

Welcome to Palma Di Sharm Hotel

Select All Inclusive privileges & Bracelet	You can enjoy your All-Inclusive privileges starting from your arrival day until your departure day. The official check-in time is 14:00, and the official check-out time is 12:00. The bracelet must be worn throughout your stay and presented upon request. All à la carte restaurants require prior reservations. Alcoholic drinks are served to guests aged 18 and over. All-Inclusive privileges are available from 10:00 to 00:00 (alcoholic drinks are not served or sold from 00:00 to 10:00). Please refrain from paying in cash at our Food & Beverage outlets; instead, settle your bill at check-out at the Reception. For any assistance, please contact Reception at Ext. 1110.	
	In accordance with hotel policy, all indoor areas, including restaurants, bars, the lobby, reception, and guest rooms, are designated as non-smoking zones.	
Smoking regulations	Breakfast from 07:00 to 10:00 Lunch from 12:00 to 14:30 Dinner from 19:00 to 21:00	
	Universal Restaurant (Buffet)	
Alaa din Grill House Restaurant	Serving A La Carte Grill House Cuisine Dinner from 18:30 to 20:30 Please make table reservations at the reception at least one day in advance.	
	Serving A La Carte Italian Cuisine Dinner from 18:30 to 20:30 Please make table reservations at the reception at least one day in advance.	
Venice Restaurant	Snacks	
	Pool Bar from 11:00 to 12:00 from 16:00 to 17:00	
Bars	Pool Bar Beverages - from 10:00 to 17:00 Aqua Park Bar Beverages - from 10:00 to 17:00 Theatre Bar Beverages - from 18:00 to 21:00 Terrace Bar Beverages - from 21:00 to 00:00	
	Shisha corner	
Beverages	From 18:00 to 00:00 Beverages & Shisha (water pipe) - all for extra charge	
	All hot and cold drinks, including non-alcoholic and locally produced alcoholic beverages (subject to market availability), are included. Beverages are served by the glass (bottle-served beverages have an extra charge, and fresh juice is also chargeable). The mini-bar in your room is refilled daily with water and weekly with soft drinks (other drinks have additional charges). All-Inclusive privileges are available until 00:00; any beverage services after this time until 10:00 will have extra charges. All bars operate on a self-service basis.	
Dress code	Signing Checks	
	We kindly ask that you refrain from wearing swimming costumes in the lobby and reception areas, as well as in the restaurants during meal times. Additionally, please avoid wearing slippers, sleeveless shirts, or shorts during dinner.	
Guest Experience Center	Please be aware that any checks you sign will be automatically charged to your bill.	
	For any maintenance requests, room service orders, or special requests in your room, please dial Ext. 1110.	
Payment/ Money Exchange	You have the option to pay in cash or by credit card. The hotel accepts Visa and MasterCard.	
	Safe Box	
Lunch Box	A safe is provided in your room at no extra charge. Please ensure the safe door is open before you check out from the hotel. The management of VIE Palma Di Sharm Hotel does not take responsibility for valuable items left outside the closed safe or in an open safe.	
	Please contact your Tour Leader to place an order at the reception for your excursions. This should be done at least one day in advance before 20:00 by dialing Ext. 1110.	
Recreation & Leisure Facilities	There are two swimming pools, including one kids' pool and a small aqua park featuring three slides.	

Child Safety	Children are the responsibility of their parents or caretakers and must be accompanied by an adult and under parental supervision at all times.																	
Swimming Pool	From 9:00 to Sunset																	
Aquapark	From 10:00 to 12:00 From 15:00 to 17:00																	
Towel for Beach & Pools	The towel card you receive upon check-in entitles you to one towel daily at one of the Towel Centers between 08:00 and 17:00. Please return your towel before 18:00 to receive your card back. Kindly remember to return the towel card at the reception upon check-out. A lost towel card will incur a charge of 200 LE. Please note that reserving sunbeds at the pool or beach is not permitted; any towels or personal belongings left unattended will be removed by the recreation team.																	
Beach Bus	<table><tr><th colspan="2">From the hotel to the beach:</th><th>From the beach to the hotel:</th></tr><tr><td>09:00</td><td>Hollywood</td><td>12:30</td></tr><tr><td>9:45</td><td>Hollywood</td><td>13:30</td></tr><tr><td>10:30</td><td>Hollywood</td><td>14:15</td></tr><tr><td>14:00</td><td>Hollywood</td><td>17:00</td></tr></table>			From the hotel to the beach:		From the beach to the hotel:	09:00	Hollywood	12:30	9:45	Hollywood	13:30	10:30	Hollywood	14:15	14:00	Hollywood	17:00
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Topless	Ladies are not permitted to be topless in the beach or pool areas.																	
Entertainment	You can find all the information about our animation and evening programs on the information boards. For more details, please contact the reception at Ext. 1110.																	
Wi-Fi	Free Wi-Fi Throughout the Hotel. To log in: User name: Palma Password: palma@1010																	
Laundry	Laundry service is available at an extra charge. Please refer to the price list and use the laundry bag provided in your room. For more information, please dial Ext. #0. Payment will be processed at the reception upon check-out.																	
Room Cleaning Time	Daily room cleaning is scheduled from 09:00 to 17:00. If you prefer a different time, please call Ext. 1110. Please note that if your safe box is open, we will not be able to clean the room.																	
Check-out	Please note that the check-out time is 12:00. Kindly inform the reception desk one day prior to your check-out regarding the pick-up of your luggage. You are also requested to return the room key to the reception and settle any outstanding account balances, as we do not accept payment in coins. If you wish to extend your stay in the room (subject to availability), an extra charge will apply. For more information, please contact the reception at Ext. 1110.																	
Roof Top Regulations	Please refrain from entering the rooftops of the buildings. Any damage or accidents incurred will be at your own risk, and the hotel management will not assume any responsibility for incidents or claims.																	

Please note that bringing food, fruits, drinks, and water from outside the Resort is not recommended for safety reasons.

Additionally, if you have guests visiting from outside, an extra charge will be added to your bill.

We kindly advise that you store any chocolate or sweets in your mini bar to prevent pests in your room.

We wish you a pleasant stay