ul style="list-style-type: none"> <li>• Shahrazad International Restaurant</li> </ul>
<b>Dinner</b> 18:30 – 22:00	<ul style="list-style-type: none"> <li>• Shahrazad International Restaurant (buffet)</li> <li>• El Paso Mexican Restaurant (à la carte)</li> <li>• Asia Asian Restaurant (à la carte)</li> <li>• Basilico Italian Restaurant (à la carte)</li> <li>• Gamila Arabian Restaurant (à la carte)</li> <li>• Nasaya Restaurant &amp; Lounge (Fusion, chargeable)</li> <li>• Grill House Restaurant (chargeable)</li> <li>• Felucca Seafood Restaurant (chargeable, available in SUNRISE Crystal Bay Resort)</li> <li>• Masala Indian Restaurant (chargeable, available in SUNRISE Crystal Bay Resort)</li> <li>• Poseidon Greek Restaurant (chargeable, available in SUNRISE Crystal Bay Resort)</li> </ul> <p>“Roots Diet &amp; Light” concept – serving 5 different diets: Vegetarian, Vegan, Gluten-, Lactose Free &amp; Low-Fat dishes for dinner, with prior reservation, in all à la carte restaurants (free of charge)</p> <ul style="list-style-type: none"> <li>• Christmas and New Year's Gala Dinner with upgraded buffet at the Shahrazad International- &amp; à la carte restaurants with special entertainment program</li> <li>• 6th of January Special Dinner for East European Market) – with an upgraded dinner with special</li> </ul>

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	entertainment program
<b>Late Dinner</b>	<ul style="list-style-type: none"> <li>Shahrazad International Restaurant; upon request from the tour operator</li> </ul>
<b>Snacks</b> 12:00 – 17:00	<ul style="list-style-type: none"> <li>Gamila Beach Restaurant</li> </ul> Ice-cream included from 14:00 till 17:00 <ul style="list-style-type: none"> <li>Splash Bar</li> </ul> Special snack menu available at the Lobby Bar – 24/7 (chargeable)
<b>Tea Time</b> 15:00 – 17:00	<ul style="list-style-type: none"> <li>Lobby Bar</li> </ul>
<b>Midnight snacks</b> 22:30 – 01:00	<ul style="list-style-type: none"> <li>Shahrazad International Restaurant</li> </ul>
<b>Lunch Bags</b>	Breakfast and Lunch Bags available upon request from the tour leader for excursions, minimum 24 hours in advance
<b>Pool &amp; Beach Bars</b> 10:00 – 17:00	<ul style="list-style-type: none"> <li>Chiringuito Beach Bar</li> <li>Splash Pool Bar</li> <li>Island Pool Bar</li> </ul>
<b>Shisha Café</b> 18:00 – 24:00	All beverages and shisha (chargeable) <ul style="list-style-type: none"> <li>The Terrace Shisha Lounge</li> </ul>
<b>Minibar</b>	Filled upon arrival and refilled each 7th day with a selection of soft drinks (min. 3 cans– e.g. 1 Cola/Pepsi, 1 Fanta/Mirinda, 1Sprite/7up) Daily 1 small bottle of water per person – complimentary in the room; Other items (chargeable)
<b>Tea &amp; Coffee Facilities</b>	Tea & coffee making facilities complimentary in the room
<b>Spa &amp; Wellness</b>	Spa credit voucher and Beauty Centre credit voucher (Age:16+) with prior reservation, non-transferable Sauna, Steam Bath, Jacuzzi (chargeable), with prior reservation (Age:16+) Gym (free of charge) (Age:16+) Personal Trainer with special programs available (chargeable)
<b>Sports &amp; Activities</b>	<ul style="list-style-type: none"> <li>Using the Aqua Park of SUNRISE Garden Beach Resort -Select- (free of charge)</li> <li>Grass Football Field</li> <li>2 Tennis Courts – with prior reservation and subject to availability; daytime, including equipment (free of charge) only flood light in the</li> <li>Boccia/ French ball</li> <li>Darts</li> <li>Archery</li> <li>Aerobics</li> <li>Body &amp; Soul Sports (e.g. Yoga, Tai Chi, Meditation)</li> <li>Aqua Park with 12 Slides</li> <li>Aqua-aerobics</li> <li>Water polo</li> <li>Swimming Competitions</li> <li>Aqua Centre (chargeable)</li> </ul>

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	<ul style="list-style-type: none"> <li>• evenings (chargeable)</li> <li>• Table Tennis</li> <li>• Beach Volleyball</li> <li>• Mini golf</li> </ul>	<ul style="list-style-type: none"> <li>• Horseback riding (chargeable)</li> <li>• Billiard: Age: 12+</li> <li>• Chess</li> </ul>	<ul style="list-style-type: none"> <li>• Windsurfing (chargeable)</li> <li>• International Diving Centre (Introduction trial dive in the pool complimentary)</li> <li>• Mini Croquet</li> </ul>
<b>Entertainment</b>	<ul style="list-style-type: none"> <li>• Daily evening entertainment show, amphitheatre</li> <li>• Live music</li> <li>• Pub with DJ (inclusive till midnight)</li> <li>• Weekly fruit festivals &amp; nationality gathering nights</li> </ul>		
<b>Wi-Fi service</b>	<b>Wi-Fi</b> Connection throughout the resort, (free of charge)		
<b>Kids Club</b>	<p>SUNRISE Kids Planet Concept, daily for children (Age: 3-12)</p> <ul style="list-style-type: none"> <li>• Kids Club, playground, daily kids disco, daily educational, entertaining sports &amp; activities</li> <li>• Kids Planet food corner</li> <li>• Kids aqua park</li> <li>• Baby-sitting service available (chargeable)</li> </ul>		
<b>Meetings &amp; Events</b>	<ul style="list-style-type: none"> <li>• Zomoroda Meeting Room, 125m2 and El Salamlik Meeting Room 225m2, fully equipped</li> </ul>		
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Clinic, 24/7, (chargeable)</li> <li>• Laundry &amp; dry cleaning service (chargeable)</li> <li>• Room Service (24 Hours), (chargeable)</li> <li>• ATM machine</li> <li>• Gift/souvenir &amp; jewellery shops</li> <li>• Free parking</li> </ul>	<ul style="list-style-type: none"> <li>• 24/7 front desk</li> <li>• Concierge</li> <li>• Multilingual staff</li> <li>• Guest Service Centre</li> <li>• Limousine service (chargeable)</li> </ul>	
<b>Comments</b>	Use of Bracelets		

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Quality Manager

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General Manager

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Director of Sales & Marketing