

Dear Valued Guest... It's our pleasure to welcome you to Titanic Palace Resort, we are honored that you have selected our Hotel for your holiday. Our professional and friendly staff is committed to ensuring that your stay is both enjoyable and comfortable.

Ultra All /Inclusive Program

Restaurants

Buffet's	Antonio	Cleopatra
Breakfast	From 07:00 Till 10:00	From 07:00 - 10:00
late breakfast	Every day in the main restaurant from 10:00-11:00.	-----
Lunch	From 12:30 to 14:30	From 12:30 to 14:30
Dinner	From 18:00 to 21:00 At Antonio	From 18:00 to 20:30
Late Dinner	From 21:30 to 00:00 At the main restaurant	-----

Also you can visit main restaurants in **Titanic Beach** (**breakfast, lunch, dinner**). **Snacks at the Chinese restaurants (Titanic Beach hotel) 12:30-16:00.**

Bars

Pool Bar	Lobby Bar	Alexander Bar / Extra charge	Aqua bar	Beach Bar
Day time from(10:00 to 17:00) Snacks Time 12:30 to 16:00	24 Hrs, Late Snacks "Cold Sandwiches" " 00:00 to 06:00am Tea time – 16:00 to 18:00	Serving imported alcoholics & Fresh Juice, Pop Corn, Cotton candy & Ice cream with extra charge.	From 10:00 till sun set (Extra charge) popcorn, Ice-cream, chocolates ,candy	From 10:00 till sun set Snacks Time 12:30 to 16:00

Dear guests, enjoy all our A la Carte restaurants during your stay in our hotel (included in your All-Inclusive program, free of charge, without reservation). Kindly be informed there are 2 restaurants with reservation: **Japanese – with restaurant representative in the lobby of Titanic Palace**, **the Grill–** with Guest Relation Desk in Titanic Beach.

Ala Carte Restaurants (dinner)

CHINESE Titanic Palace	TANDORY Titanic Palace	TAPANYAKI Titanic Palace	SOMBRERO Titanic Palace	MONGOLIAN Titanic Palace	CAL /ITALIAN/ Titanic Beach	LEBANESE Titanic Beach	The Grill Titanic Beach
Menu carte (duck, beef, chicken, fish)	Indian Specialties Menu carte (spicy)	Japanese Specialties Life show (16 places only!!)	Mexican Specialties Menu carte	Outdoor Specialties	Menu carte	Typical Lebanese Specialties Menu carte	Grilled food - Menu carte (meat or seafood)
<u>Without reservation</u>	<u>Without reservation</u>	<i>RESERVATION</i>	<u>Without reservation</u>	<u>Without Reservation</u>	<u>Without reservation</u>	<u>Without reservation</u>	<i>RESERVATION</i>

Grill restaurant (**only for guests with min 7 nights of staying in our hotel**) has 2 Seats 1- from 18:30 2 - from 20:30. **Japanese restaurant starts at 18:00 (the available seats can be checked at reservation desk).**

Restaurants WITHOUT reservation are open from **18:00** till 20:30

Japanese Restaurant can be booked once per stay!!!

Reservation time **from 09.00 till 12:00 daily** (as per hotel availability). Make your reservation 2-3 days in advance!

- **VIPs Guests with Blue bracelet** (Repeater guests more than 2 visits, guests whom make up selling for a higher category rooms) they can get our VIP Breakfast (Buffet) between (08:00 am till 10:00am), VIP amenities to be sent to the room, they have access to use the VIP lounge in **Titanic Beach** (sister hotel).
- **All inclusive:** Our guests can use all the facilities in both hotels (Titanic Beach & Titanic Palace) for example: all restaurants, bars, pools and Aqua Park.
- According to the local law "disco entrance and Alcoholic drinks will not be served to guests under age less than **18 years old**".
- **Hotel Taxi:** Desk reservation located at the lobby area from 10:00 am to 10:00 pm. Please be informed that the hotel doesn't hold any responsibility for any accidents happen outside the hotel with outdoor taxi like stolen money or fight with drivers even in front of the hotel.
- **All inclusive Bracelets:** Please wear it during your stay to be recognized to our staff and give it back to the front office cashier upon check out on the departure day, in case damage bracelet you can get a free one from the front office cashier but if you lose it will be extra charge **20 Euro**.
- **Dress Code:** Please it's not allowed to enter the restaurants with swim wear "smart casual dress" is required.
- **Beach Towels:** You will receive your beach towel from the towel center located beside the pool bar or on the beach, Please don't forget to return your towel and take your towel card back. If you lost your towel or your towel card you will charge by **10.00 euro**. "it is not allowed to take any room towels from the room for pool or beach use"
- **Pillows and linen:** please it's not allowed to take any pillows or linen from the room to outside the hotel for excursions.

- **Arrival:** Please upon your arrival to your room be sure that everything working normal and if you find any thing not working or not in good condition immediately contact our reception desk to avoid any extra payment.
- **Hotel Taxi:** Desk reservation located at the lobby area from 10:00 am to 20:00 pm. Please be informed that the hotel doesn't hold any responsibility for any accidents happen outside the hotel with outdoor taxi like stolen money or fight with drivers even in front of the hotel.
- **Balcony / Terrace door:** please close your Terrace door when you go out side your room, in case you left it open the hotel will not be responsible for any lose.
- **Safe Boxes:** Free of charge in all rooms; please contact the reception if you have any requests about opening the safe. As the Hotel Management is **not held responsible for valuables left in Rooms Safety deposit boxes are provided free of charge in your Room**
- **Shuttle Bus:** To city center, please contact the reception desk at **Titanic Beach** "sister hotel" for reservation.
- **Bazaars:** The bazaars are located in the entrance area of the hotel and close to the lobby bar. Opening time is displayed at each shop.
- **Water pipe "Shisha":** It is not allowed to Smoke Shisha in the room or public areas, we have a special shisha Corner in front of the main restaurants.
- **Money Exchange** "there are 2 ATM Machines, one next to the telephone operator and the next one beside the shopping arcade.
- **Laundry:** We offer laundry service with extra charge, Please note that the "laundry list & laundry bag" you can find it in the wardrobe.
- **Wake up Call:** Please contact the reception desk "8702" for any wake up calls request.
- **Breakfast & Lunch Box:** for your excursions, it can be order for the next day at the reception before **21:00**.
- **Food & beverage:** kids buffet for the children is available in Cleopatra restaurant, for any special food requests please contact our guest relation or the restaurant manager.
- Please it is not allowed taking any food outside the restaurants to your rooms.
- **Diabetic, allergenic and vegetarian guests:** Please advise us if you have diabetic, Allergic for glutamin towards any kind of food.
- Kindly be informed that we spray our hotel (Green areas) against mosquitoes and flies twice per day, This spray is environment friendly and with no risk to your health and wellbeing
- **Doctor, Pharmacy and-Hospital:** The hotel doctors 24/7 please contact the reception for any assistance clinic number is 8460.
- **Children policy:** The hotel Management wants to draw your attention that Children must be supervised from their parents and they must be guided by your presence around them please don't leave your children alone without supervision in the aqua park, pool and specially the room..
- **Bungalow & Swim up rooms:** Higher category rooms with extra charge, these kinds of rooms are for adults only, Children must be over than 12 years and taller than 120 CM, also the hotel has **Family Rooms**(2 bed rooms) and **Superior Rooms** with Jacuzzi especially designed for families with extra supplement paid at the reception cashier.
- **Kids Club:** From "04 up to 12 Y" accompanied by our animators, Enjoying by different activities for children beside the kids pool.
- **Note:** Children safety is parent's responsibility. *******Children under the length of 1.20 m can't use the adults slides**
Babysitter: is available for extra charge per hour with prior reservation with the reception or guest relation officer.
- **Tennis & Mini Golf:** From 08:00 till sunset free of charge with prior reservation with recreation team beside towel center. After sunset with extra charge for light.
- **Aqua Park & Swimming Pools:** Swimming pools working from 08:00 AM till sunset and aqua park slides from 10:00 AM till 17:30, Aqua park slides closed from 13:00 till 14:00 for cleaning and to be maintained.
- **Electricity & Voltage:** The voltage at the hotel is 220v; when you enter the room please place your key card in the switch next to the room door for electricity.
- **T.V & Satellite:** SAT-TV is provided in your room through collection of international channels.
- **Air - Conditioning:** please put your key card into the switch next to the room door and turn on the electricity button in the commode beside the bed.
- **Animation and Sports:** A variety of sports and entertainment programs available, please check the daily program at the info board close to the lobby, daily kids shows.
- **Tel Extensions :** **Reception** 8702/8703 **Operator** 0 **Guest relation** 8711 **Clinic** 8460 **House keeping** 8722
- **WIFI:** available free Wi-Fi (Limited).
- **Key Card:** You will receive your room key from reception upon your arrival for broken key reception will give you a new one for free for lost key will be extra charge 5 \$.
- **Disco:** For adults only over 18 years old. It is not allowed for under age less than 18 Y to enter disco (open from 22:00 pm till 02:00 am).
- **Optional Service Additional Charge:** Games Center, Bowling , Video games, billiard, Laundry Service, Diving Center ,Kite School ,Aqua Center ,Spa Centre, Fresh juice, International alcohol, phone calls, Ice cream.
- **Gym:** Located at the spa center (Free of charge). **Warning Dear Guest Kindly please don't use the ramps because it's for the disables only**
- **Check Out:** Check out time at 12:00 noon, for any late check out after 12:00 will be extra charge, On the departure day please don't forget to leave your safe box open for the upcoming guests and please remember to hand over your room key, towel card, and all inclusive bracelets to the reception at 12:00 noon, and (last meal breakfast).

Hotel Management team wishes you a very nice holiday