



Dear Guest,

Welcome to Sharm Grand Plaza Resort, a world of 5-star upscale hospitality.

We take true pride in our facilities from our spacious guestrooms, to our restaurants and beautiful gardens.

It is our pleasure to host you for the duration of your stay. We are dedicated to provide you with a memorable vacation. Delicious gourmet meals, fun entertainment, and personal service combined with relaxation and comfort is what you will find at our resort.

This directory summarizes the excellent features and services of this resort, including information about the hotel, airlines, and other agencies related to your travel needs, if you have any questions or special requests that are not dealt with in this directory, please inform us and we will make the necessary arrangements accordingly.

Should you have any queries, please do not hesitate to contact our guest relations for prompt one-to-one service.

Thank you for choosing Sharm Grand Plaza Resort, we truly wish you a pleasant stay and look forward to hosting you again.

Sharm Grand Plaza Resort Management



Sharm Grand Plaza Mission

Our mission at Sharm Grand Plaza is to create memorable experiences that leave lasting, positive impressions.

To accomplish this, we will:-

- Deliver an extraordinary, warm, and personal service, in state-of-the-art impeccably clean surroundings

- Fulfill customer's needs with a flexible and intuitive approach to doing business

- Foster a harmonious and empowered work environment that encourages individual growth

- Share our success with the community by demonstrating generosity and ethical standards

- Lead Sharm Grand Plaza to a prosperous and innovative future

The Guest Services section of this Directory is provided to assist you in having a more comfortable stay and to better acquaint you with Sharm Grand Plaza Resort.

The Telephone Services section of this Directory is provided as an information guide to assist you in communicating anywhere in the world.

We hope you will find the Food and Beverage selection interesting as well as delicious.

Should you do not find that special item you require on the menus; our Culinary Team will be delighted to prepare something special.



Facilities and services

Adaptor

Dial Ext. 0

Please contact the At Your Service department if you need an adaptor.

Air Condition

Each room has an individual unit, which can be adjusted manually according to your comfort. To save energy, please switch it off when you leave the room or when the room terrace is open

Animation

Our own multi-national team of animators to entertain and live up the vacation for you and your family, all day events for all to join in.

Airline Reservations

Dial Ext. 0

We will be pleased to handle your airlines reservations, tickets confirmation and any other travel arrangement you may require. Please hand your airline tickets to the reception desk at least 48 hours before departure.

ATM Machine, located at the lobby

Dial Ext. 0

For further information please contact At Your Service department.

Baby Cot

Dial Ext. 0

To secure your child we have their own bed, please contact the At Your Service department.

Baggage collection and storage

Dial Ext. 0

Please contact At Your Service department before your departure, so they can help to pick up your bags.



Bars

Enjoy your favourite drink in the relaxing atmosphere in one of our Hotel Bars. Our Pool Bar and Lobby Bar are also the perfect place to sip your drink under the tropical sun with a gentle sea breeze. For details please check your arrival welcome letter or with At Your Service Department.

Birthday Cake

Dial Ext. 8022

To make the necessary arrangements, please contact the Guest Relations.

Car and Taxi Rental

Dial Ext. 63

Our car rental service is at your disposal via the reception desk.

Check In-Out

Dial Ext. 63

Check out time is 12:00 Noon and check-in time is 2:00 pm. To request a late check-out, please contact the reception desk

Cheques

We regret to inform you that personal bank cheques are not accepted

Clinic

The clinic/pharmacy is located at the shopping area in front of lobby entrance

Coffee

In room coffee set up is available in all rooms and suites at no extra cost for our guest convenience

Currency Exchange

Foreign currency can be exchanged at the ATM located at the lobby.

Credit Cards

Dial Ext. 0

We do accept the following major cards, Visa, Master Card, and Diners Club.

Diving

Dial Ext. 8076

For diving information please contact our diving center located on the beach.

**Do Not Disturb**

Dial Ext. 0

For additional privacy, place the "DO NOT DISTURB" sign on the outside door knob of your room. You may also call the At Your Service department to inform the staff that you do not wish to receive phone calls.

Doctor

Dial Ext. 0

A house Doctor is on call 24 hours. Please call the At Your Service department.

Dress Code

Shorts are not allowed in our restaurants for dinner time, neither swimming clothes

Nor bare feet are allowed in the lobby and indoor restaurants at all time

Electrical Current

Dial Ext. 0

Electricity output of all outlets provides, 220 Voltage. Single phase 50Hz.

Emergency

Dial Ext. 0

Please refer to the fire escape map behind your room door.

First Aid

Dial Ext. 0

Basic items are available at the reception. Our house doctor is also available to attend to your needs.

Florist

Dial Ext. 8022

Flowers for all occasions can be ordered through the Guest Relations.

Fumigation

In the interest of hygiene and cleanliness, the hotel may carry out daily fumigation program at sunrise and sunset. Whilst harmless and environmentally approved we advise our guests to close the balcony doors during this short period.

Gratuity

Can be made at your discretion, please feel free to acknowledge specific individuals or simply hand your kind gesture to the reception in a sealed referenced envelope



Guest Comment

Thank you for choosing Sharm Grand Plaza, please help us to evaluate our success in meeting your expectations by answering our brief survey

Guest Relations

Dial Ext. 8022

Guest Relations officers' is located in the lobby level. If there is any way that can be further assistance or should you have comments or suggestions, which would improve standards and services, please do not hesitate to directly contact the Guest Relations.

Hair Dryer

Dial Ext. 8022

Available in the bathroom

Henna & Tattoo

Please note that Henna and Tattoo can leave permanent stains, so kindly try to keep the beds sheets clean after you receive this service. Charge will be applied in case of any damage.

Housekeeping

Dial Ext.0

For extra pillows, blankets, towels, hangers, or other personal care amenities, please contact the At Your Service department.

Ice Cubes

Dial Ext. 8085

Please contact our room service

Internet Facilities

Dial Ext.0

Internet service is available within the lobby area, Luna Bar for free.

International Direct Dial (IDD)

Dial Ext. 0

Please refer to the International direct dial guide in this directory.

Please dial 9 followed by the desired telephone number. A long distance charge will Be added to your account. For further assistance, please contact At Your Service Department

Iron and Ironing Board

Dial Ext. 0

Iron is available on loan, free of charge from housekeeping. Please contact At Your Service Department.



Kids' Club

Dial Ext. 0

Located near to the kids pool, Please contact our animation at the kids club and notice the safety instruction and working hours.

Laundry & Dry Cleaning

Dial Ext. 0

Garments collected before 10:00 am, will be returned at the same day, after 06:00 pm please call the At Your Service department for pick up. Fill out the laundry list, which can be found in the wardrobe of your room, and place the completed form with your laundry.

Lost & Found

Dial Ext. 0

Please contact the At Your Service department for assistance in tracing lost property on the hotel premises. Please note that hotel can not be held responsible for any valuables left unattended. A safe deposit box is available in your room free of charge.

Mail & Message Service

Dial Ext. 0

Message will be automatically delivered to your room.

Maintenance

Dial Ext. 0

If you encounter any facilities not in perfect working order, please contact the At Your Service department for assistance.

Mini Bar

Dial Ext. 0

Each room is equipped with a mini bar, kindly be informed that we have mini bar package, for information please contact the At Your Service department.

Newspapers

Dial Ext. 0

National and international newspapers and magazines are available for purchase by the pool and beach area.

Pets

Due to hygienic reasons, pets are not permitted in the hotel premises or in the room.

Photocopying Service

Dial Ext. 0

Arrangement can be made through the reception desk.

Pool / Beach Towels



The towel cards that you receive upon check in can be used to get towels from the "Towel centre", which is located on the beach, at the Kids Pool and Nino Pool. These towels are only meant for the swimming pool or the beach. You are kindly requested to deliver the towels cards, along with the room keycard, back to the reception desk before check out.

Restaurants

Buffet dining is offered in our main restaurants Riviera breakfast, lunch, and dinner. Palmera for Breakfast, lunch and Dinner, High chairs for kids are available upon request.

Safe Deposit boxes

Safe box is available in your room free of charge. The hotel can not be held responsible for any valuable left unattended. The safe can be programmed to open and close. The manual that explains the process of programming is displayed inside the wardrobe. We can hold your valuables at our safe box by the reception.

Security

Security operations are active 24 Hrs. a day, every day of the year.

Shops

Conveniently located in front of Lobby, near to main Theatre, and by beach area near to diving center

Shuttle Bus Service

Dial Ext. 0

We organize daily trips to and from Naama Bay against charge. Please refer to the time table in the lobby or to contact the At Your Service department. Please note that prior reservations are required.

Sun Beds

Please note that there is no pre-reservation for the sun beds by the pools or on the beach.

Tours & Travels

For sight-seeing tours of surrounding areas, and other parts of Egypt, please contact your travel agent representative.

Tennis

Dial Ext. 0

The hotel has floodlight tennis courts. For information about prices rental of the Equipments and reservation, please contact At Your Service department.



TV Channels

Please refer to the last page in this directory.

Visitors

For security reasons, unregistered visitors are not allowed on the hotel premises and guest room.

Water

Please refrain from drinking tap water.

Wellness Centre

Dial Ext. 0

Our Wellness center provides comprehensive health & fitness amenities such as:

- Sauna
- Steam
- Massage
- Fitness room
- Jacuzzi
- Turkish Bath

Children under age 16 are not allowed to use the health club.

Wake-up calls

Dial Ext. 0

For wake-up call service, please contact the At Your Service department.

Wheel Chairs

Dial Ext. 0

Wheel chairs are available upon request. Please contact the At Your Service Department



Telephone Service

Room to room calls:

Dial 7 then the room number directly.

Local calls:

Dial 9 and then the local number

National calls Egypt:

1. Dial 9.
2. Area code.
3. Telephone number.

Long distance calls international:

1. Dial 9.
2. Country code.
3. City routing code.
4. Telephone number.

For further assistance, please Dial (0) for hotel operator.

Country Codes

Arab Countries	Code	Other Countries	Code	Other Countries	Code
Abu Dhabi	9712	Albania	355	Liberia	231
Ajman	9716	Argentina	54	Luxembourg	352
Al Ain	9713	Australia	61	Malaysia	60
Algeria	213	Austria	43	Netherlands	31
Al Ruwais	97181	Belgium	32	New Zealand	64
Buhasa	97188	Brazil	55	Nigeria	234
Bahrain	973	Canada	1	Niger	227
Dubai	9714	Chile	56	Norway	47
Fujairah	9719	Colombia	57	Pakistan	92
Hatte	97185	Cyprus	357	Paraguay	595
Iraq	964	Denmark	45	Peru	51
Jordan	962	France	33	Philippines	63
Kalba	9719	Gabon	241	Portugal	351
Khor Fakkan	9719	Germany	49	Romania	40
Kuwait	965	Greece	30	Russia	007
Lebanon	961	Hong Kong	852	Singapore	65
Libya	218	Hungarian	36	Spain	34

Morocco	212	India	91	Sri Lanka	94
Oman Muscat	968	Indonesia	62	Sweden	46
Qatar	974	Iran	98	Switzerland	41
Umm Al Quwain	9716	Ireland	353	Thailand	66
Ras Alkhaimah	9717	Italy	39	Turkey	90
Saudi Arabia	966	Israel	972	United Kingdom	44
Sharjah	9716	Japan	81	U.S.A.	001
Syria	963	South Korea	82	Venezuela	58

Recreation and Relax Facilities

You will enjoy the relaxing atmosphere at our beach and main pool, the art of massage & body treatments in

The Health Club, doing aerobics & gym with certified trainers in the fitness center area.

Our Recreational facilities include

220 meters Coral beach

Grand swimming pool

Pool River

Luna pool (heated in winter)

kids pool

Nino pool

Diving Center

Variety of aerobic classes e.g. water aerobics, step aerobics

Full equipped gym

Personal training programs

Sauna, Steam, and open air Jacuzzi

4 Massage rooms with a variety of massage types & body treatments and open air massage by the beach.



Tennis court with floodlight

Natural grass football court

Beach Volleyball

Opening Hours

Beach, Swimming pools and gym

From 08:00 hrs till sun set

Jacuzzi Sauna, steam,

From 09:00 hrs till 7 pm

Restaurants & Bars

Riviera Restaurant:

Our Main dining room, serves 500 seats, indoor and outdoor seating areas with view of the pool. Daily international buffet for breakfast, Lunch and dinner from "Around the world" to satisfy all tastes

Opening and closing hours are:

Breakfast: 07:00hrs till 10:00hrs

Lunch: 12:30hrs till 15:00hrs

Dinner: 18:30hrs till 21:30hrs

Palmera Restaurant:

Our second main Dining room serves 400 seats. The restaurant offers same services and facilities of "Riviera" restaurant.

Open depending on occupancy

Portofino:

Our traditional Italian Restaurant with 82 seats (indoor and outdoor), serving authentic Italian food including different freshly baked pizzas

It is located next to the "Riviera" main restaurant.

Open from 19:00hrs till 22:00hrs. (Extra charged)



Star Fish:

Our Seafood Restaurant is serving 50 seats, indoor and outdoor on the beach area, serves the day fresh catch of the red sea. (Extra charged)

Open from 19:00hrs till 22:00hrs.

Falafel:

Our Oriental Restaurant is serving 75 seats indoor. It is located beneath "Star Fish" restaurant. Offering authentic oriental food, grilled charcoal meat, chicken and fish as well as Oriental deserts.

Open from 19:00hrs till 22:00hrs, (extra charged)

Luna Bar:

Swimming pool bar at the Luna pool

Open from 10:00hrs till 23:00

Nino pool bar:

Swimming pool bar at Nino pool

Open from 09:00hrs till 23:00hrs

N.U.T.S Disco:

Our indoor disco with lively music

Open every day from 23:00 till 02:00 am, free entrance, drinks charged

Lobby Bar:

Open 24 hours to provide all types of imported drinks, fresh juices and also serving room service menus in the lobby bar and in our guest rooms (extra charged bar)

Aida Conference room:

Our Ballroom accommodating maximum 500 people.

For reservation contact the (At Your Service) Department



All inclusive Beverages

- Serving blender juices, soft drinks, Egyptian wine by the glass served during evening meals only, Draft/Local Beer, Mineral water, Tea and Coffee, plus all local alcohol drinks like (Vodka, Gin, Rum, Whisky, Brandy etc...) Wine is being served from 09:00 till 23:00 in all bars as well as during lunch and dinner in the restaurants.
- Special imported drinks, espresso, fresh juices at lobby bar and a la carte restaurants such as Star Fish; Portofino & Falafel are available at extra charge

Fire procedures

We have taken every precaution to ensure your comfort and safety. However, in the unlikely event of an emergency due to fire, it is important for every in the building to be familiar with basic life safety recommendations.

Fire escape plan: Plan is placed back of your room door

Please take few minutes to read it

Before you unpack

Count the number of doorways between your room and at least 2 emergency exits.
Check their exact positions:

Do you have to turn away? Are they left or right turns?

Check the position of the nearest fire alarm

Check the controls of your room air condition unit

Learn how to switch it off

Place your key in the accessible position within your room

Take it with you if you leave the room. You may have to return in an emergency

Prevention

Do not smoke in the bed

Extinguish all smoking materials fully before you leave the room or retire for the night



If you notice fire or smoke in your room

Stay calm. Turn off the air condition and leave the room.
Take your key with you; do not stop to take any other possessions.
Close the door behind you and inhibit the spread of fire.
Activate the nearest fire alarm
Call the front desk and report your name, location and the nature of fire
Walk to the nearest emergency exit and leave the building
Close the door behind you to prevent the spread of fire into the stairwell

If there is smoke in the corridor

Stay calm, stay as low to the ground as possible.
Crawl close to the walls. Count the door ways to the exit.

If you smell smoke while you are in your room

Stay calm. Turn off the Air condition. Feel the door with the back of your hand, follow instructions for – “if the door is hot, stay in your room”

If the door is hot, stay in your room

Call the front desk and report your name, location and the nature of the problem.
Fill the bathtub with water.
Stuff wet towels and sheets around door seals and air vents.
Use water waste basket to bail water from the tub if necessary.
Remove drapes from the windows.
If smoke still comes into your room, create a tent over your head with wet blanket.
Look out the window, if smoke is not rising up from lower floor, open the window.
Do not break the window unless the room is smoke filled and you can't open it.
You may have to close it again if the smoke begins to come in from outside.
Hang a sheet out the window to indicate your presence.
Do not lean or climb out.

If the door is Cool

Leave you room and take your key with you.
Turn off the air condition before leaving your room.
Do not stop to take any other possessions.
Close the door behind you and inhibit the spread of fire.
Activate the nearest fire alarm.
Call the front desk and report your name, location and the nature of fire.
Walk to the nearest emergency exit and leave the building.
Close the door behind you to prevent the spread of fire into the stairwell.

Emergency General Procedures.

The following is a brief summary of recommendation to follow in the events of a fire, as published by Egyptian department of civil defense.

At Check In

- 1) Locate exits.
- 2) Note doorways and features between your room and exit
- 3) Put your key on the power receiver.

If you detect signs of fire don't panic

- 1) Report fire to hotel operator, or if possible, activate the nearest fire alarm.
- 2) Get key, crawl to the door.
- 3) Feel door. If hot, don't open.
- 4) If cool, open cautiously.
- 5) If hall is smoky, crawl to the exit.
- 6) Go to ground floor and then proceed to the emergency assembly point, (one in parking area and another near to Kids Pool).
- 7) If door is hot stay in room.
- 8) Get fresh air from window. Do not break it. Beware rising heat of flames.
- 9) Phone for help. Signal at window.
- 10) Turn on vent fan.
- 11) Seal cracks around door and vents with wet towels.

Hotel Fire Alarm

When the general alarm sounds you should leave the building immediately by using the nearest fire exit. Follow directions of hotel staff. For information pertaining to your room. Consult the directions posted on your cupboard door.

Emergency preparation for persons requiring special attention

Dial Ext. 0

Please contact the hotel operator. The staff will help you to find the best assistance required.

Fire precautions

Dial Ext. 0

All of the hotel's rooms and public areas are equipped with smoke detection system. In the unlikely event of fire, please contact the At Your Service department immediately, and give your location. Our trained fire prevention team will give further instructions.