



ROYAL M HOTEL & RESORT
BY GEWAN
— AL AQAH BEACH —

ULTRA ALL INCLUSIVE GUIDELINES

Ahlan Wa Sahlan and a warm welcome to Royal M Hotel & Resort Al Aqah Beach. On behalf of our hotel team, we would like to wish you a very warm welcome and a pleasant stay at our hotel.

For your convenience, we prepared this guide containing the key information about the hotel and ultra all-inclusive package manual.

We wish you a memorable holiday experience

GUEST SERVICE NUMBERS

Reception Ext: 6603,6604,6605,6606,6608

Telephone Operator Ext: 6666 6667

royalmhotels.com

READ FIRST

- **Ultra-All-Inclusive** meal plan starts with lunch on the arrival day from 2:00 PM and ends after breakfast on the departure day at 12:00 PM.
- **Ultra-All-Inclusive Hours:** 10:00 AM to 22:30.
- **Bracelets:** It is necessary to wear your bracelet during your stay and make it visible to our service team in bars and restaurants.
- **Beverages Service:** Available in all restaurants : Palomino, Wabi-Sabi, Da Nonna, Nautilus, (While Dining) and bars: The Cove and Lobby Lounge (Tea and Coffee only).
- All drinks are served by the glass.
- Any drink or food items offered to a non-resident or visitors, will be charged as per the prices stated in the menus.
- The Ultra-All-Inclusive Package does not include takeaway orders from restaurants.
- **20% Discount** will be applicable to our wine list.
- **Mini Bar:** Replenished daily with 2 bottles of water.
- **Alcoholic Drinks will not be served** to guests under 21 years of age.
- **Suitable Clothing** must be worn in public areas.
- **Dietary Requests:** In the case of special dietary needs, please inform us at check-in in order to provide you with a special dietary menu during your stay.

Not Included

- Items excluded from the Ultra-All-Inclusive program in restaurants, bars and minibar.
- Tobacco Products.
- Telephone Calls.
- Treatments at the Spa, Salons, and Moroccan Bath.
- Excursions.
- Special evenings, events, and dinners subject to supplement charges.

SAFETY GUIDELINES

- A flag warning system is set to advise on snorkeling conditions. A red flag warning prohibits snorkeling activities.
- In the case of discovering a fire emergency, please raise the alarm from the nearest emergency point.
- Fire Evacuation plan is displayed on your room entrance door.
- Children should be supervised by an adult in all areas of the hotel, at all times. Children should be accompanied in the water by an adult and appropriate swimwear.
- For your convenience, safety deposit box has been placed in your room, and can be programmed with your personal passcode.
- Hotel is not responsible for any lost item inside the room or hotel premises.
- In case of lost property, please contact the reception desk for the lost & found department.
- Items are kept in the lost and found for a period of 90 days.
- Any items left in, or next to the garbage bins will be discarded.

DINING

(Daily meal schedule)

Breakfast

7:00 AM to 11:00 AM

International Buffet at Palomino

Lunch

12:30 PM to 15:30 PM

International Buffet at Palomino

Asian Cuisine Set Menu at Wabi-Sabi (Except Monday)

Italian Cuisine Set Menu at Da Nonna

Seafood Set Menu at Nautilus

Dinner

19:00 PM to 22:30 PM

International Buffet at Palomino Asian Cuisine Set Menu at Wabi-Sabi (Except Monday)

Italian Cuisine Set Menu at Da Nonna

Seafood Set Menu at Nautilus

Please note: Restaurants Wabi-Sabi (Asian), Da Nonna (Italian) and Nautilus (Seafood) require prior table bookings of 24 hours and are subject to seat availability.

DRINKS

Available in all restaurants Palomino, Wabi-Sabi, Da Nonna, Nautilus (while dining) & bars The Cove and lobby lounge (Tea and coffee only)

Hot & Non-Alcoholic Beverages

Tea, coffee, soft drinks, juices, water.

Alcoholic Beverages

12:00 PM to 22:30

Selection of beverages: beers, wines, cocktails and liquors.

Please note:

Beverages ordered after 22:30 are subject to additional charge.

CHILDREN MEALS

Kids menus are available in our restaurants.

KIDS CLUB

Daily from 10:00-12:30 / 14:30-18:00

Children from 4 till 12 years old

POOL & BEACH

Infinity Pool, Kids Pool & Beach

From 7:00 AM to sunset.

Please note: Lifeguard service is not available at the beach after sunset and swimming after this time is prohibited.

TOWEL CARDS:

Towel card is chargeable against 150 AED in case of missing or lost, please return the card or the towel to reception upon check out.

SPA & WELLNESS

(As per hotel schedule. **Please be informed:** Sauna, Steam Room and Jacuzzi can be used once per day for one hour with prior reservation):

Access to:

- Gym
- Sauna & Steam Room
- Jacuzzi
- Experience Shower
- Ice Fountain
- Plunge Pool Bath
- Salon (additional cost)
- SPA treatments (additional cost)

DIVING CENTER (Resort Area)

- A wide range of water sports activities and diving experiences are awaiting you

ENTERTAINMNET

- Get ready to dive into a world of sparkling sunshine, refreshing dips and vibrant entertainment. We are adding a splash of animation to your poolside experience, with lively activities and music that will get your heart pumping and your toes tapping.

PLACES TO VISIT

- Snoopy Island
- Hajar Mountains
- Al Bidyah Mosque
- Fujairah Fort
- Fujairah City