



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

## 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 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

## IMPORTANT

- 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.
- **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 Palomino Restaurant (while dining) and bars: Lobby Lounge, Score Bar, Cove Bar and Beach Bar (Soft Drinks).
- 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 -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.
- **Child policy:** Children between 0-5.99 years old (up to 2 children per room) can enjoy the stay with their parents on complimentary basis in existing bedding.

## 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.
- Ozone Bar
- Nautilus Rooftop
- Specialty Tea and Coffee

### 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.



Check In Time  
14:00



Check In Out  
12:00

# PACKAGE DETAILS

## DINING

(Daily meal schedule)

### Breakfast

7:00 AM to 11:00 AM

International Buffet at Palomino

### Snacks

11:00 AM to 12:00 PM

at swimming pool area.

### Ice-cream

11:00 AM to 12:00 PM (for kids only) at Nautilus

### Lunch

12:30 PM to 15:30 PM

International Buffet at Palomino

### Snacks

16:30 to 17:30

at swimming pool area.

### Ice-cream

16:30 to 17:30 PM (for kids only) at Nautilus

### Dinner

18:30 PM to 22:30 PM

International Buffet at Palomino

## DRINKS

Available in restaurant (while dining) & Bars:

- Lobby Lounge
- Palomino Restaurant
- The Cove Bar (pool bar)
- Beach Bar (Soft Drinks)
- The Score Bar (1<sup>st</sup> Floor)

Hot & Non-Alcoholic Beverages

Tea, coffee, soft drinks, juices, water.

Alcoholic Beverages 10:30 AM to 22:30

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

*\*Please note: Alcoholic 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

### ENTERTAINMENT

• 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