

# ALL-INCLUSIVE PROGRAM

• [www.swisstouchhotels.com](http://www.swisstouchhotels.com)

## Welcome to Your All-Inclusive Experience

At SwissTouch Oriental Resort, we strive to provide you with an unforgettable vacation. Our All-Inclusive program is designed to offer you a seamless and enjoyable stay. Please review the following details to make the most of your experience.

### RESTAURANTS

#### **Shahrazad Restaurant ( Main Restaurant - Open Buffet )**

Location: left side of lobby

Opening Hours: Breakfast: 07:00 - 10:00 /Lunch: 12:30 - 15:00

Dinner: 19:00 - 21:00

#### **La Trattoria Restaurant ( italian theme)**

Location: Beside Main Restaurant

Opening Hours: Dinner: 19.00 PM - 21.00 (Reservations Required)

#### **Mangrove Restaurant ( Sea Food )**

Location: Beachfront, Opening Hours: Dinner: 19:00 PM - 21:00  
(Reservations Required)

#### **Pergola Beach Bar ( Snacks )**

Location: Beach Bar , Opening Hours: 15:00 - 17:00

### BARS

**Lobby Bar:** Hours: 10:00 - 23:00 , **Pool Bar:** Hours: 10:00 - Sunset , **Beach Bar:** Hours: 10:00 - Sunset

Various local alcoholic and non-alcoholic beverages are available at all hotel bars and restaurants. Drinks are served from 10:00 to 23:00 (after 23:00, drinks are charged extra). No alcoholic beverages are served between 06:00 and 10:00. Self-service is available at the Pool Bar, Beach Bar, and Disco Bar.

## **DRESS CODE**

We kindly request that guests adhere to a smart casual dress code in all restaurants during dinner. Swimwear is not permitted in the restaurants. Gentlemen are requested to wear long trousers or tailored shorts.

## **TOWEL & BEACH**

The towel card you received at check-in allows you to exchange one towel per day at our Beach Towel Centre between 08:00 and sunset. Red “Do Not Disturb” flags are available free of charge at each towel centre to ensure privacy from pool and beach vendors. Kindly avoid reserving sunbeds in advance or leaving them unattended, so all guests have equal access to beach and pool chairs.

## **POOLS & BEACH**

Enjoy our pristine beach and refreshing pools. Sunbeds and umbrellas are available on a first-come, first-served basis. Pools are open from 8:00 AM to 6:00 PM. Lifeguards are on duty during these hours.

Please note that sunbeds at the pools and beach cannot be reserved. For your safety, the use of glass and porcelain tableware is not permitted in the pool or beach areas.

## **ENTERTAINMENT & SPORTS**

A variety of entertainment and sports activities are available throughout the day. Check the daily activity schedule at the reception for details on live music, shows, water sports, and more.

## **HOUSEKEEPING**

Daily housekeeping services are included. Should you require any special assistance or have specific preferences, please contact the reception.

## **MINIBAR**

Your minibar is replenished daily with water. All other items are available at an additional charge, with prices listed in your room. Minibar items will be removed one day prior to check-out.

## **INTERNET & WI-FI**

Complimentary Wi-Fi available in public areas and rooms, Contact Reception for assistance with connection

## **TRANSPORTATION & EXCURSIONS**

Airport transfers (advance booking required) ,Taxi services available at the hotel entrance , Diving center, snorkeling trips, desert safaris, and city tours (extra charge)

## **LAUNDRY SERVICE**

Laundry & dry cleaning available daily (extra charge) , Price list available in your room

## **SMOKING POLICY**

Smoking is permitted only in designated outdoor areas ,All rooms are non-smoking except balcony or terrace

### **SAFE BOX**

A safe box is available in your room for your valuables. The hotel is not responsible for any loss or damage to items not stored in the safe box, Please leave the safe open before check-out

### **GYM & SPA**

**Gym:** 08:00 – 20:00 (free of charge, sports shoes required)

**Spa:** 09:00 – 19:00 (treatments extra charge),Sauna, steam, massage, and beauty services available at the Spa Reception

### **GUEST SERVICES**

**Reception:** Ext. 1 (24 hours) , **Guest Relations:** Assistance with requests, special occasions, and feedback , **Concierge:** Excursion reservations, transportation, and local information,**Doctor on Call:** Available 24 hours (extra charge)

### **CHECK-OUT**

Check-out time is 12:00 PM. Late check-out is subject to availability and may incur additional charges. Please contact the reception to arrange for late check-out.

## **Important Information**

- **All-Inclusive Bracelet:** Please wear your All-Inclusive bracelet at all times. This identifies you as a guest entitled to the All-Inclusive services. Loss of the bracelet should be reported immediately to the reception.
- **Beverage Policy:** All-Inclusive beverages are served by the glass. Please note that bottled water, fresh juices, and imported alcoholic beverages are not included in the All-Inclusive program and are available at an additional cost.
- **Check-in Time:** 2:00 PM
- **Privileges:** As an All-Inclusive guest, you are entitled to complimentary access to the gym, Spa services are available during the same hours for an additional fee.
- **Outside Guest Policy:**Entry of outside visitors is not permitted inside guest rooms or residential areas., Visitors may meet hotel guests only in public areas such as the lobby, bars, or restaurants (depending on hotel approval).,All external guests must register at Reception with a valid ID or passport.
- **Day-Use & Paid Access:**Outside guests wishing to use the hotel's facilities (beach, pools, restaurants) must purchase a Day-Use Pass, subject to availability,Prices and inclusions are available at Reception,Day-Use guests must wear the designated Visitor Bracelet at all times.

**Enjoy Your Stay!**

We hope you have a wonderful and relaxing stay at SwissTouch Oriental Resort. Our team is dedicated to ensuring your comfort and satisfaction. If you have any questions or require assistance, please do not hesitate to contact our reception.