

Hard All-Inclusive Package

A warm welcome from all of us at Sheraton Soma Bay. We are delighted you chose to stay with us.

According to your reservation details, you have booked a **Hard All-Inclusive Package**. To ensure you understand and enjoy all the benefits of this package, please review the following inclusions and limitations at your convenience.

We are here to ensure you have an amazing stay. Please reach out to any member of management or contact Reception if we may be of any service or assistance during your stay.

Food Services

- Buffet-style breakfast and lunch are served daily in the Sea View restaurant (see operating times).
- During dinner, a smart casual dress code applies in the L'Emporio restaurant, which excludes sleeveless shirts, shorts, and open men's shoes of any style.
- Lunch is served at the Sea View restaurant as an open buffet from 12:30 to 15:00. Additional charges apply for à la carte orders in the Sea View restaurant from 12:30 to 17:00 (last order at 16:30). Kindly enquire at reception.
- All-Inclusive dinners are served in the L'Emporio restaurant daily from 19:00 to 22:00. In addition, you may have dinner from the à la carte menu. All-inclusive guests receive a food and beverage credit of EGP 300 per person when dining in this restaurant. **Please note: any values exceeding the allowance will be charged to your account.**
- From time to time, other events and food options may be available at an additional supplement. Kindly enquire at reception.
- Children's menus are available in all restaurants.
- Ice cream is served from 15:00 to 17:00 at the Sea View restaurant.
- **All-Inclusive benefits are available from 10:00 to 24:00 daily; all charges outside these hours will be billed to your account.**
- Please discuss any specific dietary requirements you may have with the restaurant manager.
- Please alert management regarding any food allergies or preferences you may have.

Daily Opening Hours

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| • Breakfast: | 06:30 to 11:00 (served in the Sea View restaurant) |
| • Lunch: | 12:30 to 15:00 (Sea View) - open buffet; additional charges apply for à la carte orders |
| • Afternoon Tea: | 15:00 to 17:00 (at Suite 1407) |
| • Snacks: | 15:00 to 17:00 from the beach menu (Sea View Restaurant) |
| • Dinner: | 19:00 to 22:00 (L'Emporio buffet) |
| • Room Service: | Available 24 hours per day (not included in your package) |

Beverage Service Locations and Operating Hours

- Al Farafra Pool Bar: 10:00 to 24:00 (business level dependent)
- Sea Breeze Beach Bar: 09:00 to sunset
- Water Sport Bar: 10:00 to sunset (business level dependent)
- Suite 1407: 08:30 to 24:00

Beverages Included (Unlimited unless specified)

- Hot beverages: Selection of teas and coffee, including espresso, cappuccino, and lattes (excludes any other specialty hot beverages).
- Cold beverages: Served by the glass – all available soft drinks and local water.
- Alcoholic beverages: Local brands – whiskey, gin, vodka.
- Wine: Red, rosé, and white local wine (Shahrazad, Arabesque, Omar El Khayyam).
- Beer: Local beer - Stella.
- Cocktails: Selection of local alcoholic and non-alcoholic cocktails.

Note: The minibar is not included. Filling will be upon request. Kindly contact In-Room Dining or Reception with additional charges to your room account, as per the minibar price list in the room. Beverages in all bars and restaurants are served by glass

Options for Children

- Daily kids' activities, children's pools, and playground
- Special entertainment programs for kids
- Baby chairs available in all restaurants
- Children's menus available on request in all restaurants
- Aqua Park included in your package

Sports & Activities

- Free Wi-Fi access in all hotel areas, including the beach and pools
- Daily activities on the beach
- Live shows
- Daily free access to Aqua Park

Not Included (Additional charges apply):

- All imported & premium alcoholic beverages, champagne, and sparkling wine
- Imported wines
- Wine by the bottle
- Massage services
- Room service or in-room dining
- Full à la carte at L'Emporio Restaurant (EGP 300 per person credit applies)
- Full à la carte at Sea View Restaurant



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Soma Bay Resort

- Seafood items
- Fresh fruit juices
- Any other item or service not specified as included in the package

Important Information

- All drinks will be served per glass and opened as required by our liquor license.
- Please ask for the All-Inclusive Beverage Menu in all restaurants and bars.
- No beverages may be ordered in bulk, meaning one beverage per person, per order.
- All-Inclusive package benefits and privileges start at 12:00 on the day of arrival and end at 12:00 on the day of departure.
- Any charges prior to or after these times will need to be settled in cash unless alternative arrangements have been made with management.
- All food and beverage services prior to or after the specified times will be charged at the published rates to your account.
- The hotel may change service venues, meal styles, and menus without prior notice.
- The hotel may change or replace any item or service mentioned without prior notice.
- You will be required to sign for all services rendered in all outlets; this is an internal control measure. Items and services included in your package will not appear on your room bill.
- We assume that travel agents, tour operators, and corporate companies have fully briefed their clients on the package booked. Please contact us at any time if further clarification is necessary.
- Only services and products specifically mentioned in this document are included in your package.
- All beverages and food must be consumed at the hotel and may not be removed from the hotel under any circumstances, in accordance with our liquor license and health & safety requirements.
- All food and beverage items ordered in a restaurant must be consumed in the restaurant and may not be removed. If you have a specific requirement in this regard, kindly discuss it with management for assistance.
- No unauthorized food or beverage deliveries from outside vendors are allowed in the hotel for hygiene and legal reasons.
- No private food and beverage items are allowed in the hotel for hygiene and legal reasons.
- Package benefits may not be shared with any person not booked on the package.
- You may upgrade your package at any time. Please contact reception to discuss the available options.

Once again, we welcome you to Sheraton Soma Bay. Please feel free to approach Reception or any member of management at any time if any conditions in the package are unclear or if we may be of any service or assistance.