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| All Inclusive (Bracelet) | With your bracelet you can enjoy the following services free of charge till your departure time on your departure day, <ul style="list-style-type: none"> - All meals in the Main Restaurant and all snacks at the Pool Bar and Beach Bar. - Dinner in the à-la-carte restaurant, upon availability and with prior reservation. - All drinks hot & cold, local alcoholic & non-alcoholic are included from 10:00 till 00:00. Please do not pay cash in the hotel outlet's but upon check out at the Reception desk. Kindly be advised to give back the bracelet and key card upon check out at the Reception. Lost Bracelet will be charged with 50 LE |
| Giardino International Restaurant  | Situated at the ground floor in the Main Building, in Buffet Style. Breakfast time from 07:00 till 10:30 (No alcoholic drinks are served) Lunch time from 12:30 till 14:30 Dinner Time from 18:30 till 22:00 Late Dinner from 22:30 till 01:00 - Early Continental Breakfast upon request with reservation 1 day before till 20:00 at the reception. Kindly be informed that as per hotel policy, it is not allowed to take any food or drink out of the restaurant. In case you would like to do so it will be charged on your room bill, as Room Service |
| Basilico Restaurant  | Serving à la carte Italian food (upon availability, with prior reservation, one day in advance) Dinner Time from 18:30 till 22:00 Late Snack from 01:00 till 07:00 |
| Gamila Restaurant  | Royal Breakfast from 07:00 till 10:00 (Extra Charge) 12:00 till 17:00 Snacks "Food Corners style" (including ice cream from 14:00 till 17:00) 18:30 till 22:00 Dinner "A La Carte" Serving traditional Egyptian food All drinks hot & cold, local alcoholic & nonalcoholic are included as per all inclusive concept |
| The Boulevard | Café from 10:00 till 17:00 (Tea, Coffee & sweet bakeries) Snacks Time from 15:00 till 17:00 (Gb's Truck) Dinner from 18:30 till 22:00 (Burger House) Bar from 22:00 till 01:00 after 00:00 all beverages are chargeable |
| Mongolian Grill | Serving à la carte Mongolian food from 18:30 till 22:00 |
| Nasaya Restaurant & Lounge | Serving à la carte (extra charge) with reservation one day in advance. Dinner Time from 18:30 till 00:00 |
| Asado Grill House & Felucca Restaurant | Chargeable. Alternative location for dinner at SENTIDO Mamlouk Palace Resort. for lunch and dinner at SUNRISE Crystal Bay Resort –Grand Select- with reservation in advance |
| A-la-carte Restaurant Reservation System | Please reserve your table for dinner at the touchscreen at the lobby area or through the website: rsr.sunrise-resorts.com from your mobile, start of 00:00 for the following day. Alternative Location for dinner at Mexican and Asian à-la-carte Restaurants at SENTIDO Mamlouk Palace Resort are included, upon availability with reservation, one day in advance. |
| Roots Diet & Light | Menu is available in all a la carte restaurants. Please order your menu one day in advance with the Guest Service Center or Reception. |
| Dress Code | Please note that swim wear is not to be worn in the Lobby & Reception areas or in the Restaurants during breakfast, lunch or dinner. Please do not wear shorts, sleeveless shirts or slippers in the restaurants during the lunch & dinner periods. |
| Sun Ray Lobby Bar  | Open for 24 Hours serving all-inclusive drinks: hot & cold, local alcoholic & non-alcoholic. Drinks between 00:00 – 10:00 are chargeable , except water & hot drinks (coffee, tea, hot chocolate). Tea time from 15:00 till 17:00 |
| Victoria Pub (18 +) | Open from 20:00 to 02:00. Disco from 23:00 till 02:00. Serving all inclusive drinks: hot & cold, local alcoholic & non-alcoholic. Kindly be informed that after 00:00 all beverages are chargeable |
| Pool Bars & Beach Bar | Nasaya Beach Bar from 10:00 till 18:00 Oasis Pool Bar from 10:00 till 18:00 & 19:00 till 23:00 Aqua bar from 10:00 till 17:00 & Snacks from 12:00 till 16:30 Yazol Shisha Tent from 12:00 till 00:00 (Extra charge) |
| Amuse Billiard Bar (16+) | From 18:00 till 00:00, serving all-inclusive drinks. Billiard free of charge. Ext #807. |
| Evening Entertainment | Seven nights per week different shows at 21:30 and daily kids disco at 20:30 in the amphitheater. |
| Horas Spa (16 +) and Fitness Center (16 +) | SPA: Open from 10:00 to 20:00. Use of the SPA with prior reservation. All services are chargeable. Located next to the Aqua Park. GYM: Open from 07:00 to 12:00 and 16:00 to 20:00 free of charge / Children under 16 years old are not allowed to use the Gym. Ext.#795 It is not permitted to use the gym without sport shoes. |
| Tennis Court & Football Court | We have two artificial green grass tennis courts and one football field with natural grass. Both are located in front of the SPA and behind the amphitheater. After sunset, the floodlight is extra cost, 200 Egyptian Pounds per hour. |
| Aqua Park | The minimum height for use the slides is 120 cm! Kid's play zone with slides adapted to small children. Aqua park operating time 10:00 till 12:00 and from 14:00 till 16:00 |
| Beauty Center | Open daily from 10:00hrs to 19:00hrs. with prior reservation. All services chargeable. Located beside the hotel clinic. (Beauty Center discount voucher received upon check in) Ext. #92678 |

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| Tattoos | Please be advised not to use “Black Henna Tattoos” as it is not recommended for safety reasons. The management is not responsible for any personal injury or damage of hotel property (i.e. linen, towels, etc.) due to having a tattoo; this is on the guests’ own responsibility. |
| Kids Club | Kids Planet open 6 days as per schedule for children from 3-12 years. |
| Tenants | The Hotel accepts no liability and will not pay any compensation for accidents and complaints caused by Third Parties, such as hotel tenants (shops, water sport centers, sport activities etc.) |
| Child Safety | Children are the responsibility of their parents/caretakers and must be accompanied by and be under parental guidance at all times. |
| Baby sitting | Please contact the Guest Service Center #1, one day in advance, Chargeable upon availability. |
| Payment/Money exchange | The possibility to choose either to pay cash or to pay by Credit Cards. The hotel accepts: American Express/Visa / Master / Diners Card. Ext. #3 Cash Machine available in the Lobby for Money Exchange. |
| Guest Service Center | Any maintenance order, room service order or special requests in your room please dial Ext #1 |
| Telephone calls | To access an international direct line from your room, please dial no. 9 + 00 + Country Code + City Code and then subscriber number. Kindly note that call ringing more than 30 seconds will be charged with the minimum cost of 1 minute (even if the call is not answered), one-minute costs approximately 16.00 Egyptian Pounds. |
| Internet Service | Free WIFI covering all rooms & public areas. To log in: 1- Connect to “Garden&Mamlouk- WIFI”. 2- Open your internet browser. Step 3- Log in screen will appear, fill it in (Username, password). |
| Towel card & Towels at the pool & at the beach | The towel card entitles you to get one towel each day at one of our Towel Centers between 08:00 and 17:00 . Kindly be advised to give back the towel card upon check out at the Reception, lost towel card will be charged with 200 LE. It is not allowed to reserve sun beds at the pool or beach Kindly give the towel back in the same day to get your towel card back, maximum by 17:00. |
| Red Flag | To enjoy your day without interruptions. The red flags are available at the towel center. |
| Safe Box | A digital safe available in your room free of charge. Kindly keep your safe door open before you check out. The hotel is not responsible for valuable items left outside the safe box or in an open safe box. |
| Doctor | Clinic is open from 10:30 to 12:30 & from 18:30 to 20:30 In emergency cases please dial Ext. # 3 (24 Hrs.). Chargeable, to be paid at the reception. |
| Limousine | For the Limo service & price list please contact the limo desk in the lobby. |
| Mini Bar | Please be advised that a mini-bar is available in the room (filled with soft drinks upon your arrival). The mini bar will be refilled daily with water and each 7 th day with soft drinks. If you wish to order any items, please contact the room service # 3. Extra service charge applies. |
| Check out Time | Please let us know when we can pick up your luggage one day before your check out. Please be informed that check out time is 12:00 noon ; please deliver back the Room Key Card & the Towel Cards and settle your account if you have any extras to pay. If you would like to stay in the room longer, it will be charged extra according to the hotel availability. For more info Ext. #3 |
| Room Cleaning Time | Times for room cleaning daily from 09:00 till 17:00. If you prefer a special time for cleaning, please call #1. Kindly note that if your safe box is open, we will not be able to clean the room. |
| Laundry | Against extra charge, for more info dial Ext. #1. (Payment at the Reception upon check-out). |
| Breakfast and lunch box | Please contact your tour leader to make an order at the reception for your excursions. It should be done one day in advance until 20:00. Ext. #3 |
| Jetty Entry | Please take caution during your stay on the jetty. If you exceeded the designated areas, you will do it on your risk. The Hotel Management will not resume any responsibility for claims. |
| Hotel Regulations Roof Top | Please refrain from entering the roof top of the buildings. Any damage or accident will be on your own risk. The Hotel Management will not resume any responsibility for claims. |
| Sunshine Project International | “Sunshine Orphan House “-Donation box located in the Lobby. For more info please contact Guest Service Center or Reception |
| | We care About your feedback. Please send your comments directly to the management to the following link: Letusknow.sunrise-resorts.com/GB |
| Social Media Find us on: |   Tag us @sunrisegardenbeachresort |
|  | The Travelife Sustainability System is an initiative managed by the travel industry. It helps tourism related businesses to measure, improve and report on their contribution to the environmental protection, social development and economic stability of the destinations and communities in which they are based. Following an independent audit of our business against the Travelife sustainability criteria we are proud to have achieved a Gold Travelife award. |

We recommend that food & drinks are not brought into the hotel from outside for Health & Safety reasons

Please be informed that in case you will have visitors from outside, extra charge will be added to your bill.

Enjoy your stay :)