




Dear Guests

Welcome to Titanic Resort & Aqua Park ! (UK)


We wish you enjoyable stay. Please find below an overview of some of services and facilities in the hotel.

! To protect yourself and people around you from Coronavirus, please follow these procedures :

- Please avoid crowded places, keep social distance when contact with other people (within 2 meters)
- Wear a mask and use hand sanitizer, cover your mouth when you sneeze or cough
- Wash your hands frequently with soap and water for at least 20 seconds
- If you experience any covid-19 symptoms, **please contact the reception desk immediately!** (0) 

Meals	Main Restaurant "RITZ" :	
	Breakfast - Late Breakfast	from 07:00 till 10:00 hrs
	Lunch	from 10:00 till 11:00 hrs
	Dinner - Late dinner	from 12:30 till 14:30 hrs from 18:30 till 21:00 hrs from 22:00 till 23:00 hrs
	A la carte Restaurants :	
	"U-COOK" (Table grill restaurant)	from 18:30 till 21:00 hrs
	"Di Caprio" (Italian Restaurant)	from 18:30 till 21:00 hrs
	Mongolian Restaurant	from 18:30 till 21:00 hrs
<u>A la carte restaurants are open as per hotel availability. the reservation at least one day before is required</u>		
Snacks & Ice Cream	Snack Buffet ("Di Caprio" Restaurant) Beach Snacks (at Titanic Royal beach) Tea Time (in the lobby bar) Ice Cream (at Pool Bar)	from 12:30 till 16:00 hrs from 12:30 till 16:00 hrs from 16:00 till 17:00 hrs from 12:30 till 16:00 hrs
Beverage Service	Lobby Bar (serves beverages & local alcoholic drinks 24 hours) Beach Bar Pool Bar Admiral Bar (with our daily entertainment program) *Mini bar is refilled daily 1 time/per day with bottled water.	from 00:00 till 00:00 hrs from 10:00 till 17:00 hrs from 10:00 till 17:00 hrs from 18:00 till 00:00 hrs
V.I.P. lounge	VIP lounge Rose & Jack Pub & Bar (adults ONLY), open for repeater guests with the red bracelet	from 15:00 till 00:00 hrs
Paid Services	*Doctor *Spa *imported alcohol *Laundry *Limousine Service *Fresh juices *Games in the Game Zone	
AI Privileges	Our guests' AI privileges work 24 hours. Please remember that the bracelet has to be worn during whole stay and be shown upon request	
Safe Deposit Box	Safe deposit box available in the room free of charge, the hotel management bears no responsibility for any valuables items left in the room or public area. If you have a problem with safe box please contact the reception desk (0)  We kindly ask you to leave the safe box open before your check out	
Towel Card & Towels and Key card	The towel card which you receive upon check-in gives you the right to get one towel each day from our towel center at the pool, you should return towel to the towel center and get your towel card back by the end of the day. Please don't leave your towels unattended on the balcony, terrace, beach or in pool area! Lost towels or towel cards against charge 15 \$ and magnetic key card 10 \$	
Dress Code	Swimming outfits are acceptable only outdoor. While you are indoor please dress appropriately	
Activities	You can get all information about our animation program from the info board at the restaurant terrace	
Room Cleaning	Room cleaning hours are daily from 09:00 till 16:00 hrs. If you prefer a special time for cleaning, put the according sign on the door handle or call (0) 	
Guests' comments	We kindly ask you to fill the guest questionnaire and leave it at the reception before your departure	
Check- in check- out time	Check-in time - 14:00. Check-out time - 12:00. On the departure day please leave your luggage outside your room and deliver the key card to the reception desk before 12:00. <u>For late check-out please contact the reception desk regarding the availability and the prices</u>	
Beach 	The guests of our hotel are allowed to use the beach and all the beach infrastructure of Titanic Royal, our sister hotel, including the bar with the snacks and beverages. For the convenience of our guests we arranged shuttle bus service from our hotel available daily from 9:00 till 17:00. The bus station is located in between Boomerang slide and Mongolian a la carte restaurant. The bus leaves every 30 min. Please don't forget to take the towel from towel center in Pool area as you won't be able to get one on the beach!	

General Instructions

- Please upon your arrival make sure that everything in your room working normal and if you find any damaged items, **please, immediately contact the reception(0)**  to avoid any responsibility
- Swimming in the sea or swimming pools is at your own risk. **No night swimming!**
- Children must be always under parent's supervision, hotel bears no responsibility for it
- No jumping or diving allowed in swimming pools
- In case of emergency at the pool or the beach contact the life guard service
- All the belongings left on the sun beds will be collected after closing time of the swimming pools and stored in the Towel Center "Lost & Found"
- Fishing in the sea is not allowed
- Wearing rubber shoes is recommended at the beach
- It is not allowed to take food from the restaurants to public areas or the room
- Pets are not allowed
- Swimming Pools work from 08:00 till 17:00, it's not allowed to use swimming pools without swimming suits. Please do not reserve sun beds before 8:00 am
- Aqua Park slides work from 10:00 till 17:00; break from 13:00 till 14:00 for cleaning
- Currency Exchange: ATM Machines in the lobby area and shopping arcade, customer service contact number written on ATM
- Please leave your safe box open during your check-out time and make sure that the safe box empty
- It is not allowed to smoke shisha anywhere in the hotel **except** Shisha corner
- Please keep your terrace door closed when you are not in the room
- Breakfast boxes and wake up calls for your excursions can be reserved one day before with reception desk maximum before 20:00
- Wi-Fi of limited speed is free of charge, you can get access password at the reception. Each password works only on two devices
- It's not allowed to take any pillows or linen from the room outside hotel (for example to excursions)
- Kids Club open for children from 4 up to 12 years old, beside the Kid's World area
- Hotel management has the right to change any times of service according to the operation.
- (Outside taxi): Please be informed that the hotel doesn't hold any responsibility for any accidents which took place outside hotel with outdoor taxi
- As per the environment law requirement insect fogging has to take place with sunrise & sunset, so we kindly ask you to keep the balcony / terrace door closed at these times
- Please don't leave the room key card in the power saver when you are out
- Children safety under parent's responsibility (in the elevators, aqua park, Kid's World, swimming pools, beach area etc.). Children less than 12 years old can't use the adult aqua park slides
- Babysitter: upon availability for extra charge with previous reservation. If you need babysitter service - please contact the reception desk
- According to the local law disco entrance and purchase of alcoholic drinks are forbidden for the people of age less than 18 years old
- Guests with special nutritional needs (diabetic, allergic, intolerant to gluten/lactose, followers of vegan and vegetarian lifestyles etc.) can contact our FB manager or restaurant staff – we will be happy to help you with the choice of corresponding and varied nutritional plan
- The voltage at the hotel is 220v; when you enter the room please insert your key card in the switch next to the room door to turn on the electricity
- Air Conditioning button in the commode beside the bed



To contact the reception dial (0) on the phone in your room.

*Reception is available 24 hours.

To contact guest relations dial (2111) on the phone in your room

or

send a message on guest relations WhatsApp account (+2 012 807 44 289).

*Guest relations is available daily from 8:00 till 17:00.

Hotel Management team wishes you pleasant holidays!



Titanic Resort Fact Sheet

Titanic Resort & Aqua Park is an amazing resort of endless choices on the Red Sea coast.

Being an Aqua Park, it is popular for its water slides, located on an area of 61.000 m². Varied swimming pools, besides multiple ranges of sports and social activities for people of all ages. Located only 17 kilometers from the center of Hurghada, and 8 kilometers from the airport, Titanic Aqua Park Resort offers all the comforts of a charming Red Sea resort. With a unique combination of casual elegance and affordability. You will find something for everyone at Titanic Resort & Aqua Park, whether you are planning an active holiday or a family vacation. Combined with a most exquisite theme of water sports and leisure.

Category:	4* Stars All Inclusive
Construction Date:	2005 renovated at 2021
Area:	61.000 m ²
Pets:	Not allowed
Parking:	Private car parking
Languages:	English, German, Russian
Currency :	EGP, Euro, GBP, USD
Credit Cards:	Master Card, Visa Card
Nearest shopping center:	500 Meter (Senzo Mall)
Hurghada Airport:	10 km / TransferTime10 Min.
Hurghada City Centre:	17 km
Address & Location:	South Magawish km17, Safaga Road, Hurghada - Red Sea, Egypt Located right at the second line from the shore of the Red Sea approx. 8 Km from the Airport

Facilities &Service and Rooms

Free Of Charge Services

Food and local alcoholic drinks, refrigerator (refilled daily with mineral water), Safety deposit box (in the room), Tea and coffee set up in the room, WI FI. Daily sport facilities &Night shows, Waterslides, Fitness room, Mini club, Towels, Parasols and Deckchairs by the pool and on the beach.



Against Charge Services

Bottles and cans of beverages, All kinds of imported beverages, Fresh fruit juices, Medical services, Clinic 24hours, Billiards, Water sports, Laundry, Telephone, Limousine service, Babysitting, Shopping Centre and Video Games.

Restaurants and Bars:-

- Main Restaurant "Ritz" - Buffet
- A La Carte Restaurant "U Cook" – Table grill
- A La Carte Restaurant "De Caprio" – Italian
- A La Carte Restaurant "Mongolian Restaurant"
- Lobby Bar
- Rose & Jack Pub + 18 years
- Pool Bar "Mermaid"
- Admiral Bar (Daily Evening Entertainment program)
- Titanic Snack Restaurant

❖ Opening and closing times of the restaurants and bars can be changed according to season and weather conditions.

The hotel has 3 A La Carte Restaurant with different concepts (Italian, Table grill , Mongolian).

Prior reservation and dress code is required. Diet menu is served at the main restaurant.

Rooms:

Total number of rooms: 328 Rooms blocks are comprised of 4 floors.

- 244 Standard Rooms (40 sqm)
- 02 Rooms for the Disabled (40 sqm)
- 80 Family Rooms (50 sqm)
- 02 Executive Suites (70 sqm)

All our Rooms and Suites are equipped with split Air Condition, private Terrace or balcony;

Satellite LCD -TV, Bathroom with shower, hair dryer, Safe Deposit Box free of charge, Mini Bar with water.

- **Conference:** conference room for 40 Pax,

	Standard	Standard Trbl	Disabled Rooms	Family Room	Executive Suites
Number of Rooms	228	16	2	80	2
Sqm2	40 m ₂	40 m ₂	40 m ₂	50 m ₂	70 m ₂
Max occupancy	2 Pax+2Ch	3 Pax	2 Pax+2Ch	2 Pax+2Ch	2 Pax+2Ch
Room cleaning	Daily	Daily	Daily	Daily	Daily
Change Linen	Upon Request	Upon Request	Upon Request	Upon Request	Upon Request



Pools:

		<u>Min-Max depth</u>	<u>Size m</u>	
Main Pool 1	freshwater	0-150 cm	1500 m	
Main Pool 2	freshwater	0-150 cm	1450 m	
Rafting River	freshwater	110-150 cm	3500 m	(Heated Winter season)
Wave pool	freshwater	0-180 cm	1000 m	(Heated Winter season)
Kids Pool	freshwater	60 cm	50 m	(Heated Winter season)

Aqua Park:

One of the largest aqua parks in Hurghada. Gross area - around 15 000 m2.

Total 33 water slides with 18 for adults and 15 for children. (Heated Winter season)

Attractions in the aqua park: pool with the artificial wave, rafting river with whirlpool, Slide "Zigzag"

, slide "Flying Boats," slide "Master Blaster", slide "Freefall", rafting slide, Slide "Black Hole",

Slide "Tsunami", slide "Space Hole", slide "Super Profits", slide "Flying Carpet", "Aqua Loop"

"Boomerango Slide", "Mini Boomerango Slide", "Mini Tornado Slide" and many others.

Beach:

Sandy beach Length beach is 180 m. (located in our sister Hotel Titanic Royal).

Distance: 700 m. Shuttle Bus service from reception to the beach every 30 minutes

(From 08:00 till 17:00) Deckchairs, mattresses and parasols inclusive

Children: Kids Club, Kids buffet, kids World.

Sports /Wellness/Leisure / other Facilities/ Useful Information

- Wellness center (sauna, Jacuzzi, Turkish bath ,massage,) (against charge)
- Billiard Room, Games Room, Hairdresser, 24hours Doctor Service (against charge)
- Limousine service, Shopping Arcade, (against charge)
- Diving and Aqua Sports, Laundry service (against charge)
- volleyball, pool games, table tennis, aerobic, Animation program
- Free WI-FI, which is also conveniently available in all outlets &rooms.
- GYM in the Spa (free of charge)
- currency Exchange Machine at the reception Area
- All swimming pool and beach activities are subject to weather conditions
- Swimming pool hours from 08:00 am till sunset
- Alcoholic drinks are restricted to ages 18 and up
- All restaurants serve beverages in glasses – serving in bottles is against hotel policy
- Disco from 22:00 till 12:00 AM daily , it's not allowed for underage till 18 years old

Address: South Magawish km17, Safaga Road, Hurghada (Village Road)

Tel :- (+2) 065 33464700/01/02/06 Tel :- (+2) 065 01003408900 / 04

Contact E-mail:- reservation.resort@titanicgroup.com - Fo.resort@titanicgroup.com
www.hwaidak-hotels.com



Contact info Sheet

SR	Management Information	Full Name	Mobile Phone	E-Mail Address
1	Owning Company	Titanic Projects Of Tourism	(+2) 065 33464700/01	www.hwaidak-hotels.com
3	General Manager	Mr. Ayman Elsaied	(+2) 01289905057	Gm.resort@titanicgroup.com
4	Resident Manager	Mr. Tharwat Ebrahim	(+2) 01274784414	hm.resort@titanicgroup.com
5	Rooms Division Manager	Mr. Mohamed Awad	(+2) 011 5666 7320	Fo.resort@titanicgroup.com
6	Contracting Manager	Mr. Ehab Kassem	(+2) 0100 6389820 (+2) 0100 5828112	contracting@titanicgroup.com
7	Reservation Manager	Mr. Mostafa	(+2) 011 5666 7353	reservation.resort@titanicgroup.com