**Dear Guest,**

On behalf of our entire staff, we would like to welcome you t our property. We are honered that you have chosen to stay with us and look forward to providing you with a memorable experience.

For your convenience, Iberotel Costa Mares offers several on-site amenities.

If you need anything during your stay with our staff will be pleased to assist you –morning, noon or night! Just call the front desk and we will be at your service.

We sincerely thank you for chosen Iberotel Costa Mares and hope that you have a comfortable and pleasant stay.

**Restaurants and Bars:**

* **Corals Restaurant ( Main Restaurant):**
* Breakfast from 07:00 till 10:00
* Lunch from 12:30 till 14:30
* Dinner from 18:30 till 21:00
* Late dinner available up on your request, Please contact reception in advance.
* **Food Allergy**: Available upon request, please contact with our Restaurant Manager, Kitchen Chef or our Guest Relation.

**We kindly ask you not to swimwear in the restauarants, Gentelmen are kindly asked to waer long troursers for dinner.**

 **Lotus Bar “Lobby Bar” :**

All local alcoholic, non alcoholic drinks, Cocktails and Mocktails are served from 09:00 till midnight.

**Anchor Bar “Pool Bar”:**

* All local alcoholic, non alcoholic drinks, Cocktails and Mocktails are served from 09:00 till 18:00.
* Light snacks from 12:30 till 16:00.
* From 19:00 till 21:00 Italian Ala Carte Dinner – once per stay with perior reservation with the front desk.

 **Sands Bar “Beach Bar”**

* All local alcoholic, non alcoholic drinks, Cocktails and Mocktails from 09:00 till 18:00.
* Late breakfast from 10:30 till 12:00 am at Sands Beach Bar.
* Light snacks 12:30 till 16:00.
* From 19:00 till 21:00 Seafood Ala Carte Dinner – once per stay with perior reservation with the front desk.

**Sky Bar “Roof top Bar ” offering:**

* All local alcoholic, non alcoholic drinks, Cocktails and Mocktails from 17:00 till midnight.

**All drinks are served by glass, Bottled drinks are not included.**

**Entertainment, sports & Activities:-**

* Daily sports activities program & daily evening entertainment with our Animation Team.

**Important to Know:-**

* **Check in:** At 14:00 and early Check in subject to the Hotel availability.
* **Check out:** At 12:00 and for late Checkout subject to the hotel availability (pre booking is required).
* **Tea & Coffee facilities:** Free and refreshed daily.
* **Water in the Room:** Free and refreshed daily.
* **WI-FI:** Available in the room & in the Lobby with limit speed.
* All Bills for extra Services to be paid in your local currency (Euro, USD or sterling), Credit Cards payments will be taken in USD.
* **Safe box:** Available in the room free of charge.
* **Beach & pool Towels**: Available inside your room.
* **Sun Beds & umbrellas:** Free of charge, reservation is not allowed.
* **GYM:** Available from 07:00 till 19:00, Children under 16 years aren’t allowed to use the GYM.
* **Kids scooters are not allowed in the reception area and restaurants.**
* **Hanging clothes on the balcony or terrace isn’t allawed.**

**Paid Services:-**

* **Late Checkout**: Subject to our Hotel availability, please contact the Reception day before your checkout day for booking.
* **Mini bar:** Some items are extra charge according the mini bar list in the room.
* **Laundry & Dry Cleaning Service**
* **Doctor:** Available (24/7) upon request.
* **Limo service**: Available at the Reception upon request.
* **Massage Service:**  Available with extra charge (Please contact health club hostess for reservation).
* **Shops and Bazar.**

**Help to protect our Environment:-**

Everyday tons of detergent and millions of gallons of water are used to wash towels that have been used only once, if you want to change your BEACH TOWELS, please put them in front of your bathroom on the floor. If you do not want to change them, please leave them in the room.

Please do not step or stand on the Corals Reef to keep it wonderful for you and your family please use the right indicated access to the seawater.

**Iberotel Costa Mares Team wishes you a pleasant stay**

**General Manager**

**Atef Hussein**