

- **Rates Conditions:**
 - All rates are per room per night in Egyptian Pounds inclusive of a 12% service charge and all applicable taxes net rate.
 - All rates are based on a Half Board Basis (Buffet/Set Menu).
 - All Rates Valid for Egyptian residences Only.
 - USD 50.00 per person per night Supplement for non- residences (Foreigners)

- **Hotel Cancellation Policy:**
 - **· 24-Hour Cancellation / No Show:** If you cancel within 24 hours of arrival or do not show up, the full stay charges will apply (for both individual and group bookings).
 - **· Cancellation 3 Days before Arrival:** If you cancel 3 days before the arrival date, you will be charged 50% of the total amount.
 - **· Refund Process:** If you cancel, the reservation amount will be refunded to your bank account with a 2% deduction for bank fees.
 - **· Cancellation during Peak Times (public holidays):** If you cancel during peak dates such as the Adha Feast, Easter, Eid Al Fitr, etc., the full stay charges will apply, and no refund will be given.
 - **· Amendments within 7 Days:** Any amendments made less than 7 days before your arrival will incur a one-night charge.
 - **· Subject to Availability & Rates:** All amendments are subject to availability and the rates at the time of the change.
 - **· Group Bookings:** For group bookings, the cancellation or amendment policy will be according to the confirmation letter and the hotel's occupancy situation.

Children Policy:

- First child up to 5.99 years old, Sharing Parents' room, free accommodation, and meals.
- Second Child from 5.99up to 11.99 years old, Sharing Parents room, will be charged EGP 900.00 per night/ per child. EGP 1000.00 on public holidays .
- More than 11.99 years old will be considered an adult.
- Maximum number of children per Single or Double room is only two children.
- Infants up to 2.99 in a baby cot are always free of charge.

Check-In/Out:

- Check-In starts at 14:00 Hrs. and Check-out is latest at 12:00 Hrs (Noon).
- For Early Check-In from 9:00 am till 14:00 pm cost LE 500.00 per room.
(Subject to hotel availability)
- For Late Check-out from 12:00 pm till 15:00 pm cost LE 500.00 / till 18:00 pm cost LE 1000.00 per room (Subject to hotel availability)

Hotel Regulations:

- Housekeeping is upon request at the reception.
- Lost or damaged items in the room will be charged
- No smoking in any indoor areas
- Any Special Request remains always Subject to the Hotel Availability.

General terms & conditions

A copy of the children's birth certificate is required upon c/in, kindly ensure to keep a copy of the children's birth certificate.

Please note that all couples must present a marriage certificate upon check-in.

Kindly note that all 4x4 vehicles are not allowed by law to pass the tunnel.

Swimming Pool Health and Safety Instructions:

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- Please refrain from using diapers for children while in the swimming pool.

- Individuals with throat, eye, ear, and skin infections, as well as influenza, are not allowed in the pool area.
- Swimwear is required. Please do not swim in regular clothing or any cotton attire.
- Burkini Swimwear is allowed.

Information We Collect:

Personal Details: Name, contact information, and identification documents.

Reservation Information: Dates of stay, room preferences, and special requests.

Payment Information: Credit card details for booking purposes.

Usage Data: IP address, browser type, and pages visited on our website.

How We Use Your Information:

To process and confirm reservations.

To communicate with you regarding your stay.

To improve our services and website functionality

To comply with legal obligations.

Data Sharing:

We do not sell or rent your personal information to third parties. However, we may share data with trusted service providers who assist in operating our business, such as payment processors and marketing partners.

Cookies:

Our website uses cookies to enhance user experience. You can control cookie settings through your browser preferences.

Your Rights:

You have the right to access, correct, or delete your personal information. To exercise these rights, please contact us at [Insert Contact Information].