





RIXOS HOTELS QUALITY POLICY

At Rixos Hotels our guests are at the heart of everything we do. By delivering high-quality products and services, meeting the highest standards of food safety and providing a safe environment for our staff, we seek to win loyal guests who come back time and again.

Rixos Hotels is committed to

- taking environmental factors into account in every aspect of our operations, implementing measures to enhance our sustainability, raising public awareness and protecting bio-diversity;
- operating according to set objectives while continuously improving, providing regular training for our employees, acting in accordance with national laws and international standards, ensuring consultation with and the participation of our employees and employee representatives in the area of occupational safety, reducing occupational safety risks and making a positive contribution to our society.

As Chairman, I fully support this quality policy that will enable Rixos Hotels to become a leader in the global tourism business and I cordially invite all employees to understand, share, and implement this policy.

Fettah Tamince Chairman of the Board

LOCATION

Date of opening2012Latest renovation2022Category5* DeluxeTotal Area153 000 m2

South Sinai - Sharm El Sheikh
Address Nabq Bay - 46619 - Egypt –

P.O Box: 361

Phone +20 69 3710 210

E-Mail sharmelsheikh@rixos.com

Website www.rixos.com

Beach location and length 330 m, 147m long jetty

Room Numbers 610

153 000 m2





DESTINATION

Sharm El Sheikh Airport:8 kmNaama Bay:21 kmNabq Bay:400 mTransportationTransfer (Paid)InternetFree Wi-Fi in all area and roomsParkingFree





WELCOMING & FAREWELL

Welcoming and farewell service	Complimentary water and wet wipes in the car on the day of departure.
Beverage service during check-in for our guests	Valet and parking services
Hygiene sanitation kit	Priority table reservation in the Main Restaurant for special needs of guests
Personalized check in service and accompanying to the room for all guests upon arrival	Well gifts for all guests upon departure

Room Location	Superior Room	Deluxe Room	Family Room	Junior Suite	Suite	Diplomatic Suite	Swim Up Suite
Garden View	58	145	35	19	8	2	
Pool View	49	145	35	57	20	17	
Sea Side View	11						
Sea View				4		1	4
Total	118	290	70	80	28	20	4

Rooms in total: 610



UNIQUE SERVICES PROVIDED WITHIN THE CONCEPT

	Superior Room	Swim Up Suite	Family Room	Suite	Junior Suite	Swim Up Suite	Diplomatic Suite
Tea & Coffee Set Up	√	✓	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Turn Down Service	√	✓	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Minibar (refilling daily)	\checkmark	✓	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Airport Transfer							\checkmark
Private Butler Service							\checkmark
Flower Bouquet						\checkmark	\checkmark
Daily Private Cabana on the Beach						\checkmark	\checkmark
Bathrobe – Slippers	√	✓	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
Espresso Machine						\checkmark	\checkmark
Pillow Menu	✓	✓	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark



SUPERIOR ROOM

Garden or Pool View

Size: 37 m²

Specifications

Bright room in the heart of the hotel with 2 twin beds or 1 king size bed, mini bar (refilled daily free of charge), bathrobe and slippers, 32" LCD TV (Sat), direct dial phone, Wi-Fi, hair dryer, bathroom with bathtub and overhead shower, toilet, bidet, split air condition, tea and coffee making facilities, safe (free of charge), tiled floor, balcony or terrace. Garden or Pool View

Maximum: 3 Adults





Room Amenities:

Branded Bathroom Amenities, Female & Male Hygiene Box (shower cap, cotton buds, make-up pads, hair comb, nail file, bath loaf, wet wipes), sewing kit, shoe care box (shoe mitt, shoe shine, shoehorn)

DELUXE ROOM

Garden or Pool view

Size: 50 m²

Specifications:

Spacious room for unforgettable stay with 2 twin beds or 1 king size bed, mini bar (refilled daily free of charge), bathrobe and slippers, 32" LCD TV (Sat), direct dial phone, Wi-Fi, hair dryer, bathroom (with bath tub and separate shower cubicle) bidet, split air condition, tea and coffee making facilities, safe (free of charge). Modern living area has a sofa bed, tiled floor, balcony or terrace.

Maximum 3 adults.





Room Amenities:

Branded Bathroom Amenities, Female & Male Hygiene Box (shower cap, cotton buds, make-up pads, hair comb, nail file, bath loaf, wet wipes), sewing kit, shoe care box (shoe mitt, shoe shine, shoehorn)

FAMILY ROOM

Garden or Pool View

Size: 58 m²

Specifications:

The spacious Family rooms have similar features as our Superior rooms, but in addition to the one bedroom with king size bed there is a separate bedroom with twin beds, optically separated. Mini bar (refilled daily free of charge), bathrobe and slippers, 2 unit 32" LCD TV (Sat), direct dial phone, Wi-Fi, hair dryer, bathroom with shower cubicle, bidet, split air condition, tea and coffee making facilities, safe (free of charge), parquet floor, balcony or terrace.

Maximum 4 adults.





Room Amenities:

Branded Bathroom Amenities such as Aromatherapy, Female & Male Hygiene Box (shaving kit, dental kit, shower cap, cotton buds, make-up pads, hair comb, nail file, bath loaf, wet wipes), sewing kit, shoe care (shoe mitt, shoe shine, shoehorn)

SUITE

Garden or pool view.

Size: 74 m²

Specifications:

Spacious bedroom with king size bed and sitting area connected with stylish living room. Mini bar (refilled daily free of charge), bathrobe and slippers, 40" rotating LCD TV (Sat), walk-in wardrobe, direct dial phone, Wi-Fi, hair dryer, 2 generous bathrooms (with tub and separate shower cubicle), bidet, split air condition, tea and coffee making facilities, safe (free of charge), parquet floor. Large balcony or terrace.

Maximum: 3 adults.





Suite Amenities:

Branded Luxury Bathroom Amenities such as Aromatherapy, Female & Male Hygiene Box (shaving kit, dental kit, shower cap, cotton buds, make-up pads, hair comb, nail file, bath loaf, wet wipes), sewing kit, shoe care box (shoe mitt, shoe shine, shoehorn, shoe bag)

JUNIOR SUITE

Garden, pool or side sea view.

Size: 74 m²

Specifications:

Spacious living area. Mini bar (refilled daily free of charge), bathrobe and slippers, 40" rotating LCD TV (Sat), walk-in wardrobe, direct dial phone, Wi-Fi, hair dryer, generous bathroom with his and hers sinks (with tub and separate shower cubicle), bidet, split air condition, tea and coffee making facilities, safe (free of charge), parquet floor, sofa bed and a chair. Large balcony or terrace.

Maximum: 3 adults.





Suite Amenities:

Branded Luxury Bathroom Amenities such as Aromatherapy, Female & Male Hygiene Box (shaving kit, dental kit, shower cap, cotton buds, make-up pads, hair comb, nail file, bath loaf, wet wipes), sewing kit, shoe care box (shoe mitt, shoe shine, shoehorn, shoe bag)

SWIM UP SUITE

Full Sea View

Size: 110 m²

Specifications:

Spacious living area. Mini bar (refilled daily free of charge), bathrobe and slippers, 40" rotating LCD TV (Sat), walk-in wardrobe, direct dial phone, Wi-Fi, hair dryer, generous bathroom with his and hers sinks (with tub and separate shower cubicle), bidet, split air condition, tea and coffee making facilities including a personal Espresso Machine, safe (free of charge), parquet floor, sofa bed and a chair. Large terrace area leading to a private plunge pool and with full sea view.

Maximum 3 adults.





Suite Amenities:

Branded Luxury Bathroom Amenities such as L'occitane / Hermes. Female & Male Hygiene Box (shaving kit, dental kit, shower cap, cotton buds, make-up pads, hair comb, nail file, bath loaf, wet wipes) sewing kit, manicure set, men & women deodorant, shoe care box (shoe mitt, shoe shine, shoehorn, shoe bag) beach bag, beach slippers, suit bag.

DIPLOMATIC SUITE

Pool and Garden View

Size: 148 m²

Specifications:

Spacious living area. Mini bar (refilled daily free of charge), bathrobe and slippers, 40" rotating LCD TVs in the bedroom and living area, 2 walk-in wardrobe, direct dial phone, Wi-Fi, hair dryer, 2 generous bathrooms with his and hers sinks (with tub and separate shower cubicle), bidet, split air condition, tea and coffee making facilities including a personal Espresso Machine, safe (free of charge) MDF wood floor, sofa bed and a chair. Large terrace area with sea view.





Suite Amenities:

Branded Luxury Bathroom Amenities such as /L'Occitane/Hermes. Male & Female Hygiene Box (shaving kit, dental kit, shower cap, cotton buds, make-up pads, hair comb, nail file, bath loaf, wet wipes) sewing kit, manicure set, men & women deodorant, shoe care box (shoe mitt, shoe shine, shoehorn, shoe bag) beach bag, beach slipper, suit bag.



ULTRA ALL INCLUSIVE CONCEPT





The Palm (Main restaurant)	À la carte Restaurants (8)	Bars (9)
Ice Cream Corner and Patisserie	Snack Restaurant & Bars (3)	Fresh fruit juice service for breakfast at the main restaurant
Bakery Corner at the Beach Bar	Gozleme and Ayran area at the beach	High Tea Service with Pastries and Canapes
White Lounge with tea ceremony, cigar and wine service	Turkish Village Breakfast	Detox Bar
Bottled soft drinks at the Main Restaurant and all bars located inside.	All products used are original brands	Lovers Corner Tailored Beverages

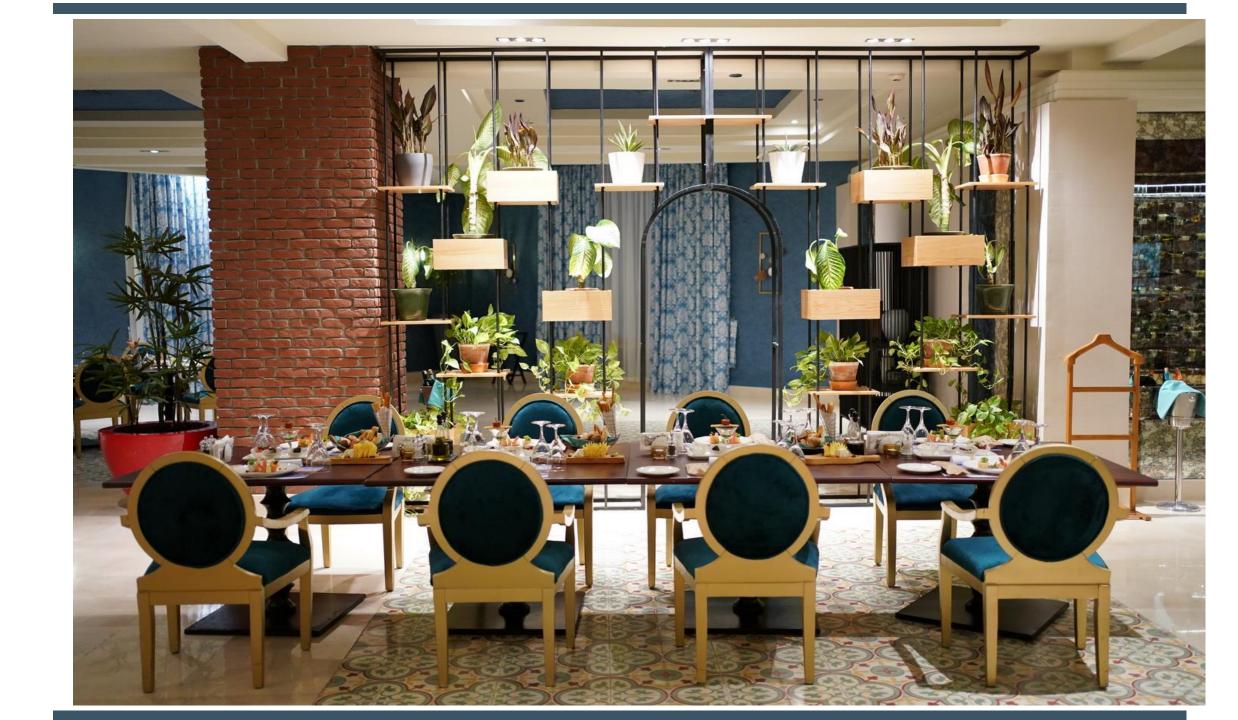
FOOD & BEVERAGE SERVICES



ULTRA ALL INCLUSIVE BEVERAGE CONCEPT

WHISKIE	Scottish	Bourbon	Irish	
COGNAC & BRANDIE	VSOP	VSO	VS	
VODKA		Standard Vodka		
TEQUILA	Gold	Silver		
RUM	Light Rum	Dark Rum	Gold Rum	
LIQUEUR	Standard liqueurs			
BEER	Local beer types			
WINE	Local wine type and sparkling wine type			
Fresh juice	Fresh orange juice for breakfast only			
Tea / Coffee	All hot drinks are available in all bars & restaurants			
Soft drinks	Water, Coco Cola, Cola Cola Light or Zero, Fanta, Sprite, Fruit Juice ,Beer, Soda, Tonic, Red Wine, White Whine, Chips , Chocolate			





R E S T A U R A N T S

Restaurant	Meal	Style	Operation Hours	Free	Capacity
	Breakfast	Open buffet	07:00 - 10:00	\checkmark	
	Late Breakfast	Open buffet	10:00 - 11:00	\checkmark	
The Palm Restaurant	Lunch	Open buffet	12:30 – 14:30	\checkmark	450
(All Day Dining)	Dinner	Open buffet	18:30 - 21:30	\checkmark	
	Late Dinner	Open buffet	23:00 – 02:00	√	
Lagoon Pool	Snacks	A-la carte	11:00-17:00	\checkmark	24
Oasis Pool	Snacks	A-la carte	11:00-17:00	\checkmark	24
Café De Nuit	Pastries	Self service	12:00 - 00:00	\checkmark	20

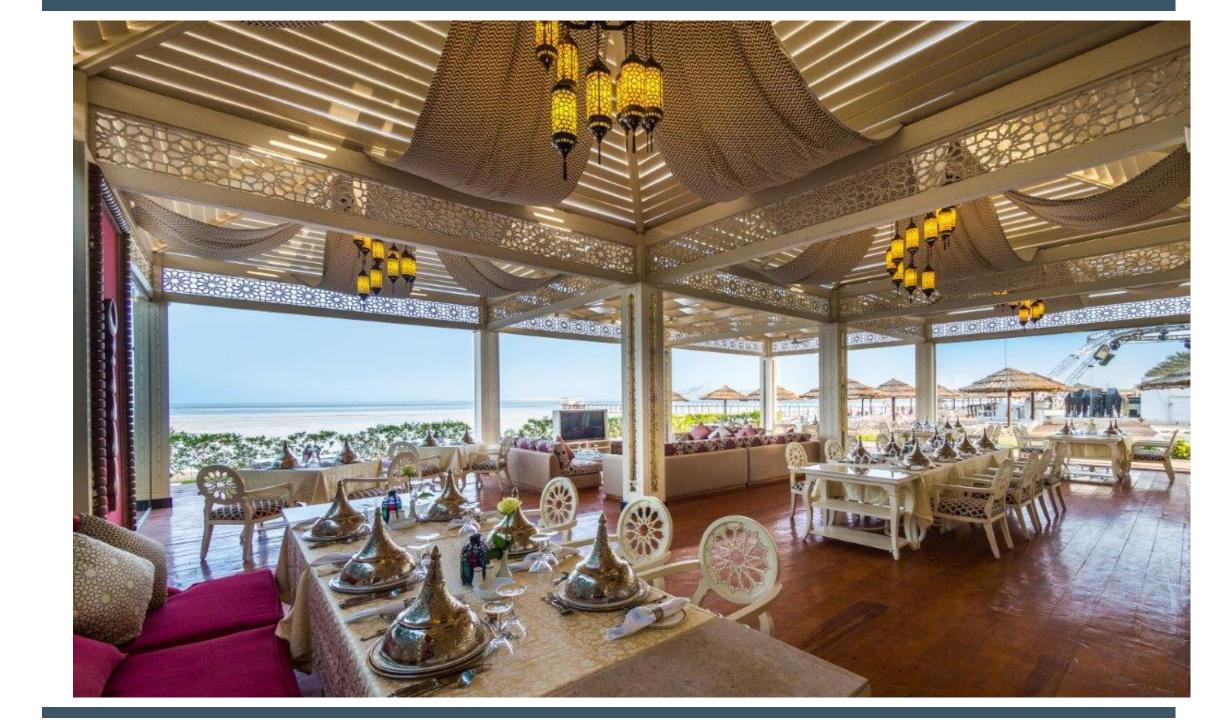






A LA CARTE RESTAURANTS

Restaurant	Cuisine	Meal	Details	Operation Time	Capacity	Included
Sakura	Japanese	Dinner	Need Reservation Dress Code: Smart Casual	18:30 – 22:00	40	√
Salt	Snacks	Daily	No Reservation. Dress Code: No Wet Clothes	11:00-17:00	64	√
Juit	Seafood	Dinner	Need Reservation Dress Code: Smart Casual	18:30 – 22:00	86	\checkmark
Taj Mahal	Indian	Dinner	Need Reservation Dress Code: Smart Casual	18:30 – 22:00	110	\checkmark
Lalezar	Ottoman	Breakfast Dinner	Need Reservation Dress Code: Smart Casual	07.00-10.00 18:30-22:00	66	✓
Gusto	Italian	Dinner	Need Reservation Dress Code: Smart Casual	18:30 – 22:00	100	✓
Asian	Far East	Dinner	Need Reservation Dress Code: Smart Casual	18:30 – 22:00	80	√
La Churrascaria	Brazilian	Dinner	Need Reservation Dress Code: Smart Casual	18:30 – 22:00	60	✓
The Mangal	BBQ	Dinner	Need Reservation Dress Code: Smart Casual	18:30 – 22:00	50	√
Executive Lounge	International	Breakfast/ Lunch/Dinner	Need Reservation Dress Code: Smart Casual	08:00-00:00	45	√

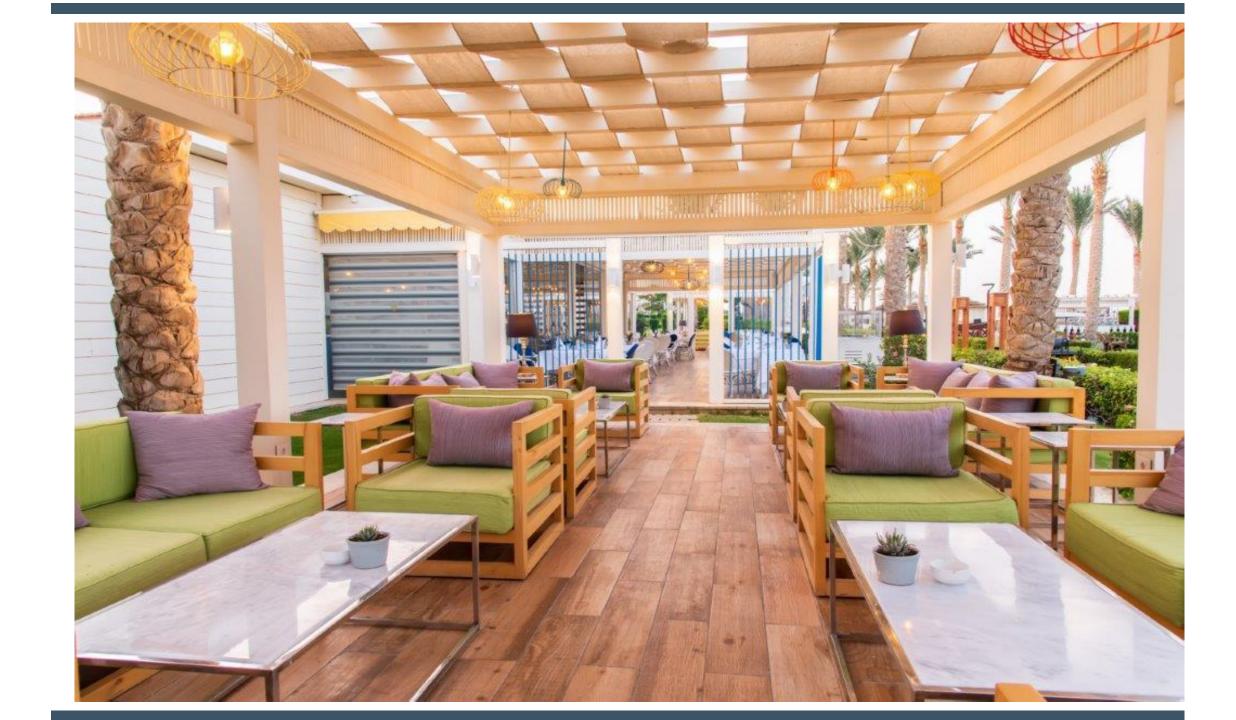


B A R S





	Style	Details	Opening Hours
Rixos Lounge	Drinks & Aperitifs	All drinks are served by the glass	09:00-00:00
Piano Bar	Drinks & Aperitifs	All drinks are served by the glass	24 hours
The White Lounge	DEM Café Cigar Lounge	High tea service with Pastries and Canapes Cigar service paired with your preferred wine	15:00-18;00 20.30-00:00
Sunset Lounge	Drinks & Aperitifs	All drinks are served by the glass	09:00-00:00
Lagoon Pool Bar	Drinks & Aperitifs	All drinks are served by the glass	11:00-17:00
Oasis Pool Bar	Drinks & Aperitifs	All drinks are served by the glass	11:00-17:00
X Lounge	Drinks & Aperitifs	All drinks are served by the glass. Open 2 times per week	20:00-00:00
Detox Bar	Fruit & Vegetable fresh	All drinks are served by the glass	11:00-17:00
Sport Bar	Drinks & Aperitifs	All drinks are served by the glass	11:00-00:00



EXTRA CHARGE SERVICE





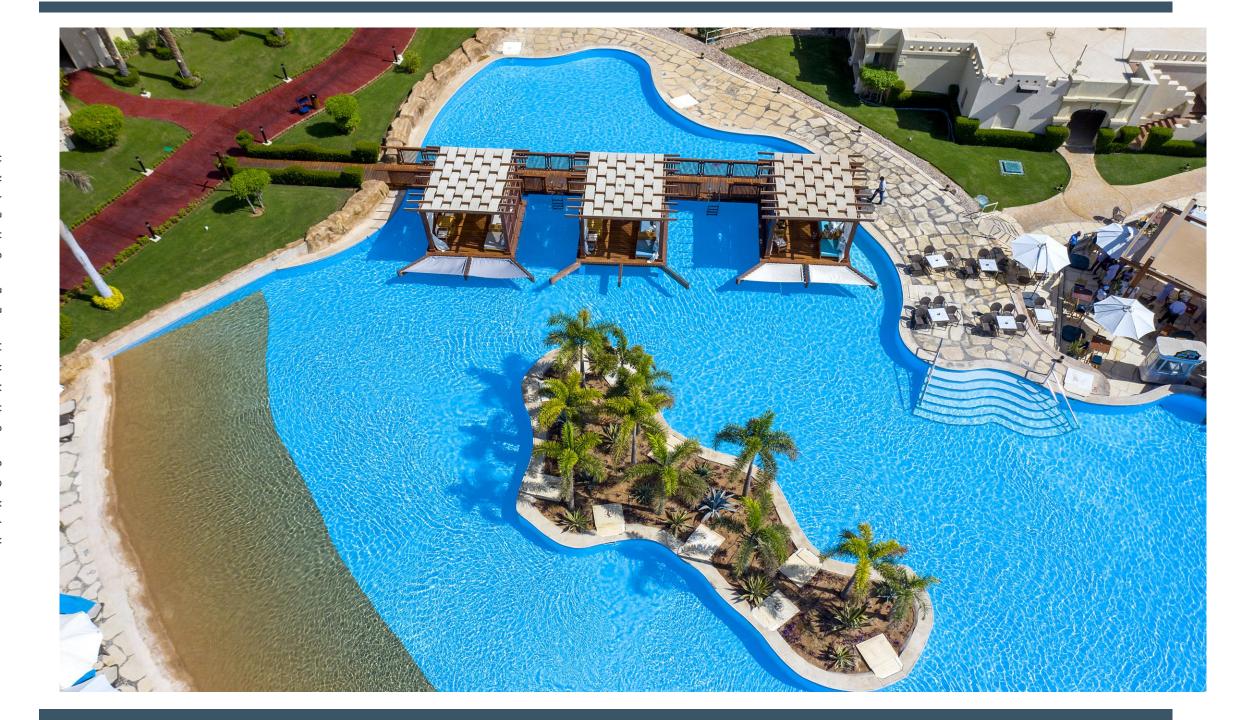
Service	Location	Details	Opening Hours
Beach Cabanas	Beach	Enjoy life in privacy with you partner or friends on your "private beach" and let yourself by thoroughly spoiled.	09:00 – 18:00
Pool Cabana	Lagoon Pool	Relax in your own private cabana around the pool enjoy your own private area with mini fridge, TV and private steps into the lagoon pool.	09:00 – 18:00
Romantic Dinner	Different Locations	If you here and celebrating a special occasion. Ask your Guest Relation Team for further information about preparing a Private Dinner. Several menus to choose from or personalize your own	Upon request



RECREATION FACILITIES



Name	Location	Heated	Fresh Water	Depth	Details
Lagoon Pool	Near the stage		Yes	165	Entertainment activities
Oasis Pool	Front of main reception	During winter	Yes	170	Relaxation pool
Study Pool	Front of Suites		Yes	165	Calm pool for reading and chill out
Romantic Pool	Near Lagoon Pool		Yes	100	Special for couples and honevmooners
Cave Pool	Near Main Restaurant		Yes	150	
Palm Pool	Near Main Restaurant		Yes	150	
Aqua Park Pool	Near Oasis Pool		Yes	140	





ENTERTAINMENT & ACTIVITIES





Pool Games	Aqua Aerobic	Yoga and Pilates	Boccia
Table Tennis	Tennis Court	Fitness Center	Beach Volleyball
Evening Entertainment Program	Darts	Mini Football	Sunset Party
Billiard	Zumba Lessons	Aero hockey	Step Aerobic

EXTRA CHARGE: Diving, Tennis Lessons & Tennis Court Lighting



DAILY ACTIVITIES

SPORT ACTIVITIES

Activities	Location
Yoga	Exclusive Sport Club
Boccia	Beach
CrossFit	Exclusive Sport Club
Beach Volleyball	Beach
Workout	Exclusive Sport Club
Latina Dance Lessons	Exclusive Sport Club
Darts	Beach
Aqua aerobic	Pool
Aqua Cycling	Pool
Table Tennis	
Zumba	Exclusive Sport Club
Pilates	Exclusive Sport Club
Mini Football	Football Field
Aqua Fit Mat	Pool
Aqua i it iviat	









SPA & WELLNESS



FREE									
Turkish Bath	Gym	Steam Room							
Sauna	Jacuzzi	Relax Area							
Vitamin Bar									
EXTRA CHARGE									
Massage	Foam Massage	Body Treatments							
Whole Body Peeling	Manicure/Pedicure	Compresses							
Spa & Beauty Treatments	Beauty Salon	Special Spa Packages							



MEETING ROOMS





Meeting Room	Dimensions	Height	Width	Length	Theatre	Gala	Class Room
Agora	308 m2	4.1 m	19.6 m	18.9	150	80	100



ULTRA ALL INCLUSIVE CONCEPT INNOVATOINS

Welcoming Hostess & Special Services: All these serves are offered for you to fulfill all your requirements during your stay

Turn Down Privilege: Our guests staying at special room categories, loyal guests and the honeymoon couples will feel themselves special in every moment of their stay (between 18:30-21:00)

Wi-Fi Service: Our guests can have free access to accelerated Wi-Fi internet connection all over the territory of hotel and in the rooms

General Areas: Bars, restaurants, pools, lobby, jetty and all indoor-outdoor general areas are renovated for you

Food & beverages: Provide some imported branded alcoholic drinks as well as local drinks



NOTES

According to our hotel terms and policy; check-in time is 2:00 PM onwards, and check-out time is on or before 12:00 PM (noon). Lobby is ready to serve with its ultra all inclusive service. Early check-in request, between 05:00 AM and 09:00 AM, is subject to availability and will be applied early check-in fee. Early check-in request, before 05:00 AM; is subject to availability and will be applied one (1) night's stay rate.

Pools and beach are open dependent on the weather conditions.

Alcoholic drinks are served with glasses in all restaurants and bars. They are not served in bottles.

All drinks are permitted to be imported by Customs directorate

Hours and places of units (restaurants - bars) and entertainment programs outdoors may be changed or cancelled dependent on the weather conditions.

Hotel's information must be approved by the management before being published in any media (catalogue, magazine, outdoor advertising) Any kind of information published without consent shall be the responsibility of the publishing organization. In this case hotel is not responsible for any kinds of direct losses, direct and hidden damages, operating losses or losses of expected profit.

Hotel management is entitled to make changes, cancellation or venue amendments at any time. The information on printed documents shall be evaluated by the publishing organization in such cases.

The brands that are included in drink concept may be replaced by equivalent in case there is any problem in the customs/borders.

STAY AT ONE ENJOY AT TWO



