



RIXOS HOTELS QUALITY POLICY

At Rixos Hotels our guests are at the heart of everything we do. By delivering high-quality products and services, meeting the highest standards of food safety and providing a safe environment for our staff, we seek to win loyal guests who come back time and again.

Rixos Hotels is committed to

- taking environmental factors into account in every aspect of our operations, implementing measures to enhance our sustainability, raising public awareness and protecting bio-diversity;
- operating according to set objectives while continuously improving, providing regular training for our employees, acting in accordance with national laws and international standards, ensuring consultation with and the participation of our employees and employee representatives in the area of occupational safety, reducing occupational safety risks and making a positive contribution to our society.

As Chairman, I fully support this quality policy that will enable Rixos Hotels to become a leader in the global tourism business and I cordially invite all employees to understand, share, and implement this policy.

Fettah Tamince Chairmanlof the Board

LOCATION

Date of opening

2021

Category

5*

Total Area

255 000 m2

Mailing Address

Safaga Road, Hurghada, Red Sea Governorate - Egypt

Phone

+20 110 325 0000 +20 110 328 0000

E-Mail

magawish@rixos.com

Website

www.rixos.com

Beach Location

Private Beach

Number of Rooms

410

Elevators

No



DESTINATION

Distance from Hurghada Airport

7 km

Hurghada City Center:

12 km

Senzo Mall

10 km

Transport

Transfer (Paid)

Internet

Free WI-FI in all area

Open Air Parking

Free

In accordance with the circulars published by the Ministry of Interior, Ministry of Tourism and Ministry of Health, our hotel reserved the right to make necessary changes to follow the procedures; within the framework of new practices and mandatory procedures of pandemic process.

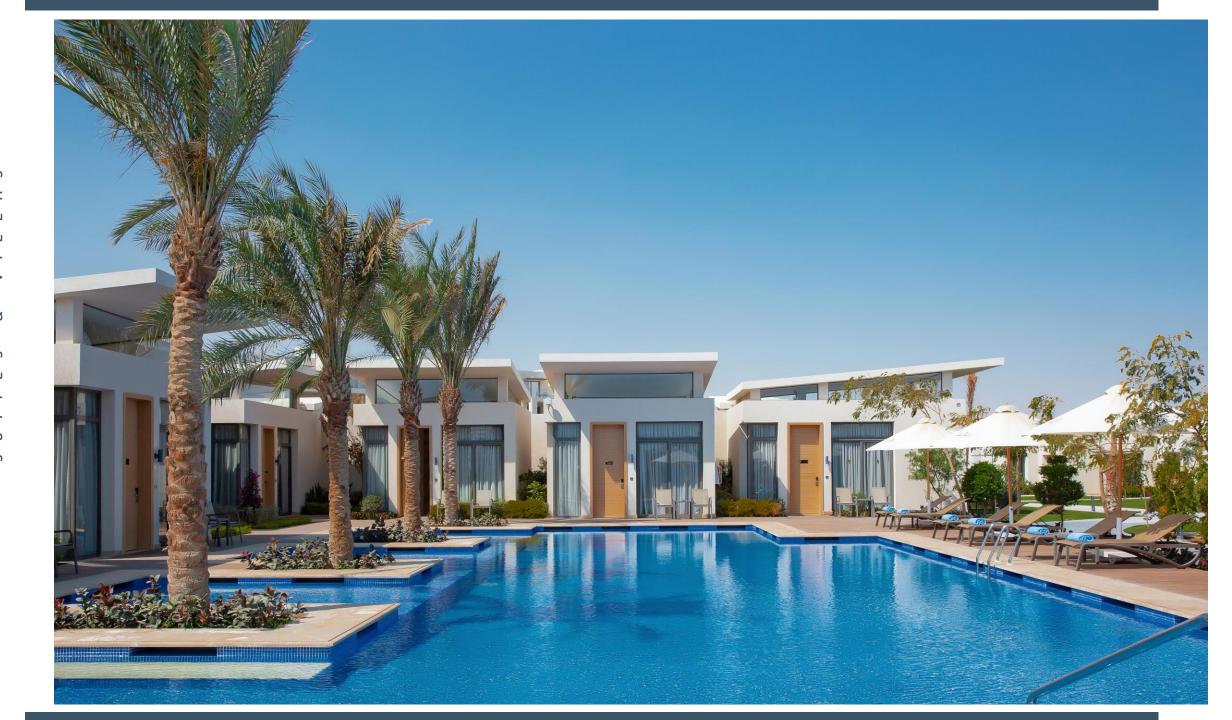




WELCOMING & FAREWELL

Welcome and farewell service				Special check –in service and accompany to the room for all guests in each arrival				
Welcome	Welcome drinks during check-in			Prior	Priority for table reservation in main restaurant for disabled Guests			
General Manager	General Manager's welcome letter in all Rooms				Valet an	d parking ser	vices	
24 Hours Rece	24 Hours Reception / Concierge Services			All conveniences for fully accessible Guest Facilities				lities
Room Type	Suite (53-73 m²)	Superior Suite (140 m²)	Executive Family Suite (170 m²)	Lagoon Deluxe Suite (130 m²)	Lagoon Swim Up Suite (130 m²)	Pool Villa (105 - 129 m)	Executive Pool Villa (240 m²)	Royal Villa (944 m²)
Garden View	94							
Sea View	40		4					
Garden & Pool View	73					104	18	
Pool & Sea View	33	4		18	18			4
Total Room Number	240	4	4	18	18	104	18	4

Total Room Numbers: 410



SERVICES PROVIDED WITHIN THE PREMIUM ALL INCLUSIVE CONCEPT

	Suite	Superior Suite	Executive Family Suite	Lagoon Swim Up Suite	Lagoon Deluxe Suite	Pool Villa	Executive Pool Villa	Royal Villa
Tea & Coffee facilities	√	✓	\checkmark	√	√	√	\checkmark	√
Turn Down Service	√	√	√	√	√	√	√	√
Minibar (Refilled Daily)	√	√	√	√	√	√	√	✓
Espresso Machine	√	√	√	√	√	√	√	√
Private Butler Service							√	√
Private Pavilion								√
Airport Transfer							√	√
VIP Fast Track C/IN at Airport & Hotel							√	√
Flower Bouquet								√
Bathrobe - Slippers	√	√	√	√	√	√	√	√
Kids Bathrobe, Slippers and Amenities	√	√	√	√	√	√	√	√
Pillow Menu	√	√	√	√	√	√	√	√



SUITE

Sea, Garden, Pool, Sea & Pool View

Size: 53 - 73 m²

Specifications:

Spacious suite with King size bed or Twin bed and living area, Mini bar (refilled daily free of charge), espresso machine, tea and coffee making facilities, bathrobes and slippers, 43"LCD TV with international channels, free WI- FI, direct dial phone, telephone in WC, hairdryer, shower, toilet, AC, safe, carpet & tile floor, balcony or terrace.

Maximum: 2 adults and 2 children or 3 adults and 1 child





Suite Amenities:

Branded Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag.

SUPERIOR SUITE

Pool and Sea View

Size: 140 m² Upper floor

Specifications:

1 + 1, Spacious living room and bedroom King size bed, Mini bar (refilled daily free of charge), espresso machine, tea and coffee making facilities, bathrobes and slippers, 43" LCD TV in living room and bedroom with international channels, free WI-FI, direct dial phone, telephone in WC, hairdryer, shower, toilet, AC, safe, carpet & tile floor, balcony.

Maximum: 2 adults and 2 children or 3 adults and 1 child.





Suite Amenities:

Branded Luxury Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Shoe bag, Suit bag, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Nail trimmer set, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag, Sanitizer dispenser, slippers.

EXECUTIVE FAMILY SUITE

Sea View

Size: 170 m² Upper floor

Specifications:

2 + 1, Spacious living room, bedroom with King size bed and bedroom with Twin bed, Mini bar (refilled daily free of charge), espresso machine, tea and coffee making facilities, kitchenette, bathrobes and slippers, 43"LCD TV in living room and in 2 bedrooms with international channels, free WI-FI, direct dial phone, telephone in WC, hairdryer, shower, toilet, AC, safe, carpet & tile floor, balcony.

Maximum: 4 adults and 2 children or 5 Adults and 1 child





Suite Amenities:

Branded Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag.

LAGOON DELUXE SUITE

Pool and Sea View

Size: 130 m²

Upper Floor only

Specifications:

1 + 1, Spacious living room with skylight window, and a Bedroom with King size bed or Twin Bed, 2 Mini bars (refilled daily free of charge) espresso machine, tea and coffee making facilities, bathrobes and slippers, 55" LCD TV in living room, 49" LCD TV in bedroom with international channels, free WI-FI, direct dial phone, hairdryer, shower, AC, safe, carpet & tile floor, remote controlled curtains, 2 balconies.

Maximum: 3 adults and 1 child or 2 adults and 2 children.





Suite Amenities:

Branded Luxury Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Shoe bag, Suit bag, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag, Sanitizer dispenser, Leather slippers.

LAGOON SWIM UP SUITE

Pool and Sea View

Size: 130 m²

Ground Floor only

Specifications:

1+1, Spacious living room and a Bedroom with King size bed, 2 Mini bars (refilled daily free of charge), espresso machine, tea and coffee making facilities, bathrobes and slippers, 55" LCD TV in living room, 49" LCD TV in bedroom with international channels, free WI-FI, direct dial phone, hairdryer, shower, toilet, AC, safe, carpet & tile floor, direct access from the terrace to shared pool.

Maximum: 3 adults and 1 child or 2 adults and 2 children





Suite Amenities:

Branded Luxury Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Shoe bag, Suit bag, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag, Sanitizer dispenser, Leather slippers.

POOL VILLA

Pool and Garden View

Size: 105 – 129 m²

Specifications:

1+1, Spacious living room with skylight window, Bedroom with King size bed, 2 Mini bars (refilled daily free of charge), espresso machine, tea and coffee making facilities, bathrobes and slippers, 55" LCD TV in living room, 43" TV in bedroom with international channels, free WI-FI, direct dial phone, telephone in WC, hairdryer, shower, toilet, AC, safe, remote controlled curtains, carpet & marble floor, direct access from the terrace to shared pool.

Maximum: 3 adults and 1 child or 4 adults only





Villa Amenities:

Branded Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag.

EXECUTIVE POOL VILLA

Pool and Garden View

Size: 240 m²

Specifications:

3+1, Luxury and fully furnished suite with 1 bedroom with king size bed, 1 bedroom with twin beds and 1 bedroom with single bed, 3 bathrooms with a separate shower units, Spacious living room with skylight window, dining area, 4 Mini bar (refilled daily free of charge), tea and coffee making facilities, Espresso machine, bathrobes and slippers, children bathrobe and slippers, 55" LCD TV in living room and 43" LCD TV in each bedroom with international channels, free WI-FI, direct dial phone, hairdryer, AC, safe, remote controlled curtains, carpet & marble floor, terrace.

Maximum: 5 adults and 2 children or 6 adults only





Villa Amenities:

Branded Luxury Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Shoe bag, Suit bag, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Body spray, Nail trimmer set, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag, Sanitizer dispenser, Leather slippers.

ROYAL VILLA

Pool and Sea View

Size: 944 m²

Specifications:

4+1, Luxury and fully furnished villa features 2 bedrooms with king size bed and 2 bedrooms with twin beds, 1 Butler room, Spacious living room, 4 bathrooms with a separate shower units, 1 guest toilet, fully equipped kitchenette & fridge with dining area and servant room, 4 mini bars (refilled daily), Espresso machine, bathrobes and slippers, children bathrobe and slippers, 65" LCD in living room and 55" in master bedroom and 43" in 3 bedrooms with international channels, surround home theatre system, free WI-FI, direct dial phone, AC, safe, remote controller curtains, carpet & marble floor, large terrace, private butler services. Villa has private garden with pool and private cabana on the beach.

Maximum: 8 adults and 2 children.

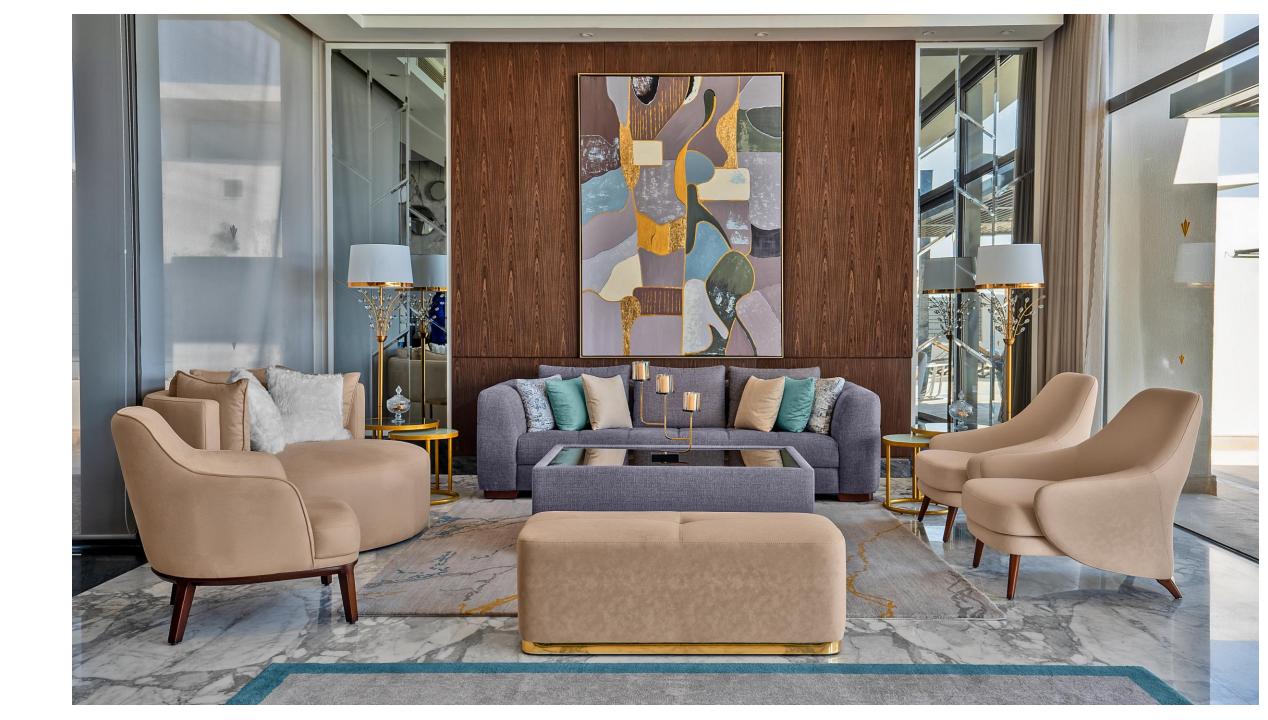


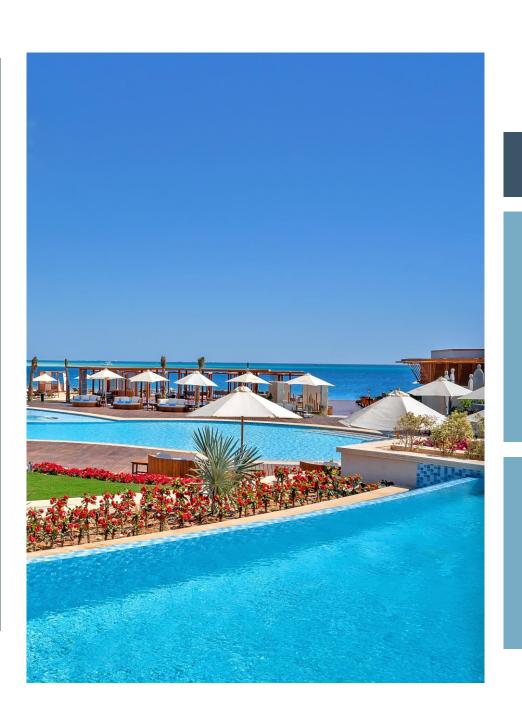


Villa Amenities:

Branded Luxury Bathroom Amenities, Male Hygiene Box (Shaving kit, Dental kit) Bath loaf, Shoe mitt, Shoe Shine, Shoehorn, Shoe bag, Suit bag, Nail File, Comb, Sewing Kit, Cotton buds, Make-up cotton discs, Shower Cap, Wet Wipes, Nail trimmer set, Lavender pouch, Hygiene bag & cartridge, Women diapers, Medical waste bag, Pencil, Laundry bag, Sanitizer dispenser, Leather slippers, Beach bag.







VILLA SERVICES

VILLA TYPE

TAILOR MADE SERVICES

EXECUTIVE POOL VILLA

Resident Private Butler.
7/24 Security at the Gate.
7/24 Club Car Services.
Airport Transfer (Executive Pool Villa)

ROYAL VILLA

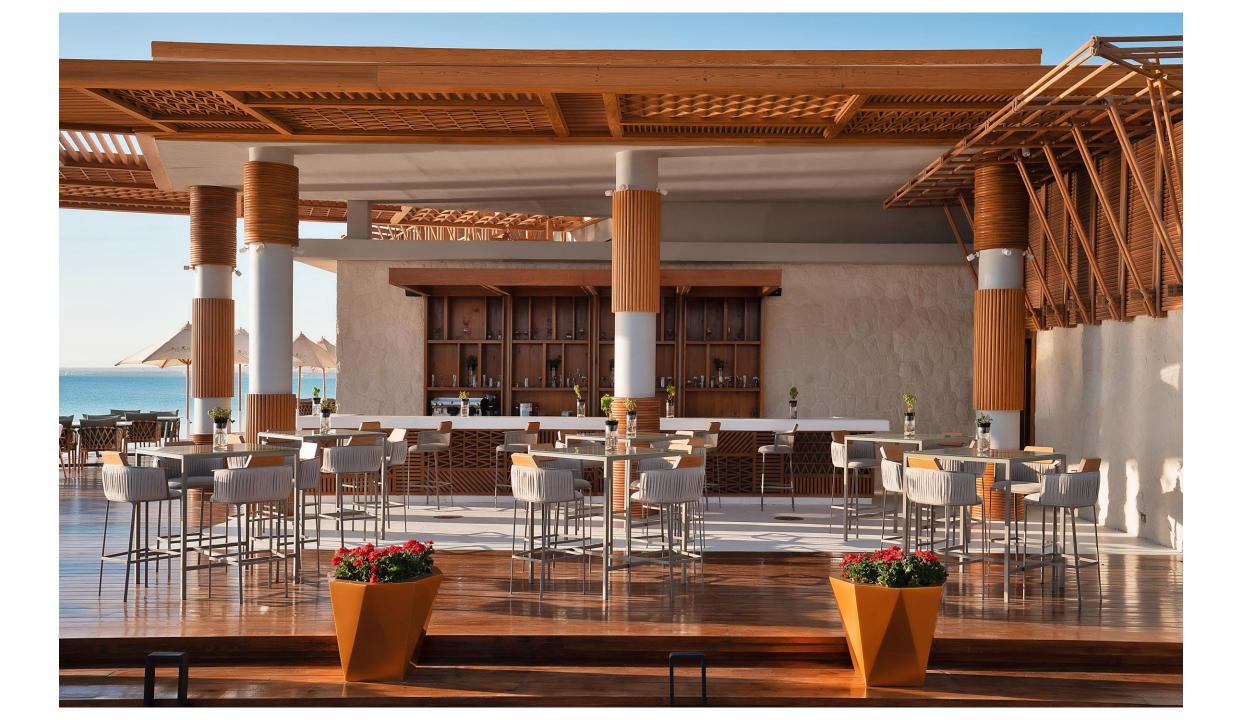
Resident Chambermaid.
Resident Private Butler.
7/24 Security at the Gate.
Private Chef.
7/24 Club Car Services.
Airport Transfer



PREMIUM CONCEPT FOOD & BEVERAGE SERVICES



Main Restaurant	7 Different Cuisines of A 'la Carte Restaurants	Bars Around the Resort
Fresh fruit juices services for breakfast at the Main Restaurant	Patisserie Tea Time at Lobby Chocolate / Pastry Shop	Soft Drinks During all Day Dining as well as Alcoholic Beverages
24 Hours Food & Beverage Services	Ice Cream Corner	



PREMIUM ALL INCLUSIVE BEVERAGE CONCEPT

Whiskey	Scottish	Bourbon	Irish		
Brandy	VSOP	VSO	VS		
Vodka	Standard				
Tequila	Gold	Silver			
Rum	Dark	White	Golf		
Liquor	Standard				
Beer	Local	Imported			
Wine	Local	Local spari	kling wine		
Fresh juice	Fre	sh orange juice for breakfast o	nly		
Tea / Coffee	All hot drinks are available in all bars & restaurants				
Soft drinks	Water, Coco Cola, Cola Cola Light or Zero, Fanta, Sprite, Fruit Juice, Beer, Soda, Tonic, Red Wine, White Whine, Chips, Chocolate				

^{*}All served drinks are original and world brands. The hotel reserves the right to change the concept of the beverages.



R E S T A U R A N T S

Restaurant	Meal	Style	Operation Hours	Free	Capacity
	Breakfast	Open buffet	07:00 – 10:00	\checkmark	
Turquoise	Late Breakfast	Open buffet	10:00 – 11:00	\checkmark	400
Main Restaurant	Lunch	Open buffet	12:30 – 15:30	\checkmark	486
	Dinner	Open buffet	18:30 - 21:30	\checkmark	
People's Midnight Snacks		Menu	22.00 – 07:0	\checkmark	100







A LA CARTE RESTAURANTS

Restaurant	Cuisine	Meal	Details	Working Hours	Indoor Capacity	Outdoor Capacity
Salt	Seafood	Dinner	Dress code. Need Reservation	19:00 – 21:30	40	60
Lalezar	Turkish	Dinner	Dress code. Need Reservation	19:00 – 21:30	34	38
Asian	Asian	Dinner	Dress code. Need Reservation	19:00 – 21:30	34	38
La Churrascaria	Brazilian	Dinner	Dress code. Need Reservation	19:00 – 21:30	40	35
The Mangal	BBQ	Dinner	Dress code. Need Reservation	19:00 – 21:30		70
	International	During the day	No Reservation	09:00 – 22:00	60	45
People's	Teppanyaki	Dinner / Extra	Dress code. Need Reservation	19:00 – 21:30	16	





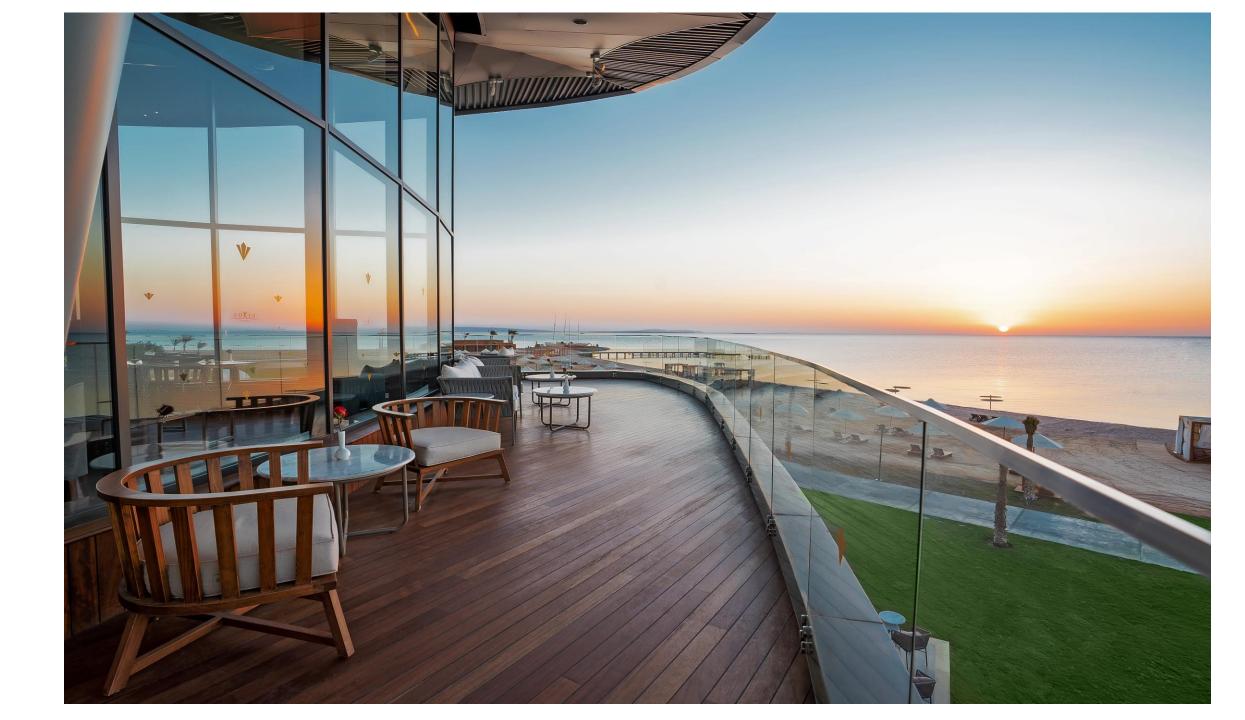




B A R S



Bars	Style	Notes	Operation Hours
Lobby Bar	Drinks & Aperitifs	All drinks are served in glasses	24 Hours
English Pub	Drinks & Aperitifs	All drinks are served in glasses	22:00 till 02:00
Piazza Bar	Drinks & Aperitifs	All drinks are served in glasses	10:00 till 00:00
Panorama Bar	Drinks & Aperitifs	All drinks are served in glasses	12:00 till 00:00
Lagoon Pool Bar	Drinks & Aperitifs	All drinks are served in glasses	10:00 till 18:00
Beach Bar	Drinks & Aperitifs	All drinks are served in glasses	10:00 till 00:00
Lotus Pool Bar	Drinks & Aperitifs	All drinks are served in glasses	10:00 till 18:00
Lotus Lobby Bar	Soft Drink (No Alcoholic Beverages)	All drinks are served in glasses	24 hours
X Lounge	Drinks & Tapas with Rixos Signature	All drinks are served in glasses	11:00 till 00:00
Vitamin Bar	Soft Drink (No Alcoholic Beverages)	All drinks are served in glasses	10:00 till 19:00
Detox Bar	Fresh Juices and No Alcoholic Beverages	All drinks are served in glasses	10:00 till 18:00



C A F E



Café	Style	Notes	Operation Hours
Vanilla Ice Cafe	Desserts	Ice Cream	10:00 – 17:30
Beach Snaxx	Snacks & Drinks	Gozleme, kumbir, toast, fries	11:00 – 17:30
La Creme Cafe	Drinks	Tea, coffee, frappe	06:00 – 23:00
Café De Vienne	Drinks & Sweets	Tea / Coffee and Pastries	10:00 – 22:00



CABANA & SHISHA



	Location	Description	Operation Hours
Beach Cabanas	Beach	The butler service strives to fulfill every possible requirement - naturally, refreshments and drinks are served directly into the cabana. Enjoy life in privacy with your partner or friends on your "private beach" and let yourself thoroughly spoiled. Cabanas are with extra charge and a prior reservation is required .Butler service provided within up-scaled packages only	09:00 – 18:00
Polls Cabanas	Lagoon Pool	Relax in your own poolside cabana and enjoy your own seating area	09:00 – 18:00
Shisha Corner	Beach	Located near the beach, Shisha corner can offer you different kinds of tobacco flavors and pleasure of real Oriental shisha.	Not available during pandemic



ENTERTAINMENT & ACTIVITIES





Beach Activities	Pools Activities	Horse Riding	Exclusive Sports Club			
Tennis Courts	Table Tennis	Rixy Kids Club	Diving Center			
Multi Talent Artists	Musicians	Live Band	Professional Dancers			
Carnivals Pool Party Water Sport Theme Nights Events						
EXTRA CHARGE: Diving School & Motorized Water Sports						



DAILY ACTIVITIES DETAILS

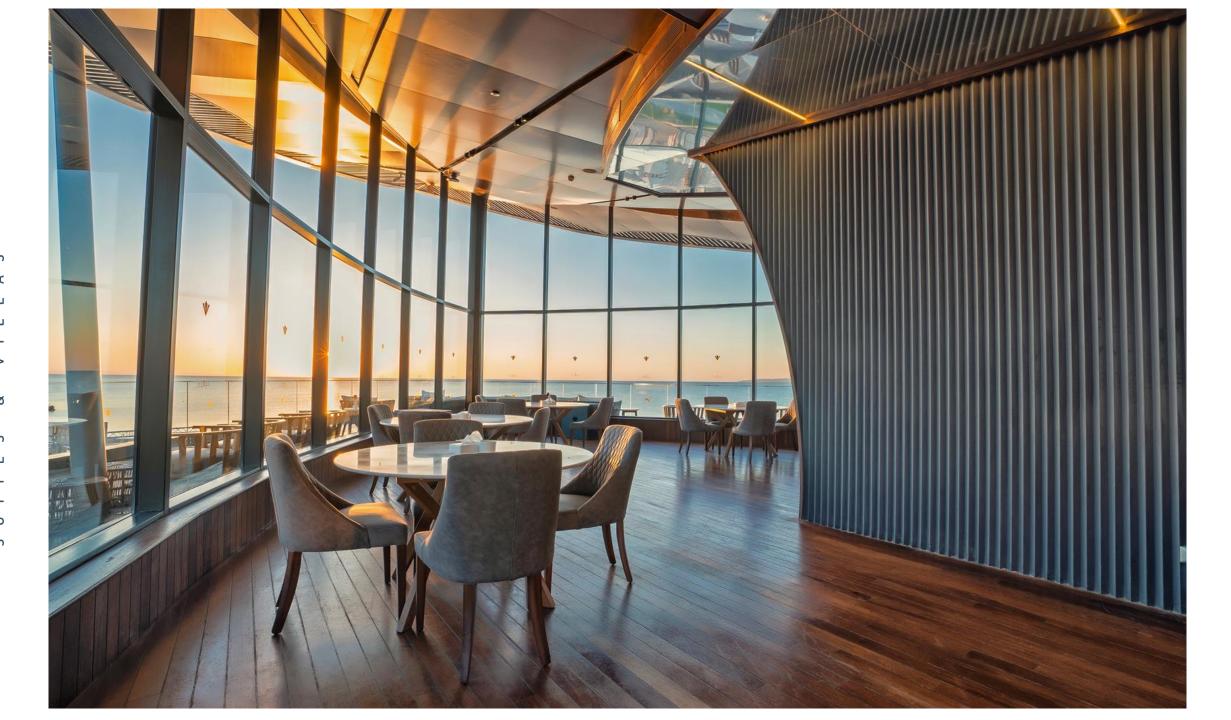
SPORT ACTIVITIES				
Yoga	Beach Volleyball			
Stretching	Darts			
Crossfit	Boccia			
Tabata	Water Polo			
TRX	Daily Tournament			
Crazy ABS	Table Tennis			
Core Express	Shuffleboard			
Aqua Fitness	Pool Games			
Zumba	Beach Games			
Pilates	Games			
Body – Work Out	Dance Course			











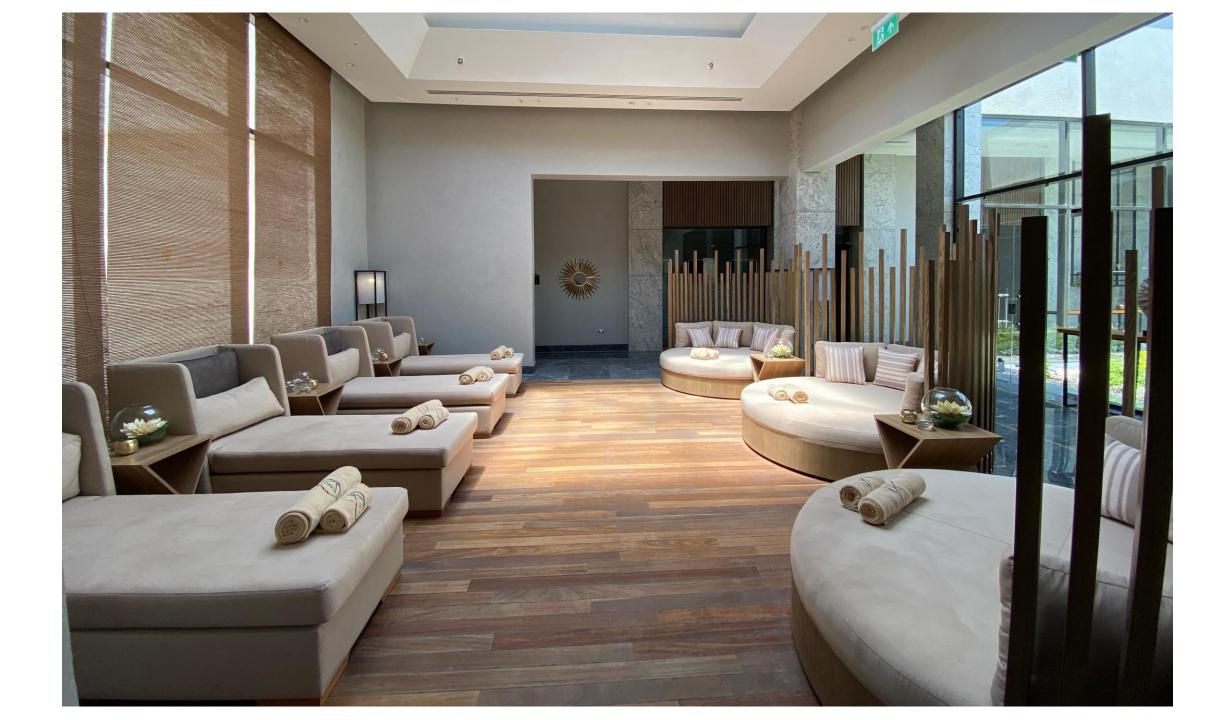
RIXY KIDS CLUB





	Activities	Price / Place	Operation Hours	Ages	
Baby Room	Special baby toys	Free / Indoor	9:30 - 17:00 / 20:00 - 23:00	1-4 Years accompany with parents	
Rixy Club Activities	Learning & Craft Room, Game Room, Handicraft courses, Gym, Sleeping Room	Free / Indoor	9:30 - 17:00 / 20:00 - 23:00	4-8 Years 8-12 Years	
Rixy Club Outdoor Activities (playground)			9:30 - 17:00 / 20:00 - 23:00	4-8 Years 8-12 Years	

^{*} Rixy Kids Club service hours and activities may change due to weather conditions



S P A & W E L L N E S S (1.825 Sqm)





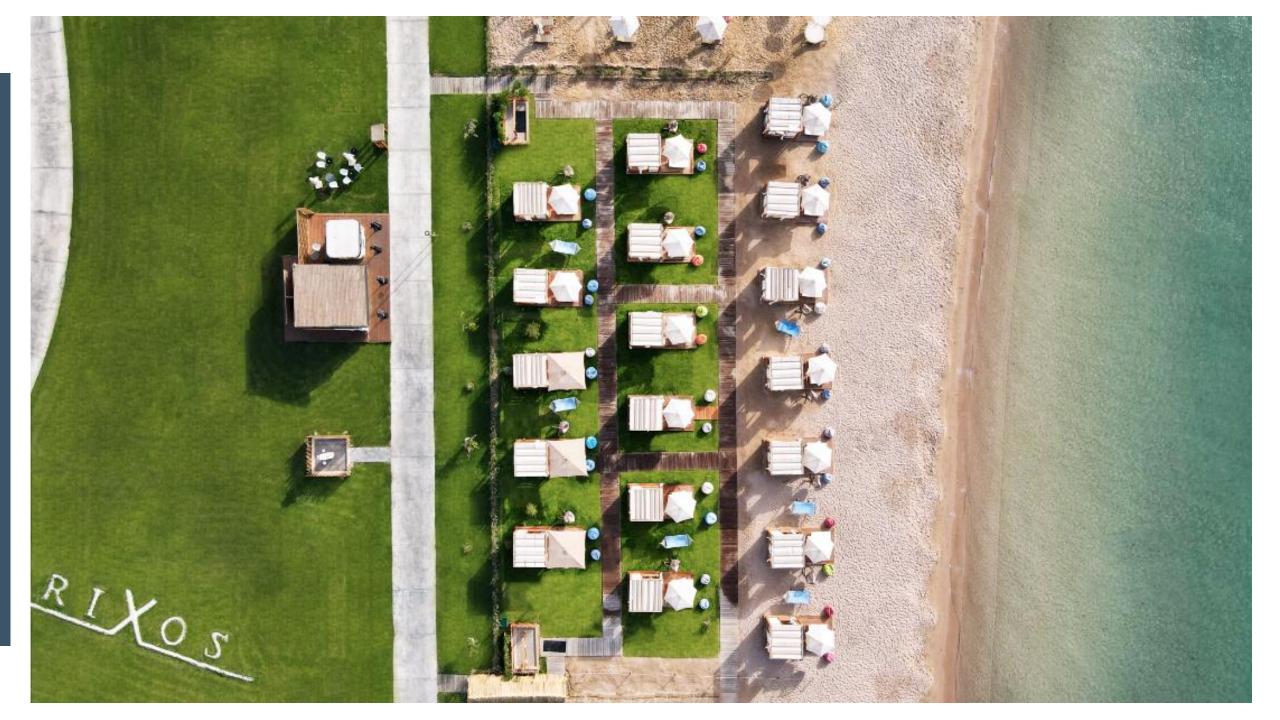
FREE						
Turkish Bath	Gym	Stream Room				
Sauna	Jacuzzi	Relax Area				
Vitamin Bar & Fresh Juices						
	EXTRA CHARGE					
Special SPA packages	Massage	Body Treatment				
Whole Body Peeling	Compresses	SPA & Beauty Treatments				
Hair Dresser	Beauty Center					

S P O R T A C T I V I T I E S





Туре	Quantity	Price		
Tennis Court	2	Tennis Lessons and Floodlight (Charges Applied)		
Padel Tennis	1	Tennis Lessons and Floodlight (Charges Applied)		
Football Field	1	Free		
Horse Riding	1	Paid		
Jungle Gym	1	Free		



P O O L S



	Location	Depth (cm)	Area (m2)	Heating	Fresh water
Entertainment Pool	Beach Area	140	1250	During winter	X
Lagoon Swim Up Suite Pool	Front of Lagoon Suites	110	1056	During winter	X
Lagoon Garden Pool	Front of Lagoon Suites	110	222	During winter	X
Lotus Pools	Front of Lotus	120	1333	During winter	X
Lotus Pools	Front of Lotus	150	780	During winter	X
Lotus Kids Pools	Front of Lotus	55	79	During winter	X
Pool and Executive Villa Pools	Front of Villa (19 unites)	140	5164	During winter	X
Kids Pool	Front of Villa 8, 9	55	100	During winter	X
Royal Villa Pool	Royal Villa (4 unites)	100	85	During winter	X



M E E T I N G R O O M S



Meeting Room	Area (m2)	Height (m2)	Width (m)	Length (m)	Theatre	Banquette	Classroom	U-Shape
Diamond Hall	820	8	36	-	1000	720	730	90
Sharm Meeting Room	27	3,15	3,80	6,95	-	-	-	11
Hurghada Meeting Room	27	3,15	3,80	6,90	-	-	-	11
Luxor Meeting Room	72	3,15	7,60	9,50	30	-	15	15
Presidents Office	34	3,2	4,60	8,75	-	-	-	-



WATER SPORTS & DIVING CLUB





Glass Boat

Banana

Speed Boat

Diving Club

NOTES

According to our hotel terms and policy: check-in time is 2:00 PM onwards, and check-out time is on or before 12:00 PM (noon). Lobby is ready to serve with its Ultra All Inclusive service. Early check-in request:

- between 05:00 AM and 09:00 AM is subject to availability and will be applied early check-in fee;
- before 05:00 AM is subject to availability and will be applied one (1) night's stay rate.

Pools and beach are open dependent on the weather conditions.

Alcoholic drinks are served with glasses in all restaurants and bars. They are not served in bottles.

All drinks are permitted to be imported by Customs directorate.

Hours and places of units (restaurants - bars) and entertainment programs outdoors may be changed or cancelled dependent on the weather conditions.

Hotel's information must be approved by the management before being published in any media (catalogue, magazine, outdoor advertising). Any kind of information published without consent shall be the responsibility of the publishing organization.

In this case hotel is not responsible for any kinds of direct losses, direct and hidden damages, operating losses or losses of expected profit.

Hotel management is entitled to make changes, cancellation or venue amendments at any time without informing the third individual / corporation. The information on printed documents shall be evaluated by the publishing organization in such cases.

The brands that are included in drink concept may be replaced by equivalent in case there is any problem in the customs/borders.

Access to Rixos Anjana Spa and Fitness Center is available for children above 12 y.o. only.

