



IL Mercato Hotel & Spa Fact Sheet

General Information:

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| Address: | Om El Seid Hill, Sharm El Sheikh, South Sinai, Egypt |
| Category: | 5 stars |
| Phone: | (002-069) - 366 64 30/7 |
| Fax: | (002-069)-366 64 38/9 |
| E- mail: | info@ilmercatohotelsharm.com |
| Web site: | www.ilmercatohotelsharm.com |
| Date of inauguration: | 2010 |
| Period of work: | All year round |
| Type of catering: | BB; HB; Soft AI, Hard AI |
| Languages: | Multilingual staff |
| Number of buildings: | 6 |
| Hotel area: | 40000 m ² |

Location:

Directly on IL Mercato Shopping Arcade, second line from the sea

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| Sharm el sheikh airport | Naama Bay | Old Market |
| 17 km | 06 km | 02 km |

Rooms:

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| Number of rooms | 318 |
| Room's Categories | Standard, Superior, Deluxe, Family room |

Safety box provided free of charge

Number of nonsmoking rooms: 25

Connected rooms: 86

Furniture on the balcony:

table and 2 chairs

Floor covering:

tiles (no carpeting)

Changing of linen:

(upon guest's request conserve program)

Changing of towels:

(upon guest's request conserve program)

Extra bed size is 190*120 cm

Mini Bar

1 bottle of water 1.5 daily

Room cleaning service:

once daily

Pets allowed:

not allowed.

Lifts (elevators):

two, available in main building

Voltage:

220V/50 cycles

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| Rooms' categories | Standard | Superior | Deluxe Main Building | Family room* one master bed room and one living room |
|------------------------------------|----------------------------|---------------------------------------|----------------------|---|
| Total rooms | 74 | 181 | 44 | 19 |
| Location | Jasmine building | Main Building | Main Building | Jasmine building |
| Room view | Jasmine str./Mall views | Jasmine str./Hotel entrance garden | Pool views/ | Jasmine str./Mall views |
| Rooms' size m² | 32 | 36 | 36 | 60 |
| Max capacity | 2+1 or 3 | 2+2 or 3+1 | 2+2 or 3+1 | 2+2 or 3+1 |
| Rooms with balconies | N/A | Balcony or widow | Balcony or trace | N/A |
| Floor | ground/first floor | ground/first floor | ground/first floor | ground/first floor |
| Rooms with bathtubs | 33 | 148 | 44 | 16 |
| Rooms with shower cabin | 41 | 33 | N/A | 3 |
| Bidet | ✓ | ✓ | ✓ | ✓ |
| Tea/coffee tray Kettle | N/A | N/A | ✓ | N/A |
| Fridge | ✓ | ✓ | ✓ | ✓ |
| Safety box | ✓ | ✓ | ✓ | ✓ |
| A/C central | N/A | ✓ | ✓ | N/A |
| A/C split | ✓ | ✓ | N/A | ✓ |
| Hair dryer | ✓ | ✓ | ✓ | ✓ |
| TV Satellite | ✓ | ✓ | ✓ | ✓ |
| Direct telephone | ✓ | ✓ | ✓ | ✓ |
| Bathrobes, slippers | Provided for VIP | Provided for VIP | Provided for VIP | Provided for VIP |

Swimming Pools:

Spa Swimming pool for adults: (outdoor); Size: 264 m²/ Depth: min: 1.35 m,
Max: 1.75m / Sweet water

Deluxe Swimming pool for adults: (outdoor); Size: 180 m²/Depth: min: 0.95 m,
Max: 1.65 m / Sweet water/ Heated



Swimming pool for kids: (outdoor); Size: 10 m/ Depth: 5.5 m/Sweet water
Heated

Relax Swimming pool for adults: (outdoor); Size: 204 m²/Depth: min: 1.45 m,
Max: 1.75 m/ Sweet water

Active Swimming pool for adults: (outdoor); Size: 204 m²/Depth: min: 1.55 m,
Max: 1.45 m/Sweet water / Heated

Swimming pool for kids: (outdoor); Size: 15 m²/ Depth: 0.5 m/ Sweet water/ Heated

Sun beds by the pool: available free of charge
Mattresses on the sun beds: available free of charge
Umbrellas by the pool: available free of charge
Towels: available free of charge
Indoor swimming pool: Not available
Swimming pool with salt water: Not available
Water slides (aqua park): Not available

Health Club

Facilities:

Turkish bath: extra charge
Sauna: extra charge
Jacuzzi: extra charge
Steam room: extra charge
Massage: extra charge
Manicure: extra charge
Pedicure: extra charge
Facial treatment: extra charge
Hair dresser: extra charge

Gym: free of charge (equipment: treadmill (2), el. stepper (1),
Exercise bike (1), chest and shoulder machine (1), dumbbell set, barbell set (2), cable
machine (1), leg machine (1))

Sports & Entertainment:

Daytime activities (stretching, aqua gym, water polo, darts, dancing lessons, cocktail
games, etc.)

Evening show programs with multilingual animation team or invited artists

Billiard – (extra charge)

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Facilities for children:

Kid's Club with multilingual animation team (from 03 till 11:99 years)
Baby cot
High chairs in the restaurants
Baby sitter with multilingual staff (extra charge, previous reservation is required)
Kid's menu at the main restaurant as per request
Mini Disco

Restaurants:

Main restaurant "Giardino" capacity 267 Pax

Breakfast: Main Restaurant: 7:00 till 10:00.

Lunch: Main Restaurant: 12:30 till 14:30.

Dinner: Main Restaurant: 18:30 till 20:00

"La Seppia" Fish Restaurant Capacity 35 Pax (A la carte):

Dinner only from 19:00 till 20:00 (once per stay, previous reservation is required).

Room service: 24 Hours (extra charge).

Bars:

Lobby Bar "Galleria": All Inclusive from 10:00 till midnight

Roof Bar "Terrazzina": All Inclusive from 11 AM till sunset, from 20:00 till 23:00

"Palma Beach" Bar: water is available free of charge

All Inclusive drinks:

Water, local spirits (vodka, gin, rum, whisky, tequila, brandy), local beer, local wine (red, white served in the main restaurant only); Soft cold drinks (Cola, Fanta, diet Cola, juices, soda and tonic), selection of the cocktails.

Soft hot drinks (local espresso, local American coffee, local tea)

All drinks served in cup/glass and one drink at a time.

Non-inclusive drinks:

Fresh juices, imported alcohol, local sparkling wine, bottled& canned beverage, Red Bull, Italian espresso

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Conference Hall "Norhan":

Size: 64m², Height: 3 M, Length: 8 M, Width: 8 m,
Maximum capacity: Class 16 Pax, Theater 30Pax, U-Shape 15Pax., Square 18 Pax

Conference Hall "Laila":

Size: 240m², Height: 3 m, Length: 30 M, Width: 8 m
Maximum capacity: Class 90Pax. , Theater 150Pax. U-shape 45 Pax. Square 53 Pax
Banquet 100Pax. Reception 150 Pax, Dinner dances 100 Pax.
Equipment available: Screen , Overhead projector , Flip Chart ,CD player with speakers
and amplifier, Internet access , Speaker Microphone clip/hand

Other facilities:

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|------------------------|--|
| Cards accepted: | Visa, Master card |
| Doctor: | 24 hrs. (Extra charge) |
| Wi-Fi Internet access: | Lobby area, roof top (free of charge), |
| Taxi service: | 24hrs. Available (extra charge) |
| Laundry: | Available (extra charge) |
| Dry clean: | Available (extra charge) |
| Parking: | Available |
| Limousine: | Available (extra charge) |

Palma Beach:

We provide access to Palma Beach

EL Fanar str. overlooking Tiran Island - one of the world's best diving & snorkeling spots- 3500m beach ensures direct access to the Red Sea splendid marine life.
Beach has its own sandy beach 250m length, with its amazing Coral Reef and 70m length of fixed jetty and lagoon for kids.
Air conditioned Shuttle bus service to the beaches available during day according to the time table placed in the reception.



All-Inclusive Package

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| All Inclusive services are valid from 10:00 am on the arrival day / Room check-in time 2 pm |
| All Inclusive services are valid till 12pm on the departure day / Room check-out time 12 pm |

Restaurants & Bars

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|--|---------------------------------|------------------------------------|
| Main Restaurant "Giadino" | Breakfast | 07:00-10:00 |
| | Lunch | 12:30-14:30 |
| | Dinner | 18:30-21:00 |
| Restaurant "La Seppia" (roof top) | Dinner (set menu) once per stay | 19:00-20:00 (previous reservation) |
| | | |

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|------------------------------|-----------|------------------------------|
| Roof bar "Terrazzina" | Beverages | 11:00 – 17:00; 20:00 – 23:00 |
| | Pastries | 16:00 – 17:00 |
| Lobby bar "Galleria" | Beverages | 10:00 -00:00 |

Against charge:

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| IL Mercato Mall | A wide selection of Restaurants/cafés/shops located in Il Mercato Shopping mall. discount at restaurants: Little Italy , Andrea restaurant and Einstein café |
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General Information

Free of charge

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| <ul style="list-style-type: none"> • Safe box in the room • Wake up calls • Internet is free of charge in the Lobby and public areas • Towel houses (towels, sun beds) • Daily animation and sport activities | <ul style="list-style-type: none"> • Live music • Gym • 4 swimming pools, including 2 heated pools during the winter time. • Wheel chair • Darts- • Shuttle bus to/from beach |
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- Mini bar in the room/ Upon request
- Room service
- SPA
- Limousine service
- Doctor (clinic)
- Laundry/Dry cleaning service.
- Telephone / Fax
- Baby sitting
- Late check-out, please check availability with the front desk

Important to know

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| Beach | <p>Palma Beach:- Located 1.8 km from the hotel , time by bus 05 minutes, sun bed with umbrella, regular bus schedule between hotel and beach during the day (coral reef & snorkeling Beach). Water in dispenser is available free of charge.</p> <p>IL Fanar Beach :- Located 1.8 km from the hotel, time by bus 05 minutes , entrance fee is 5 \$ per day including (kids till 6 y.o. free of charge), sun bed with umbrella (multi entrance is guaranteed during day), bus service between hotel and beach during the day (snorkeling & chill out beach)Ticket to the beach you can buy at Reception.</p> <p>Please don't forget to take the beach towel from the towel counter near the bus station.</p> |
| Dress Code/Restaurant | Smart casuals recommended .Strictly no swimwear in the Lobby and inside all Restaurants. Shirts without sleeves and shorts are not allowed during the dinner. Kindly be informed that it is not allowed to take food or drinks from the restaurant |
| Breakfast & Lunch boxes | are to be ordered one day in advance before 20:00 h at the reception |
| Beverages | Soft drinks, hot drinks, local beer, local wine (serving in the restaurant), water and local spirits; all the drinks are served by glass. Bottles will be with Extra charge. Drinks are served by one drink per person unlimited. |
| Mini bar | refilling is against charge. 1 bottle of water 1.5 l on daily basis is provided. Water in dispensers available at the bars free of charge |
| Fresh Juice | Seasonal Fresh Juice is available in hotel bars against small charge. |
| Safe box | A digital safe box is available in each room free of charge. IL Mercato Hotel takes no responsibility for valuables left outside the closed safe box. Please leave your safe box open before departure |
| Internet Connection | Free internet connection in public areas in the hotel, including lobby. |
| Food Allergy | Special orders are available at your request. Please address the restaurant manager for assistance |
| Check-out | at 12.00 noontime, please return your room key card and your towel card at the check-out. Kindly note that you will be charged 150 le for missing room key and/or per 125 towel card. Towel/towel card is under your responsibility., Late check-out is available at extra charge and is the subject to hotel's availability. Please contact the reception for more information. Lunch is included on departure day if you arrived after lunch time. |
| Beach use | Sea shoes are recommended in beaches, please follow beach rules all time. |
| Fish / Birds | Please note that it is forbidden to feed fish and birds. |
| Room service | Available 24h with charge |
| Entertainment | Daily animation and sports programs at the beach; live singer and evening shows at the roof top |
| Children's facilities | Children's pool, mini disco |
| Health Club | Gym free is of charge |
| Shisha | It is forbidden to use private shisha at the hotel |
| Laundry | We offer a laundry, dry cleaning services at our hotel. Price list is placed in the wardrobe. |
| Money exchange | To exchange or withdraw money, ATM machine is located at IL Mercato promenade |
| Medical center | Our medical center is located close to the SPA. To call the hotel's doctor , please contact the reception, El Ezaby famous pharmacy is located in IL Mercato Shopping Mall , one minute walking from hotel entrance |

IL Mercato Hotel & Spa wishes you a great holiday!