



Emerald fact sheet

Hotel Data:

Owning Company:	El Asala for Tourism Development
Managing Company:	Princess Egypt Hotels
Category:	5 Stars Hotel
Opening Date:	2007
Hotel Address:	Golden 5 city, Sahl Hasheesh road, Hurghada, Red Sea, Egypt
Hotel Tel. & Fax	002 065 344 77 44, 8 lines 002 065 344 63 07
Sales &Marketing Office:	37 Tanta st, Mohandsen, Cairo, Egypt, (+2) (+2) 02 33039571 / 73 / 74 Mobile (+2) 0106 655 1144 . (+2) 011 45555462
Website:	www.princessegypthotels.com
E-Mail:	info@princessegypthotels.com
Distance to Airport:	10 KM
Distance to Old City:	25 KM
Distance to City Center:	17 KM
Distance to the Sea:	100 Meters
First or second line to the beach	1 line
Type of Pension	All Inclusive
Guests' Nationalities:	Multinational
Hotel Space	1000000 M2 of Golden 5 City Space

Management contact details:

Name	Position	Mobile	E-Mail
Mr. Nabil Hussien	General Manager	01007277275	emerald.gm@princessegypthotels.com
Ms. Gihan Mohamed	EAM - Sales & Marketing	0100 5443139	gihan.mohamed@princessegypthotels.com
Mr. Mohamed Khalaf	Front office Manager	01118841185	emerald.fom@princessegypthotels.com
Mr. Amr Mahmoud	Reservation Manager	01005346451	reservation.mgr@princessegypthotels.com
Mr. Mohamed Abd El wahab	Assist. F.O.M	01061004515	emerald.fom@princessegypthotels.com

Guest Rooms

The guest rooms consist of 2 Separate buildings with total number 421 as following:-

- Main Building 349 Rooms consist of 04 floors (Sea view .pool view .garden view)lift available
- Annex building 72 Rooms consist of 03 floors (garden View only)

Rooms Breakdown

Type of rooms	Number of rooms	Size M2	
		Main Building	Annex Building
Standard Rooms	405		
Twin Bed	297	36m2	25m2
King Bed	108		
Connected Rooms	214	36m2	
Family Rooms	12	47m2	
Junior suits	4	67m2	

Sea View Rooms	Pool View Rooms	Garden View
76 rooms	156 rooms	189 rooms

Bed Size

Bed Size	Quantity
1.20 Meter	638
2 Meters	110
Total	748

Room Specification

Type	Main Building	Annex Building
Total Number of Rooms	349	72
Room Size inc (balcony and Bathroom)	36m2	25m2
Maximum capacity in the room (standard)	2+2	2+1
Maximum capacity in the room (family)	3+2	N/A
Type of view	All (sea , pool , garden)	Garden only
Main building	Yes	No
Annex building	No	Yes
Bathroom with bathtub	Yes	Yes
Air condition	Yes Split (cold-heat)	Yes Split (cold-heat)
Wi Fi	Free lobby only	Free lobby only
Mini Bar in the room	Free	Free
Safe box in the room	Free	Free
Safe box on reception	N/A	N/A
TV Satellite	30 channels	30 channels
Telephone	Yes	Yes
Surface of the floor (ceramic or carpet)	Carpet and ceramic	Carpet and ceramic
Baby cot	Free	Free
Room cleaning	Daily	Daily
Change of linen	Daily	Daily
Room service	24 hours by extra charge	24 hours by extra charge
Hair dryer in bathroom	Yes	Yes
Slippers	Free for VIP Only	Free for VIP Only
Bathrobe	Free for VIP Only	Free for VIP Only
Coffee and tea maker	Yes	Yes
Accommodation with pets	No	No

Hotel Facilities

Hotel Facilities	Yes/No	Free / Extra	Working hours
Spa center	Yes	Extra	09:00 till 17:00
Beauty center	Yes	Extra	09:00 till 17:00
Hairdresser's	Yes	Extra	09:00 till 17:00
Laundry Service	Yes	Extra	09:00 till 17:00
Internet Café/ corner	Yes	Extra	
WI-Fi (specify in what places)	Yes	Free lobby and bar	24 hours
Pets Allowed	No		
Doctor	Yes	Extra	24 Hours On Phone Call
Amphitheatre	Yes	Free	
Cinema	No		
Shops	Yes	Extra	10:00 till 23:00
Money Exchange	Yes		24 hours
ATM	Yes		24 hours
Credit cards accepted (VISA, Master Card, American Express etc)	VISA, Master Card		

Buggy Service at the hotel	No		
Car Rental	Yes	Extra	
Car parking (indoor/outdoor; free/extra)	Yes (Outdoor)	Free	24 hours

Sport / Fitness/ Health	Yes/No	Free / Extra
Gym/fitness center	Yes	Extra
Sauna	Yes	Extra
Turkish bath	Yes	Extra
Massage	Yes	Extra
Jacuzzi	Yes	Extra
Table tennis	Yes	Extra
Bowling	No	
Basketball	Yes	Free
volleyball	Yes	Free
Beach volley	Yes	Free
Mini football field	Yes	Free
Standard football field	No	
Bicycle rental	Yes	Extra
Aerobics	Yes	Free
Mini golf	Yes	One hour free per week
Golf	No	
Billiards	Yes	One hour free per week
Computer game	No	
Water ski	No	
Windsurfing	Yes	Extra
Banana	Yes	Extra
Parachute	Yes	Extra
canoe	No	
Diving club	Yes	Extra
Water bike	Yes	Extra
Sport school	No	

Conference & meeting room			
Conference Halls Name	Capacity	(Size (SQ.M	Technical equipment
Promenade 1	150 pax	144m2	All Data Show available as per request
Promenade 2	350 pax	500m2	All Data Show available as per request

Pools

Hotel Swimming Pools			
Swimming Pools	Size	Heating	Working hour
1 st emerald swimming pool	400m.max Dep 1.40m	No	08:00-17:00
2 nd emerald swimming pool	400m.max Dep 1.40m	No	08:00-17:00
3 rd aqua park pool	3108m.max Dep 1.5m	Yes winter time	08:00-17:00

Golden 5 Aqua Park

Located between Diamond Hotel buildings and the artificial lagoon which located close to the beach and opens daily from 10:00 am – 05:00 pm, free of charge for all Golden 5 city guests and includes:

1. 2 Outdoor heated swimming pools.
2. 3 Outdoor separated pools for children.
3. 5 Slides for adults.
4. 1 Slide for children at one of the kids pool.
5. Sandy area for children:
With 3 different shapes slides (Octopus, Snake & Elephant).
6. Aqua Park Boiler, pumps and motors rooms.
7. Aqua pools surrounds area which includes 45 umbrellas and approximately 200 Sunbed
8. Towels and recreation center:
Opens daily from 08:00 AM till 05:00 PM, for Diamond guests (changing towels once per day)
9. Animation activities station, equipped with sound system and other animation materials:
International Team with daily Animation activities from 10:00 am till 05:00 PM.
10. Conference hall with maximum capacity of 850 person:
Temporary closed and was used for the New Year Eves.
11. Aqua Park Showers:
Distributed around the aqua park pools including 03 showers close to the aqua public toilets
12. Aqua Park public toilets, closed to the aqua pool bar as following:
4 cabins (02 for Ladies) and 02 for Gentlemen .with particular entrance for both and each one equipped with 3 wash basins.
13. Aqua Park Snacks Bar.
Starts its services from 12:00 till 16:00 as following:
14. One All inclusive bar (Sunshine Aqua Park Bar):
 - Opens daily from 10:00 AM till 05:00 PM,
 - Offers soft, hot and local alcoholic drinks in addition to tea time from 04:00 PM till 05:00 PM,

Aqua Park area Facilities:

Services & Facilities	Charge	Free	Quantity	Size	Water used	Max. Depth	Working Hours		Water Quantity	Remarks
							From	To		
Adult Swimming Pool		Yes	1	3108 M2	Fresh	1.5 M	08:00	17:00	3730 M3	Heated (23° to 28°)
Adult Aqua Pool		Yes	1	500 M2	Fresh	1.5 M	10:00	16:00	600 M3	Heated (23° to 28°)
Separated Kids Pools		Yes	3	Each 15M2	Fresh	50 CM	08:00	17:00	Each 10 M3	Not Heated
Adult Slides		Yes	5				10:00	16:00		Twister, Master Plaster, Free Fall & Tube Fall Slides (Break time from 13:00 till 14:00 O'clock)
Kids Slides		Yes	1				10:00	17:00		Located at one of the kids pools
Children Sandy Area		Yes	1				08:00	17:00		With 03 kids slides
Sun Beds		Yes	200				08:00	17:00		
Umbrellas		Yes	45				08:00	17:00		

Towels		Yes					08:00	17:00		Changing once per day
Animation Activities		Yes					10:00	17:00		Multi Lingual Team
Aerobic		Yes								By the aqua swimming pool
Aqua Gym		Yes								By the aqua swimming pool
Water polo		Yes								By the aqua swimming pool
Chess Court		Yes								Front of the aqua park
Baby Foot		Yes								By the aqua swimming pool
Darts		Yes								By the aqua swimming pool

Beach

Distance from hotel to beach	Direct
Length of the beach	1400 m
Entrance to the beach	Direct
Umbrella on the beach	Yes
Mattress on the beach	Yes
Beach towels	Yes

Food & Beverage Services

Outlet Name	Service Offered	Capacity / Set	Cuisine	Style	Working Hours		Remarks
					From	To	
Menagerie Restaurant	Breakfast	480	International	Open Buffet	07:00	10:00	
Menagerie Restaurant	Lunch	480	International	Open Buffet	12:30	14:30	
Menagerie Restaurant	Dinner	480	International	Open Buffet	18:30	21.30	Different Theme Buffet per night
Menagerie Restaurant	Late Dinner			Mini Buffet	22.30	24.00	Including cold cuts
Menagerie Restaurant	Kids Corner	24	International	Mini Buffet			During Lunch & Dinner Meals
Menagerie Restaurant	All Inclusive Beverages						Free during meals for All guests
Mediterranean Restaurant	Dinner Ala carte restaurant	75	Mediterranean	Set menu	18:30 20:15	20:00 21:30	Free once per week by reservation
Oriental restaurant	Dinner Ala carte restaurant	75	oriental	Set menu	18:30 20:15	20:00 21:30	Free once per week by reservation
Rainbow billiard bar	All Inclusive Beverages	180			10.00	00.00	
Rainbow billiard bar	light breakfast				10:00	11:00	Selection of Cookies & Bakery
Rainbow billiard bar	Indoor Tea Time				17.00	18.00	
Rainbow billiard bar	Midnight Snacks				22:30.0 0	00:00	
Lobby Bar (Moon Light)	Food & Beverages	100			24 HOURS		Non all inclusive bar
Sunset Pool Bar	All Inclusive Beverages	110			10:00	17:00	All inclusive area, snacks, local Alcohol drinks, coffee, tea, soft drinks

Beach Bar	All Inclusive Beverages	110			10:00	17:00	All inclusive area, snacks, local Alcohol drinks, coffee, tea, soft drinks
Aqua Park bar & restaurant	All Inclusive Beverages	110			10.00	17.00	All inclusive area, snacks, local Alcohol drinks, coffee, tea, soft drinks
Aqua Park bar & restaurant	Hot Snacks		Fixed Menu	Open Buffet	11:00	15:00	Light Lunch
Aqua Park bar & restaurant	Outdoor Tea Time				16.00	17.00	
Aqua Park bar & restaurant	Sweets (Zalabia, crepe etc)				16.00	17.00	
Lions' Terrace	Alcoholic & Oriental Traditional Beverages	160			18.00	24:00	With Extra Charge <u>(located at the middle of the shopping close to Diamond Lobby Building)</u>

Facilities & services

An advantage of Golden 5 City, as it offers lots of services, benefits and facilities for all its guests disregarding in which hotel they accommodated as stated below:

Reception services

Room Telephone Directory

Operator	0
Reception	33
Guest Relation	30
Concierge / Luggage Service	31
Main Restaurant	25
Billiard Bar	24
Lobby Bar / Room Service	25
Housekeeping	35
Clinic	#11016

24 Hours Reception & Concierge Services:

- ❖ Check-in Time: 14:00 O'clock
- ❖ Check-out Time: 12:00 Noon

Late Check-out Charges:

Subject to hotel availability after referring to the hotel reception as following:

- ❖ Until 15.00 \$ 20 per room , Per room only
- ❖ Until 18.00 \$ 30 per room , Per room only
- ❖ Until 22.00 \$ 40 per room, Per room only

Fax Service:

- ❖ Available at the reception desk of Paradise Hotel

Wake up call Service:

- ❖ By dialing (0) or (33) - the hotel telephone Operator.

All Inclusive Bracelets:

- ❖ Torn bracelet can be changed for free at the reception.
- ❖ Bracelets should be returned back to the reception on your departure day maximum by 12.00 noon.
- ❖ The hotel reserves the right to charge 50 \$ per each lost bracelet.

Safety Deposit Boxes:

- ❖ Digital Safety deposit boxes are available in all rooms free of charge,
- ❖ The Management is not responsible for the loss of any articles which have not been deposited in the safe box,

Key System:

- ❖ The key card used also as a power saver; it should be inserted in the slot next to the room door to connect the power.
- ❖ The hotel reserves the right to charge \$15 for lost metal or key card,

Beach Towels:

- ❖ Towel Cards obtained at the reception upon check-in according to the total pax occupying the room.
- ❖ Cards can be changed with towels at the towel enter by the Aqua Park once per day,
- ❖ Towel cards should be returned upon departure to the reception desk,
- ❖ The hotel reserves the right to charge \$15 for towel or towel card,

Meal Boxes:

- ❖ Reservation at the Reception desk by latest 20:00 O'clock, one day in advance

Dine Around system

Another privilege for Golden 5 City's all inclusive guests, which provide them with different atmospheres and large choices, by using dine around system:

1- Breakfast, Lunch & Dinner:

Golden 5 City's all inclusive guests are welcome to have their breakfast, lunch and dinner in any other main restaurant of Golden 5 sister hotels at the last hour of each meal, as following:

Hotel	Restaurant Name	Cuisine	Style
Paradise	Red Sea Restaurant	International	Open Buffet
Diamond	Orangery Restaurant	International	Open Buffet
Al Mass Palace	Panorama Restaurant	International	Open Buffet
Club	Golden Sun Restaurant	International	Open Buffet
Topaz	La Perla Restaurant	International	Open Buffet

Main Meals Timing:

Meal Name	From	To	Remarks
Breakfast	07:00	10:00	
Lunch	12:30	14:30	
Dinner	18:30	21:30	

2- Snacks:

Late Breakfast		10:00 – 11:00
• Paradise Resort	Billiard Bar	
• The Club Hotel	Quick Prick Pool Bar	
• Diamond Resort	Billiard Bar	
• Almas Resort	Sinai Bar	
• Emerald Resort	Sunset Pool Bar	

Hot Snacks		11:00 – 15:00
• Paradise Resort	The Terrace bar	
• The Club Hotel	Quick Prick Pool Bar	
• Diamond Resort	Aqua Park bar	
• Almas Resort	Sea Rock /Beach Bar	
• Emerald Resort	Sunset Pool Bar	

Cold Snacks		11:00 – 12:00
• Paradise Resort	Billiard Bar	
• The Club Hotel	Quick Prick Pool Bar	
• Almas Resort	Sinai Bar	
• Emerald Resort	Sunset Pool Bar	

Tea Time		16:00 – 17:00
• Paradise Resort	Billiard Bar	
• The Club Hotel	Quick Prick Pool Bar	
• Diamond Resort	Billiard Bar	
• Almas Resort	Sea Rock /Beach Bar	
• Emerald Resort	Rainbow Billiard Bar	

Bars:

Bar Name	Location	Working Hours		Remarks
		From	To	
1. Rainbow Billiard Bar	Emerald Hotel	10:00	00:00	All inclusive Bar (Soft & Local alcoholic drinks)
2. Sunshine Aqua Park Bar	Diamond Hotel	10:00	17:00	All inclusive Bar (Soft & Local alcoholic drinks)
3. Sinai Bar	Al Mass Hotel	10:00	02:00	All inclusive Bar (Soft & Local alcoholic drinks)
4. Terrace Pool Bar	Paradise Hotel	10:00	17:00	All inclusive Bar (Soft & Local alcoholic drinks)
5. Billiard Bar	Diamond Hotel	10:00	00:00	All inclusive Bar (Soft & Local alcoholic drinks)
6. Sea Rock Beach Bar	Al Mass Hotel	10:00	17:00	All inclusive Bar (Soft & Local alcoholic drinks)
7. Beach Bar	Emerald Hotel	10:00	17:00	All inclusive Bar (Soft & Local alcoholic drinks)
8. Rainbow Billiard Bar	Emerald Hotel	10:00	00:00	All inclusive Bar (Soft & Local alcoholic drinks)
9. Blue Bar (Lobby Bar)	Diamond Hotel	24 hours		With Extra Charge
10. Moon Light lobby Bar	Emerald Hotel	24 hours		With Extra Charge

Leisure, sports, wellness

Golden 5 City offers variety of leisure, wellness services and sports 'activities which make the guest's stay the most memorable and enjoyable ever.

Services & Facilities	Charged	Free	Working Hours		Remarks
			From	To	
❖ <u>Private Beach:</u>		Yes	08:00	17:00	1200 meters length and 100 to 220 meters width of smooth sandy beach,
Towels Center		Yes	08:00	17:00	Located by the beach
Beach Towels		Yes	08:00	17:00	
Beach Umbrellas		Yes	08:00	17:00	
Beach Chase Lounge		Yes	08:00	17:00	
❖ <u>Restful Areas</u>		Yes	08:00	17:00	❖ Paradise Swimming Pool. ❖ Green Zone at the Beach (End of south wing of the beach). ❖ Aqua Park at north wing.
Yacht Marina			09:00	17:00	On the left side of the beach
Diving Center	Yes		09:00	17:00	Located front of the beach marina
Horse Riding Center	Yes		09:00	17:00	Located by the beach
Camel Riding Center	Yes		09:00	17:00	Located by the beach
❖ <u>Aqua Center:</u>	Yes		09:00	17:00	Located by the beach
Windsurfing	Yes		09:00	17:00	By the aqua center on the beach
Glass Bottom Boat	Yes		09:00	17:00	By the aqua center on the beach
Boat Excursions	Yes		09:00	17:00	By the aqua center on the beach
Snorkeling		Yes	09:00	17:00	
Parasailing	Yes		09:00	17:00	By the aqua center on the beach
Pedal Boat	Yes		09:00	17:00	By the aqua center on the beach
Banana Boat	Yes		09:00	17:00	By the aqua center on the beach
Water Ski	Yes		09:00	17:00	By the aqua center on the beach
Kite Surf	Yes		09:00	17:00	By the aqua center on the beach
Bicycle & motorbike	Yes		10:00	23:00	

Quad	Yes				By the beach side
❖ Animation Activities		Yes	10:00	17:00	Timing according to the animation plan
Beach Volley Ball		Yes	10:00	17:00	Timing according to the animation plan
Beach Aerobics		Yes	10:00	17:00	Timing according to the animation plan
Beach Darts & Boccia		Yes	10:00	17:00	Timing according to the animation plan
Stretching		Yes	10:00	17:00	Timing according to the animation plan
❖ Health Club	Yes		09:00	19:00	Located in particular building close to Paradise Hotel
Fitness Center - Gym		Yes	09:00	19:00	Fully equipped Gym
Massage	Yes		09:00	19:00	
Sauna	Yes		09:00	19:00	
Jacuzzi	Yes		09:00	19:00	
Steam	Yes		09:00	19:00	
Turkish Bath	Yes		09:00	19:00	
Medical Care - Clinic	Yes				On request Doctor 24 hours, please dial (0) or (33) – hotel Reception
Pharmacy	Yes		10:00	23:00	Located at the shopping arcade area front of Diamond Lobby building
Beauty Salon	Yes		10:00	23:00	Located at the shopping arcade area front of Diamond Lobby building
Hairdresser	Yes		10:00	23:00	Located at the shopping arcade area front of Diamond Lobby building
Shopping Arcade	Yes		10:00	23:00	35 Shop -located at the shopping arcade area front of Diamond Lobby building
Mini Market	Yes		10:00	23:00	Located at the shopping arcade area front of Diamond Lobby building
❖ Sports:		Yes			
Tennis courts	Yes		10:00	16:00	03 Playgrounds, located on the left side of Paradise hotel One hour free / per week (7 days of stay) / per room, including equipments
Tennis Table	Yes		10:00	24:00	At Paradise Hotel
Mini Golf	Yes		10:00	22:00	At Al Mass Hotel, with 9 holes, One hour free / per week (7 days of stay) / per room, including equipments
Billiard	Yes		10:00	24:00	3 Tables at Diamond Billiard Bar, one hour free / per week (7 days of stay) / per room, (between 10:00 AM and 07:00 PM)
Mini Football		Yes	10:00	17:00	Timing according to the animation plan
Basketball		Yes	10:00	17:00	Timing according to the animation plan
Amphitheater		Yes			Timing according to the animation plan (Operated during Summer season)

Kids facilities

Golden 5 City offers lots of entertainment and fun for our kid's with fully equipped. Kids club including its particular swimming pool and playground, which located in Al Mass Hotel closed to Diamond Aqua Park, in addition to the 3 kids playgrounds by the beach area and sister hotels' kids swimming pools.

Services & Facilities	Charged	Free	Working Hours		Remarks
			From	To	
❖ Kids Club		Yes	10:00	17:00	From 4 to 10 Years, fully Equipped Kids Club - Break Time from 13:00 till 15:00 O'clock
Kids Club Pool		Yes	10:00	17:00	Particular Pool front of the kids club
Kids Play Grounds		Yes	10:00	17:00	Green area equipped with toys, swingers, slides etc located front of the kids club
Children Sandy Area		Yes	10:00	17:00	With 3 slides – located by the aqua park area
Swimming pools		Yes	10:00	17:00	3 separated pools by diamond aqua park with one water splash and one kids slide.
Kids Animation		Yes	10:00	17:00	
Baby Sitter	Yes				Upon Request
Daily Kids Show		Yes	20:00	20:30	At Paradise Disco - under the main entrance of Paradise hotel
Weekly Kids Party		Yes	19:30		Every Monday - at Paradise Disco - under the main entrance of Paradise hotel
Kids Corner (2-5 Years)		Yes			Kids Corner and buffet are available in all Main Restaurants
Baby Chairs		Yes			Available in All Main Restaurants
Baby Cot		Yes			Upon request

Transportation

Services & Facilities	Charged	Free	Working Hours		Remarks
			From	To	

TAF-TAF Mini Train		Yes	08:00	17:00	Around the city vice-versa every 45 minutes – Break time from 14:00 to 15:00 O'clock
Limo Service	Yes	Yes	09:00	23:00	Other timing upon request – Limo Desks located in hotels' lobbies
Parking		Yes			Private car parks are available within Golden 5 City

Entertainment

Services & Facilities	Charge d	Fre e	Working Hours		Remarks
			From	To	
Morning Activities		Yes	10:00	17:00	By Golden 5 beach & swimming pool pools.
Evening Animation Show		Yes	21:30	23:00	In lion terrace - With different weekly shows
External Shows		Yes			Timing according to each hotel plan
Live Music / Singer		Yes			Timing according to each hotel plan
Dancing Fountain		Yes	21:00	21:30	Located at the entrance of the Paradise main building – Free for Golden 5 City Guests
Night Flight Disco (For adults Only)	Yes		23:00	03:00	❖ Located in Paradise Hotel, under the main entrance of Paradise hotel. ❖ Free entrance except during any special chargeable event, ❖ Drinks with extra charge.
Dolphin Disco (For adults Only)	Yes		23:00	02:00	❖ Located in Topaz Hotel ❖ Free entrance. ❖ Drinks with extra charge.

Various information:

Services & Facilities	Comment
Laundry	With Extra Charge (Landry Price list is available in all rooms)
Photo Service	With Extra Charge
Fire Alarm in the Hotel Complex	Operated properly
Room Service	24 Hours with Extra Charge
Bills for Extras	All checks for extras should be signed to the room account and then to be paid at the Reception desk.
Serving Beverages	In Glasses
Non All In Beverages	Imported alcoholic drinks, Espresso, Cappuccino, Turkish coffee, drinks by bottles and Fresh Juices
Disabled Facilities	Not Available
Non Smoking Rooms	Not Available
Volt Electric Current	220 Volt
Pets Admission	Not allowed