CLEOPATRA
SIDI HENEISH

Thank you for visiting Cleopatra Sidi Heneish the new dimension of luxurious Hospitality and service excellency in the World.

Please accept our best wishes for a pleasant and enjoyable stay with us. The following information gives an overview of the hotel services included and the different meal concepts.

All drinks included during the day from 07:00 AM until 00:00 Midnight.
All of our a la carte restaurants offer a set menu as part of us once per stay (min.7 days) half-board and soft all-inclusive formula included.

Culinary Experiences

LAGO

Discovery Gourmet Dining Restaurant
07:00 AM until 10:30 AM Breakfast
01:00 PM until 03:00 PM Lunch
07:00 PM until 10:00 PM Dinner
11:00 PM Until 02:00 AM Late Dinner

VERANDA

Italian Smart Fine Dining Ristorante: 06:00 PM– 10:00 PM

ALASKA

Gelateria and French Patisserie shop: 10:00 AM– Sunset
Late Breakfast: 11:00 AM – 12:00 Noon.
Free Ice Cream from 16:00 PM To 17:00 PM (for All inclusive)

SPUNTINI

Snacks from 13:00 PM to 17:00 PM
Explore BBQ Steakhouse Restaurant: 03:00 PM – 10:00 PM

TAPAS

Sports bar and lounge that offers a delightful fusion of light side flavored menu: 03:00 PM – 12:00 Midnight

PLAGE CLEOPATRA

Plage Cleopatra Restaurant & Beach Club:
Beverage service: 10:00 AM until Midnight
Food service: 12:00 Noon – 05:00 PM **(Extra Charge)**

In-Room Dining (24 hours Extra Charge)

We offer 24-hour in-room dining services at an additional charge. Through QR code IPTV, all items are delivered to your room in accordance with your order. Please call room service at extension 8525 or reception at extension 0 for assistance in placing an order.

Wi-Fi internet access (Free high speed)

All guest areas are equipped with high-speed free Wi-Fi access. Upon arrival, you will be given the access code for connecting, and if it is not working, please contact the reception.

Beverage

Piano Lounge Café & Bar	24 hours
Tapas Lounge Sports Bar	03:00 PM until Midnight
Family Infinity Pool Bar	09:00 AM until sunset
Alaska Gelateria/French Patisserie	10:00 AM until sunset

Drinks are served by portions in glasses/cups and according to the Bars and Restaurant opening hours.

Kids Camps Aquapark & Outdoor Playground – For all Ages

Opening Hours: 10:00 AM to 13:00 PM & 14:00 PM - 17:00 PM.
Mini Disco: 09:00 PM – 09:30 PM
Navigator Program 4-12 age
Kids Care – Enjoy your vacation meanwhile your kids have the best caring time with us.

Services Against Charge

- Clinic – Doctor on property 24 hours available
- Alaska Gelateria & French Patisserie Shop
- Minibar (Once per stay free on arrival, refill extra charge)
- Butler Service on request
- Fresh Juices, imported wines, All drinks in cans or bottles, packed Juices
- In-Room Dining 24 hours

*Private Beach Cabanas can be reserved

- Early check-in, late check-out
- Private Luxury Transfer
- Shisha and floating Shisha
- Shopping Arcade (Minimarket) 8am until 12am.
- Surprise Packages (Birthday, Anniversary, Honeymoon, Loved Package)
- Massages, Turkish Hamam and private Gym Trainer
- Babysitting and Kids Care in our Kids Camp (all ages 0-3,4-12,13-17)

Iron & Iron Table

Room attendants provide irons and iron tables on request. For assistance, please call reception extension "0".

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Housekeeping

We have a dedicated team of housekeepers who ensure your comfort. During the hours of 09:00 to 17:00, rooms are cleaned, bed linen changes are made, and towels are exchanged. For guests who do not wish to have their room serviced, there is a button inside the room that emits a signal and illuminates the DND sign outside the door or the make up my room or no disturb sign. A full range of bathroom amenities is available on the day of your arrival and will be replenished on a daily basis or upon request.

Mini-Bar

You are entitled to one complete minibar per stay. If the minibar needs to be replenished, there will be an additional charge. In addition, a complimentary bottle of water is offered every day.

Sports & Leisure

- Swimming Pools: 08:00 am until Sunset
- Reservations for sunbeds are not permitted.
- Private Beach Cabanas can be reserved.
- Only individuals in appropriate swimwear (nylon, Lycra, Polyester) will be allowed to use the pool.
- Fitness Center: 09:00 - 20:00 (free of charge but personal trainer extra charge)
- Thalasso, Sauna, Steam Room separate areas male/female (free of charge) 09:00 AM until – 08:00 PM.
- Tennis Table (Ping-Pong) 15:00 PM until Midnight Tapas sports bar and lounge.
- To get equipment (rackets and ball); contact service staff.
- Billiards from 15:00 am until Midnight to get equipment (cues and balls) Contact service staff.
- Beach Minigolf: 09:00 am until Sunset
- Beach Volleyball from 09:00 am until sunset.

Dress code

To provide a pleasant atmosphere throughout our restaurants, especially during dinner we are pleased to inform you about our Smart Casual Resort dress code.

Kindly support us and do not wear any kind of sportswear such as training suits or swim shorts.

Please avoid short pants in general, we do make exceptions for quarter pants. When it comes to upper garments for the gentleman, we do not accept any shirts without sleeves or shirts.

As for shoe wear, plastic slipper is not permitted. Sandals are exempted if smart and trendy, also here no plastic products please.

Private Luxury Limousine Service

Upon prior request to reserve our luxury private transfer and. Contact our Concierge desk for price and availability

Food Allergy

In case of food allergy please contact Reception or the Restaurant Manager immediately.

Pool/Beach Towels

Beach Towels can be collected from the centers by the pools or the beach

Credit card

Cleopatra Sidi Heneish accepts Visa cards, Maestro, Amex and Master cards for payments.

Luggage

Luggage service is available upon request. Please contact Concierge desk for collecting or storage service (dial 8509).

Wakeup Call

For your timely wakeup call, please dial (0).

Safety Room box

Free safety deposit box is available in all rooms, please follow the instructions guide on the safe deposit to program your own secret code. The hotel management takes NO responsibility for any valuables left unattended either in guest rooms & public areas.

Wellness Spa Club & Fitness Center

You are welcome to use our Technogym Fitness Center, Finnish Sauna, Roman Bath, Turkish Bath (extra charge) and Thalasso spa pool for free.
Wet area Opening Hours 09:00 am until 08:00 pm
Fitness Center: 24 hours (after 08:00 pm upon request)

Our Massage Therapists hold international certification as professional massage therapists. Providing spa services of the highest quality is our guarantee.
Spa Opening Hours 09:00 am until 8:00 pm

Shopping Arcade

Minimarket: Opening Hours 8:00 am until 12:00 am

Business Center & ATM

Location next to our Reception Desk open 24 hours.

Conference Center and Meeting facilities

Upon prior request to reserve is conference room and meeting facilities. Contact our Concierge desk.

Destination Weddings

Information available with our Concierge Desk.

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Other Paid Services

Laundry Services

Laundry service is available 7 days a week, the price list and laundry bag are placed inside the wardrobe, for laundry pickup, please dial (0).

Instructions:
Laundry sent before 9:00 am, receiving time will be 17:00 (same day). Laundry sent after 9:00 am, receiving time will be 17:00 (next day).

Medical Services

Hotel Doctor & Clinic
Hotel Doctor is on call 24/7.
To request a Hotel Doctor, please call Guest Experience Service Center (dial 1) from your room or please visit the clinic located in building number 8 at the lobby during the operating hours daily from 10:00 am – 13:00 pm & from 18:00 pm – 20:00 pm. Any emergency Doctors is 24 hours available. Our Reception Desk will be happy to assist you.

Insurance Company

To receive medical support, please contact your Insurance Company.

General Information

To dial from the room to the room please press room number directly.

Check-in time: 14:00

If you would like to have early check-in into your room before 14:00 pm, early check-in is available against charge and is subject to the hotel availability. For more details, please contact the reception.

Check-out time: 12:00

If you would like to extend your stay in the room after 12:00 pm, late check-out is available against charge and is subject to the hotel availability. For more details, please contact the reception. Courtesy shower places in our Thalasso Spa with lockers to shower.

Contacts & Communication

E-mail: info@cleopatrasidiheneish.com
Tel: +20 (100)2246060 // +20 (10)99993598

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Note: The Resort reserves the right to amend or change the formula including the dinning styles according to the operation's needs.