

Dear Guest

Please accept our warm welcome to the Sheraton Gambia Hotel Resort & Spa. It is our pleasure to have you as our guest in the hotel and please be assured that we will do our utmost to ensure that you are delighted with your stay. We are pleased to confirm to you that your booking is an All-Inclusive Package. This package commences at 15:00pm on the day of your arrival and concludes at 15:00pm on the day of your departure. Please find your package entitlements detailed below.

On your final day with us, we would like to remind you that the **check out time is 12:00 noon** and should you wish to keep your room beyond 12:00 noon, this will be subject to availability and a late check out fee.

All Inclusive Package Features:

| Facilities and Services | Venue | Timing | All-Inclusive |
|-----------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------|-------------------------------------------|
| Buffet Breakfast | Crematata Restaurant | 07:00 – 10:30 | Yes |
| Buffet Lunch | Balafon Restaurant | 12:30 – 15:00 | Yes |
| Sweet & Savoury Snacks | Baracuda Bar | 16:00 – 18:00 | Yes |
| Buffet Dinner | Crematata Restaurant/ Balafon Restaurant (according to weather conditions) | 19:00 – 22:30 | Yes |
| Bar-A-Cuda Bar | | 09:00 – 23:00 | Yes |
| Sauna & Steam room | | 09:00 – 21:00 (Mon-Sun) | Yes |
| Fitness Room | | 09:00 – 21:00 | Yes |
| Organized Activities | See notice board | | Yes |
| Freshly squeezed juices | | | No |
| Specialty Coffees such as: Espresso, Cappuccino, Latte | | | Yes (Not included during Breakfast) |
| Room Service / Mini Bar | | | No |
| Internet Access / Telephone | | | No |

The Way All Inclusive Works:

- All-Inclusive beverages will be served by the glass from above designated outlets. The list of All-Inclusive beverages is available in the Bars and Restaurants.
- In cases where a full bottle or Premium Brands and special drinks are requested by a Guest, the menu price will be charged.
- All-Inclusive meals are served in Buffet style and any meals that are missed are considered forfeited.
- We kindly ask you not to take food away from the Buffets at meal times, otherwise you will be billed.
- Guests are entitled to one entry to the Buffet for Lunch and one entry for the Buffet for Dinner as per the program mentioned above. Guests are not entitled for multiple entries per meal period, nor are they entitled to amass meal credits for meals that are missed. Meals that are missed are considered forfeited.
- If you wish to try the A la Carte menu instead, we are delighted to offer you a 20% discount on your total food bill.
- Any other items required will be charged per menu price and not subject to the All-Inclusive arrangement.
- After closing times of the Bars and Restaurants, Guests will be required to pay full menu prices which will be automatically charged to the Guest room.
- Please note that the loss of the All-Inclusive bracelet will incur a replacement charge of GMD800.00. Remember to hand back the All-Inclusive bracelet with your key upon check-out to avoid the imposition of this fee.
- Presentation of the Guest's All Inclusive bracelet is mandatory to enjoy above mentioned facilities.
- All-Inclusive Guests are also required to sign their bills.
- All Inclusive bracelets are not transferable between Guests. The transfer of a bracelet to a person who is not entitled to its usage is a grave offence and may result in the exclusion of a Guest from the All-Inclusive benefits, the imposition of additional charges on a Guest bill for any abuse of the Hotels facilities, or the exclusion of the Guest from the Hotel property, at the Management's discretion.
- The All-Inclusive benefits are solely for registered Guests sharing the same room.

The Hotel maintains a strict dress code policy which requires guests to be dressed in smart casual wear for dinner. Your cooperation is greatly appreciated. Should you require any further information with regards to the Hotel facilities and Services, please contact the Front Desk.

We wish you an enjoyable stay at Sheraton Gambia Hotel Resort & Spa.