

Explore Hurghada!

*Jasmine Palace
Hotel Info - English*



www.jasminepalaceresort.com

Dear Valued Guest,

It is our pleasure to welcome you in the Jasmine Palace Resort & Spa, whether you are traveling for business or pleasure, we are honored that you have selected our Hotel. Our professional and friendly staff is committed to ensuring that your stay is both enjoyable and comfortable.

All Inclusive Bracelet

On arrival you receive an all-inclusive bracelet. Please wear it for the duration of your stay; this will make it easier for our staff to recognize you as a hotel guest.

Meals:

Meal	Opening hours	Location
Breakfast	07:00 to 10:00	Main restaurant Dunes Main restaurant Aurora
Late breakfast	10:30-11:30	Main restaurant Dunes
Lunch	13:00 to 15:00	Main restaurant Dunes Main restaurant Aurora
Dinner	19:00-22:00 19:00-22:00	Main restaurant Dunes Main restaurant Aurora
Late dinner	23:00-00:00	Main restaurant Dunes
Snaks	12:30-17:30 12:30-17:00 13:00-17:00 13:00-16:00	Pool bar Beach bar Wave bar
Ice-cream		Beach bar, Wave bar
Tea time	17:00 to 18:00	Dunes bar

Bars:

Name	Opening hours
"Jasmine" Lobby Bar (All inclusive)	Open from 10:00 to 00:00
Active Pool Bar (All inclusive)	Open from 09:00 to 22:00 (alcoholic drinks from 10:00)
Om Ali Beach Bar (All inclusive)	Open from 09:00 to 22:00 (alcoholic drinks from 10:00)
Wave bar (All inclusive)	Open from 09:00 to till 00:00 (alcoholic drinks from 10:00)
Latitude Lounge Mexican bar (All inclusive)	Open from 18:00 to 23:00
Dunes bar	Open from 19:00 to 23:00

A-la carte restaurants: A-la carte restaurants reservation is through Mobile app (in advance, according to the hotel availability).

Name	Opening hours
Om Ali "Egyptian restaurant"	From 18:30 till 22:00
Mamma Mia "Italian restaurant"	From 18:30 till 22:00
Tiger Lilly "Chinese restaurant"	From 18:30 till 22:00
Agave "Mexican restaurant"	From 18:30 till 22:00
Jabur "Indian restaurant"	From 18:30 till 22:00
Rasta Pasta "Italian restaurant"	From 19:00 till 22:00

VIP LOUNGE zone is opened daily from 18:00 to 23:00 (entrance is free, drinks are paid). Above the reception, third floor.

All drinks at the bars and restaurants are served per glasses.

(there will be a charge for refilling bottles at the dispensers).

According to the Local law, Alcoholic drinks will not be served to the children or the guest under 18 years old.

All the international alcoholic, premium alcohol, Turkish coffee, Irish coffee and fresh juices are **extra charge**.

Mini bar in the room: 2 small bottles of water per person daily for free.

Wake-up call: Please contact the Reception or the operator on "0" for a wake-up call.

Wifi: Wifi is available in all public areas and all room types free of charge, to log in please use

Username : your room number **Password** your check-out date (in DDMMYYYY format)

Lunchbox: A lunchbox for your excursions can be ordered one day in advance at the Reception before 09:00 p.m. and to be collected before departure from the Reception.

Departure: On departure date, please, leave your room at 12:00. Late checkout is provided, according the hotel availability in departure date, and is extra charge only (25\$ till 15:00, 40\$ till 18:00 and 80\$ till 21:00). Remember to hand over the key, towel cards and All-inclusive bracelet to the Reception, as well as settling your account.

Damage in room: The guests are responsible for any damage in the room or any missing items.

Beach towels: Beach towels are provided to guests in the day of arrival, according to the number of guests, free of charge. Change of towels with towel center in active pool or on the beach. In case of loss of towels or towel card a cost 15\$ will be charged.

Aqua Park: The Aqua Park is open daily from 10:00 to 12:00 and from 15:00 to 17:00. Only children over 10 years old are allowed.

Wave Pool: operation artificial wave from 10:00 till 10:30 & from 15:00 till 15:30

Pools & Beach: is open daily from 08:00 to 18:00

Marina: is open daily from 08:30 to 18:00

Luggage down: free service. Please contact the Reception on "0" and leave your luggage outside of your room.

Doctor/Pharmacy: The Clinic working hours: 10:00 – 13:00 and 18:00 - 22:00. The service is for extra charge. Doctor visit to the room is against extra charge. Doctor is available 24/7 by guests request in Reception.

For emergency cases please dial # 0

Money exchange: ATM Machine available in the lobby area.

Lost key cards: Lost key cards are charged to the guests by 2\$ each.

Dress code: Please notice, that swimwear is not allowed in the Main Restaurants during the meals, and in the lobby area during the day.

Air-conditioning: It can be controlled from your room. To get the air-conditioning working, please place the power saver (Room Key) card into the switch next to the room door.

Kids club: is available for kids from 4 till 12-years-old and is opened daily from 10:00 till 17:00.

Gym: is available for adults only in the hotel Spa and opened from 09:00 till 19:00. Sportive shoes are obligatory.

Safe Box: The digital safe is available at your room free of charge. Kindly keep your safe door open before your check-out from the hotel.

The Management of Jasmine Palace Resort will not take any responsibility for any values left out of your safe box.

Disco: Daily from 00:00 to 03:00 on the third floor. Entrance is free, drinks are paid. Children are not allowed.

Laundry: We offer a laundry service at our hotel. Please take note of the price and schedule for collection from our Laundry list, which you can find in the cupboard as well as a Laundry bag.

Roof Top: Its not allowed to use the Roof of any building. Any damage or accident will be on your own risk. The Hotel Management will not resume any responsibility for claims.

International call: with extra charge through reception.

Smoking hookah in the room, on the balcony/terrace is prohibited. In case of smoking, the Security will keep hookah till Guest's departure from the Hotel.

Warning: Please don't swim in the sea while it's a red flag.