

APPENDIX 1

ALL-INCLUSIVE SERVICES

Validity: 01.11.2015 – 31.10.2016

The following services are available for guests staying on ALL-INCLUSIVE meal plan.

1. FOOD & BEVERAGES

ITEMS	SERVING OUTLETS				REMARKS
	Main Bar	Beach Bar	Coffee Shop	Main Rest.	
Bottled Water	Y	Y	Y	Y	
Tea & Coffee (hot/ice)	Y	N	N	Y	Only Regular Coffee is included.
Soft drinks and Fruit Juice	Y	Y	N	Y	Only canned or bottled drinks. Fresh fruit juices are at extra charge
Wine (House wine only)	Y	N	N	Y	Premium brands of wine & all sparkling wine at extra charge
Selected Cocktails	Y	N	N	N	Selected cocktails from a cocktail menu
Beer (draught /can)	Y	Y	N	Y	
Sprit (Gin, Vodka, Rum, & Whiskey)	Y	N	N	N	Premium brands of sprits are available at extras charge
Afternoon Tea & Snacks	N	N	Y	N	Tea & coffee, Sandwiches, French fries & biscuits (from 16.00 – 18.00 hrs)
B'fast, Lunch, Dinner	N	N	N	Y	Meals from other outlets extra charge.

Soft Mini Bar (one filling per day)

- 2 Coca Cola (300ml), 2 Sprite(300ml) and 2 Soda (300ml)

Service from:

- ❖ Main Bar is available from 10.00 – 01.00 hrs daily.
- ❖ Coffee Shop is available from 16.00 – 18.00 daily.
- ❖ Beach Bar from 10.00 – 12.00, 14.00 – 1600 and 17.00 – 19.00 hrs daily.
- ❖ Main Restaurant will serve only at Meal times.

All drinks served by glass one at a time.

2. SPORTS/ENTERTAINMENT

ITEMS	INCLUDED	EQUIPMENT INCLUDED	REMARKS
Badminton (outdoor)	Y	Y	
Gymnasium	Y	Y	
Snooker/ Billiards	Y	Y	
Table Tennis	Y	Y	
Volley Ball (beach)	Y	Y	
Karaoke	Y	Y	
Tennis	Y	Y	Only Daylight. Floodlit at extra charge
Board Games	Y	Y	At the lobby and Main Bar

All sports are available subject to availability. Lessons and certifications are at extra charge.

3. EXCURSION

ITEMS	INCLUDED	REMARKS
Night Fishing	Y	One excursion per guest per stay for guest who stay 6 nights or more

4. LIMITATIONS

The “all inclusive” package does not include the following:

- Food & Beverages not listed above such as other liquors, liqueurs, selections from the Wine List, Espresso, Cappuccino, blended drinks and cocktails.
- Food and Beverages from Room Service and alcohol from the guest room Mini Bar and items not listed in the soft mini bar section above.
- Beverages served from 0100 hrs to 1000 hrs, except for main restaurant during breakfast.
- Local and International Telephone/Fax calls / Internet / E-Mails
- Compulsory Christmas & New Year Supplement.
- Photo Lab / Jewellery Shop / Souvenir Shop / Laundry Service
- Drinks consumed on excursions or any other outdoor activities are not included in this all-inclusive package, hence, charges will be made at the hotel prices.
- Diving & any other recreation or sports (land and water based) facilities not stated herein as all-inclusive.
- Airport/Resort/Airport Transfers
- Any other services, amenities and facilities not stated herein as all-inclusive is/are also not included in this all-inclusive package.

5. HOW IT WORKS

- All types of beverages are for the personal consumption, served one glass at a time, ordered while at the Main Restaurant, Coffee Shop, Main Bar or Beach Bar.
- Beverages (alcoholic and non-alcoholic) can be ordered one at a time and not in advance.
- No refund for missed meals will be entertained nor can any benefits of the package be transferred to another guest.
- All the guests staying in the same room should be on “all inclusive” basis.
- Alcoholic drinks will not be served to persons less than 18 years of age.
- The “all inclusive” package is available only for the guests’ entire stay and the guests who cut short their stay will not be refunded.
- The hotel cannot be held responsible for the facilities, services and amenities that cannot be used due to weather conditions or due to circumstances beyond our control.
- Upon check-in at the resort a wrist bracelet should be worn at all times as an identification of entitlement for the all inclusive services and which should be returned to the front desk cashiers at the time of final settlement.
- In case of loss of the bracelet a surcharged of EUR 15.00 (US\$20.00) will be charged for a new one.
- Our procedure requires billing for all consumption of food & beverage as well as for all other services. All guests are required to sign in the bills that are presented against any service provided.
- The benefits of the package can be enjoyed until check-out or check-out time of 1200hrs noon whichever is earlier. In case the transfer gets delayed or advanced due to transfer rescheduling, the clients cannot claim for a refund.