

Welcome to Cleopatra Luxury Resort Sidi Heniesh.

We wish you a pleasant and enjoyable stay! Please, read the information about the hotel service provided and included in the "Luxury Exclusive Package"

Food

Restaurant

Breakfast		
07.00 - 10.00	Open Buffet at LAGO Main Restaurant	
Late Breakfast		
10:30 – 12:00	Limited Open Buffet at Riviera Snacks & Café Bar	
Lunch		
13.00 - 15.00	Open Buffet at LAGO Main Restaurant	
Snacks		
12.30 - 17.00	At Riviera Snacks & Café Bar	
Dinner		
19.00 - 22.00	Open Buffet at LAGO Main Restaurant	
Late Dinner		
22:30 – 00:00	Limited Open Buffet at LAGO Main Restaurant	

A-la carte restaurants

The a la carte restaurants are included once per each, per week. Per room, with a minimum stay of 7 nights. We kindly recommend you to book your table by guest relation located at the lobby from 09:30 to 16:00 as soon as possible to avoid any disappointment.

19:00 – 22:30	Set menu	Bellavista restaurant
19:00 – 22:30	Set menu	MYU Lebanese restaurant

Tapas Bar, Restaurant & Lounge

Our extra charge lounge which offers a wide variety of small, "bite size portions" and international beverages, including life entertainment, for dinner only.

Room Service

Our extra charge room service experienced 24/7 in the room, offering food and beverage service. All items are delivered to your room according to your order through QR code. To place an order, contact room service by dialing extension "8525" or dialing reception extension "0" for assist.

Lunch Box / Late Dinner

For occasions such as early departure, late check-in, or sightseeing trips, guests have the option to request a lunch box or late dinner. To place an order, contact the reception one day in advance before 21:00 pm by dialing extension "0."

Wi-Fi internet access

Free Wi-Fi internet access is available in every guest area. To connect, please contact Front Desk to obtain the Password.

Iron & Iron Table

We provide iron and iron table in the room inside the wardrobe or request from Room attendant otherwise dialing reception extension "0" for Assist.

Beverage

BARS

Lobby Lounge Café & Bar	10:00 – 00:00
Activity Pool Bar	10:00 – sunset
Salty Pool Bar	10:00 – sunset
Beach Bar	10:00 – sunset
Riviera Snacks & Cafe Bar	10:00 – sunset
Oriental Café	18.00 - 00.00 (Shisha Corner)

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

Services Against Charge

- | | |
|--|-----------------|
| 1) Clinic | 5) Shisha |
| 2) Ice Cream and pastries | 6) Room service |
| 3) Paddle (night time / trainer) | |
| 4) Fresh Juices, imported wines, All drinks in cans or bottles, packed juices. | |

Housekeeping

Our dedicated housekeeping team ensures your comfort. Room cleaning, bed linen changes, and towel exchanges occur every other day between 09:00 and 17:00. If you prefer not to have your room serviced, there is an inside button to push that emits and lights up the outside-the-door DND sign. Bathroom amenities are provided on the day of your arrival and replenished daily or upon request

Mini-Bar

You are entitled for one complete minibar once per stay in case of replenishment it will be with extra charge, in addition Free big bottle of water is provided every day.

Sports & Leisure

- 1) Swimming Pools: 08:00 – Sunset
- 2) Sunbed's reservation is prohibited.
- 3) Only individuals in appropriate swimwear (nylon, Lycra, Polyester) will be allowed to use the pool.
- 4) Gym: 08:00 - 20:00.
- 5) Tennis Table (Ping-Pong) 10:00 - 00:00.
To get equipment (rackets and ball); contact service staff.
- 6) Billiards from 10:00 – 00:00 To get equipment (cues and balls)
Contact service staff.
- 7) Paddle court: To make a reservation and to get equipment (rackets and ball), contact the Recreation Department by pools.
Extra charge: Flood lighting after sunset.
- 8) Tennis court, volleyball by beach from 08:00 – sunset.

Entertainment

Get your daily dose of our amusement program, animation team will provide you with a daily entertainment program including:

- *DAYTIME Activities by the pools and the beach.
- *EVENING Shows: from 22:00 till 23:00.

Dress code

To provide a pleasant atmosphere throughout our restaurants, especially during dinner we are pleased to inform you about our dress code. Kindly support us and do not wear any kind of sportswear such as training suits or swim shorts.

Dear Ladies and Gentlemen, 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.

Food Allergy

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

Beach Towels Card

Collect the beach towel card from reception desk upon arrival, beach towels are sanitized and placed by towels center at the pools and the beach. Towels are changed once per day. Please make sure that the towels cards return back to reception desk upon your departure in case of lost it will be with extra charge.

Credit card

Cleopatra Luxury North Coast Sidi Heniesh Resort accepts Visa cards, Maestro and Master cards for payments.

Luggage

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

Transportation

Please contact Concierge Desk (dial 8509) in order to check and confirm pick up or drop off to the Airport.

Wakeup Call

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

Safe 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.



Cabana For Rent

Operating hours from 09.00 a.m. till Sunset.
Maximum capacity is 02 pax - only for in-house guests.
We offer snack lunch menu, full mini bar, fruit basket, selection of nuts, desserts and safe box, with Jacuzzi.

Kids Club

Daily sports activities, creative workshop, educational and animations events, Tournaments and competitions.
Daily Mini Disco 21:00-21:30

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).

Cleo Spa & Wellness

All services are available; Sauna, Jacuzzi, Steam, Hammam, Various Massage treatments, in addition to hair, nails and skin care.
Opening hours from 09:00 till 19:00.

Medical Services

Hotel Doctor & Clinic

Hotel Doctor is on call 24/7.

To request a Hotel Doctor, please call Guest Service Center (dial 0) from your room or please visit the clinic located in the lobby during the operating hours daily from 10:00 – 13:00 & from 18:00 – 20:00. 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

Check-out time: 12:00 noon

If you would like to extend your stay in the room after 12:00, late check-out is available against charge and is subject to the hotel availability. For more details, please contact the reception.

Contacts & Communication

E-mail: info@cleopatraluxurynorthcoast.com

Tel: [+20 \(100\)2246060](tel:+20(100)2246060) // [+20 \(10\)99993598](tel:+20(10)99993598)

Guest Relations:

Ext."1"

Reception Desk

Ext."0"

N.B. The Resort reserves the right to amend or change the formula including the dining styles according to the operations.