

General information

<u>Baby sitter service</u>	Available 24 hours. For more information please contact animation team
<u>Exchange service</u>	ATM machine located beside bazaars, Lobby area 24hours
<u>Safe box</u>	<p>Available in your room, free of charge. An instruction paper you will find in your room, in a case not understanding contact reception. Upon check out, kindly leave door from the safe open.</p> <p>The Management of Prima Life hotel takes no responsibility for valuables left in your room</p>
<u>Shops</u>	<p>Open 10:30 – 22:30</p> <p>Several shops are located at the Lobby</p>
<u>Clinic</u>	<p>Open 24 hours</p> <p>Extra charge service</p>
<u>Shuttle bus</u>	<p>We offer shuttle bus three times per day</p> <p>Leaving the hotel 10:00, 16:00, 21:00</p> <p>Leaving Hurghada 13:00, 19:00, 00:00</p> <p>Two ways per person cost 5 EUR</p>
<u>Payment</u>	We accept USD\$, EUR and English pound and also we accept VISA and Master Card
<u>Check out</u>	Each check out time is till 12:00. Possibility for a day use check with a reception on the same day in the morning. By your check out, please return room key with a power saving card, the guest questionnaire, towel card and kindly settle your bill
<u>Telephone calls</u>	<p>Laundry – 4 Reception desk – 1, 2 Operator – 0</p> <p>Room – 7665 Guest relation – 7772 Housekeeping – 5 Service</p> <p>To call from the room to the room dial 8 and room number</p>
<u>Hotel address and telephone contact</u>	<p>Prima Life Makadi, Safaga road, Hurghada, Red Sea, Egypt</p> <p>Telephone: +20653590251/52/53/54</p> <p>20100084211/12/13/14/15+</p> <p>20181600947/48+</p> <p>Fax: +20653590255</p> <p>Email: fo.makadi@primalife-egypt.com, rsvr.makadi@primalife-egypt.com</p>

Restaurants

<p><u>Prima Vera</u> <u>Main Restaurant</u></p>	<p>Serving special different open buffet</p> <p>Breakfast 07:00 – 10:00</p> <p>Lunch 13:00 – 16:00</p> <p>Dinner 19:00 – 22:00</p> <p>Late dinner 22:30 – 01:30</p> <p>For a breakfast or lunch box, please contact reception desk till 21:00 on the daily basis/1 day prior</p>
<p><u>Xclusive Restaurant</u></p>	<p>A la carte restaurant with extra charge</p> <p>Dinner 19:00 – 22:00</p> <p>Enjoy a unique restaurant offering exotic All inclusive with a middle eastern food</p>
<p><u>Italy restaurant</u></p>	
<p><u>Azurro</u> <u>(Mediterranean restaurant)</u></p>	<p>Open 09:00 – sunset</p> <p>To order made wood oven pizzas & BBQ, shawerma, pastas, salad bar for a lunch 12:00 – 16:00</p> <p>Ice Cream 10:00 – 17:00</p> <p>Dinner 19:00 – 22:00</p> <p>A la carte Mediterranean cuisine for a dinner (No reservation). Special seafood items available for a small supplement</p>

Bars & Cafes

Sky Light Lobby Bar	Open daily 24 hours for all local alcoholic and non – alcoholic drinks, hot drinks and soft drinks. Available also imported alcoholic drinks not on All inclusive base
L'Express Pool Bar	Round the clock easy dinning & drinking at the pool Open 24 hours Late breakfast 10:00 – 12:00 Snacks 12:00 – 16:00 Ice cream 10:00 – 17:00
Aqua Pool Bar	Open 09:00 – sunset Serving all local alcoholic and non alcoholic and non alcoholic drinks, soft drinks, cocktails
La Playa Beach Bar	Open 09:00 – 19:00 21:00 – 01:00 Popcorn 10:00 – 17:00 Serving all alcoholic and non alcoholic and non alcoholic drinks, soft drinks, cocktails
Bar No 8	Open 15:00 – 01:00 The billiard is 5 EUR/1 hour
Books & Coffee	Open daily 24 hours for hot drinks Danish & Croissants 10:00 – 17:00 English cake 17:00 – 23:00 Cold cuts & cheese 23:00– 10:00
Café de Makadi	Open 19:00 – 01:00 Serving all alcoholic and non alcoholic and non alcoholic drinks, soft drinks, cocktails, hot drinks, water pipe with a small supplement
Mojito bar	Open 19:00 – 01:00
Club Soho Disco	Open 23:00 – 03:00 After 00:00 is extra charge for drinks Serving alcoholic and non alcoholic and non alcoholic drinks, soft drinks, cocktails

Policies

Dressing	We kindly request you not to wear swimming costumes at the Lobby and Reception and as well in the restaurant during breakfast, lunch and sleeveless shirts and slippers during dinner time
Swimming pools	Main swimming pool, heated swimming pool (shallow one), children swimming pool (Kids Club)
Towel policy	Upon check – in you receive 1 towel card per person. Please exchange your card with a towel and in the evening return back. Please don't reserve any sun beds. For lost towel or card you will be charge by 10 EUR per card

Sports & Activities

<u>Table tennis</u>	Open 09:00 – 21:00 Free of charge. Make your reservation with Prima Spa personal
<u>Tennis court</u>	Open 09:00 – sunset Free of charge, use of evening floodlight charge is 60 LE per hour
<u>Squash court</u>	Open 09:00 – 21:00 Free of charge. Make your reservation with Spa personal
<u>Aqua Park</u>	Aqua park with a three slides are located beside a main swimming pool Open 10:00 – 13:00 14:00 – 17:00
<u>Diving center</u>	Contact with diving center staff
<u>Animation activities on the beach</u>	Volleyball Boccia Darts Evening activities start from 20:30 as mini disco for children and 21:30 for show time
<u>Aqua center</u>	Contact with aqua center staff

Health Club

<u>Spa Prima</u>	Open 09:00 – 21:00 Offering sauna, Jacuzzi, steam bath, Turkish bath and massage for extra charge. Please contact Prima Spa personal for more information & reservations
<u>Gym</u>	Open 09:00 – 21:00 Free of charge. To use sport shoes is highly advisable

Services not included (against charge):

- Diving Center
- Aqua Center
- Billiard.
- Laundry
- Spa Centre
- Wi Fi in rooms
- Telephone Calls
- Imported alcoholic and all canned drinks
- Exclusive a la carte restaurant

Other Services:

- Hotel **Doctor** is available in the hotel for any case contact the reception; we wish you a healthy stay.
- In case you need a **limousine**, the limousine service desk available at the lobby.
- Shuttle bus to Hurghada 3 times in the day, for reservation contact please reception, minimum 4 person,

Kindly note the following:

- **“Check in”** time not before 14:00.
- **“Check out”** time is **before** 12:00 PM, so please bring the key before **12:00 PM** to The Reception, in case the guest need to extend the room till 18:00 hour 120 le per person will add to the guest bill
- **Breakfast Boxes** could be reserved a day before excursions (maximum time to receive reservations **21:00**)
- **Safe in the room free of charge**, Please Leave Your **Room Safe** Open when you make Check out from the room.
- **Inviting outside guests** is not included in our all inclusive system. **Will be** Extra charge
- The charge of the lost towel or (towel card) is 10 euro, and towel cards must return to reception during check out
- No sun beds reservation before 08:00 am, if you do not use sun beds for 1 hour we will be obliged to remove it and you will find it with the nearest attendant.
- **Swimming wear** is not allowed in our restaurants and bars for meals we request you to wear “smart casual”.
- Please for your safety and health it is not allowed to take any **cutlery (plates, glass, forks....etc)** and food or fruits out side the restaurants or bars.
- **Smoking Shisha** is not allowed in the rooms.
- **Smoking too much in the rooms** and breaking fire glass operates the alarm in the entire hotel especially at night time.

- As per Egyptian law teenagers less than 18 years old are not served **alcoholic drinks**.
- For **payment** we accept **LE, €, \$, £, Visa and Master card**.
- It's not permitted to feed the fish in the sea as per Egyptian law