

**Dear CLUB MAGIC LIFE® Guest,**

**This is where we'd like to be open with you, so that there are no misunderstandings when it comes to your stay.**

**Room Requests:** Room requests can only be entertained insofar as they are available within the category of rooms booked. They are not binding by right and meeting the request cannot be guaranteed.

### About the Complex

**Standard:** We ask you to understand that the standard of the club complex is in each case influenced by the national circumstances prevailing and is not exactly the same in all countries. We particularly ask you not to expect central European standards for each and every service offered.

**Quiet at Night:** Due to contractual entertainment programmes in our clubs it

is possible that there may be some noise disturbance during the evening and night. Furthermore please note that we ask you to understand that we don't have control of sources of noise from the area outside the club.

**Pests:** Due to the climate in Southern countries insects and other pests are frequently common. For this reason we regularly spray our premises – including, with prior notice, the guest rooms – with insecticides.

**Beaches:** Generally beaches in holiday areas are public and can be used by anyone and the care of them is the responsibility of the local authorities. Wind and currents may cause a deposition of material as well as a change in the nature of the beach. Because of legal requirements, in some countries seaweed deposited on the sand may not be removed from the beach. In the winter

months in Turkey the jetties must be dismantled due to legal reasons and therefore cannot be used at this time and disturbances due to construction or dismantling work in the pre- and after-season may happen.

**Pools:** For hygienic reasons it is necessary to treat swimming pool water with chlorine, which may cause an allergic reaction in some people. Please note that due to splashing, the surrounding areas near the pools may be slippery. For safety reasons the use of the water slides in some clubs may have age limits which must be accepted without exception.

**Internet Terminals:** In several clubs freely accessible internet terminals are available for use. We kindly ask you to appreciate that service interruptions are possible due to the fact that internet networks in

holiday countries are often not as well constructed as elsewhere. The terminals are subject to availability and you may have to wait your turn.

**Doctors:** In every club a doctor is available either at designated times on the premises or who can be contacted by telephone when necessary. We would like to make it clear that the doctor is independent of CLUB MAGIC LIFE® and the club does not have any say on the level of medical costs which as a rule must be settled in cash at the resort. The services of the club doctor are not included in the All-Inclusive arrangement.

### Shops/Rental

**Cars/Spas:** The shops and Spas which are located in the clubs, external water sports companies and the car hire firms with offices there are separate

enterprises, independent of CLUB MAGIC LIFE® and CLUB MAGIC LIFE® has no say in what they offer nor in the prices.

**Maintenance works:** As damage to various club facilities may occur at any time and since improvements and maintenance works are ongoing, particularly in all year-round resorts so occasionally noisy work as well as short interruptions may occur.

**Sunshades and Sunbeds:** We do not allow the reservation of sunbeds in several places within the resort at the same time in the early morning since this would usually lead to an imbalance between the number of beds in the resort and the number of beds available at the beach and by the pools. Some sunbeds do not require a separate mattress.

**Garden Areas:** In our clubs a natural garden layout is followed, so the paths in some areas may

be naturally uneven. In order to offer a pleasant evening atmosphere the paths are not brightly lit. Due to water scarcity in Southern regions treated waste water is often used for irrigation purposes and this may lead to unpleasant odours being produced on occasions.

**Brochure Photos:** Since our brochure is produced long before the start of your holiday it is possible that facilities in your location may differ by construction or demolition or renovation works. We ask for your understanding for any changes that may have occurred for these reasons. We would also like to inform you in this respect that any photos of guest rooms are for reference only and that the actual reality at the resort may be different.

### Guest Services

**Manager:** There is a CLUB MAGIC LIFE® guest services manager in every club who is the person to

help you with your wishes and suggestions should there be anything which is not to your satisfaction. If you have a suggestion or a request we kindly ask you to contact the guest services manager so that we would be able to assist you whilst at the resort. To know how to reach the guest services manager please consult the information channel, the information folder in your room or ask at reception.

**Main Restaurant:** Buffet service at mealtimes. The menus are based on what's available in season. Dining in beachwear in the restaurant is not allowed and the wearing of long trousers is required at dinnertime. Please be aware that sometimes there may be crowding of the inside areas of the restaurant when unpleasant weather makes the outside dining areas unusable.

**A' -la-carte Restaurants:** The a'-la-carte restaurants are open six nights a week each. A reservation is required to eat in these restaurants. The exact reservation times can be

seen at the club. Please note that these restaurants may not be available due to being fully-booked, also a minimum number of diners is required. Due to heavy demand at times there may be waiting times for reservations. Some a'-la-carte restaurants have only open-air dining areas and may close due to bad weather. In the case of very high demand it may be necessary to limit the number of diners per stay. In addition to our All-Drinklusive® drinks offer you have the option to buy wine by the bottle.

**Drinks:** Drinks may be obtained from numerous bars in the club. Not all well known brands such as Bacardi, Malibu or Campari are imported. In every country there are different legal restrictions concerning the consumption of alcohol by young people which have to be observed by our employees. Please be aware that young guests may be required to show proof of identity and age.

**Havana Lounge:** Our Lounge Bars can be found in some select CLUB

MAGIC LIFE® resorts and there you can enjoy internationally branded drinks and cocktails with Cuban flair. Whilst these are not All-inclusive the prices are very reasonable.

**Fellow Holidaymakers:** We would like to note that, as an international enterprise, all guests from different nations and cultures, particularly guests from the destination resorts, are very welcome.

**Ramadan:** The fasting-time of Ramadan begins in the middle of August. At this time please try and be sympathetic with your hosts in certain cases.

**Over bookings:** Unfortunately it is always possible, due to errors, to find oneself in an overbooking situation, which we sincerely regret should it ever happen. We can however assure you that we, together with your travel agency, will make every possible effort to offer you the best possible alternative.

**Smoking:** Please note that any national smoking laws are also applicable in

our resorts.

### About the Rooms

**Airconditioning/Heating** Air-conditioning/heating may be switched off at times according to outside temperatures and for environmental reasons, particularly in the pre- and after-season. Please also note that southern countries are prone to electrical fluctuations and power cuts which may cause damage to heating/air-conditioning systems. The emergency power systems in the clubs don't provide power for the air-conditioning and heating systems.

**Room Allocation:** Rooms booked for three persons will normally be a double room with an extra bed, which will reduce the available space. Usually the extra bed is a folding bed or a sofa-bed which will not be of the same standard as a normal hotel bed.

**Family Rooms:** Please be aware that for children in a family room most children's beds will be small extra

beds with dimensions smaller than is usual for hotel beds.

**Best Price Rooms/Promo-Rooms:** In the case of best price rooms one is dealing with a special, particularly low-cost, type of room, which will usually be furnished to a standard of the lowest-possible room category bookable in any club. Location and appearance of these rooms may have some disadvantages.

**Room Cleaning:** For operational reasons rooms are cleaned between 9.00 a.m. and 6.00 p.m.

**Damage:** Please understand that any damage to any equipment in the resort will be charged for.

**Check-in/Check-out:** Rooms are usually available on day of departure until 12.00 noon, according to international practice, so new arrivals can first move in at 3.00 p.m., after the required

cleaning. Nonetheless we will do our very best to have the rooms available as soon as possible, especially in the case of very early arrivals. If you would like to keep your room for longer on the day of departure, this is possible according to availability and against payment of a fee.

### About Nile Cruises

The trip on the CLUB MAGIC LIFE® M/S Regent offers a special experience but is not comparable with a stay in a club. A few of the cabins have windows of different sizes, depending on the type of construction. Because of the engine noise and due to the nature of a ship it is possible that the cabins may be affected by noise and the smell of diesel fuel. Please bear in mind that at mooring places ships are laid alongside each other and it could be that one has only a view of ships on either side. It is customary for the crew to be given about € 30 in tips at the end of the cruise.

## About Entertainment

Participation in any sporting or entertainment activity as well as the use of sports equipment is at the guests' own risk and parents are responsible for their own children. Please note activities are subject to availability and some activities are limited to a particular number of participants. The activities described in the specifications are only available for adults – there is a separate programme for kids and teens. Apart from that which is used in the kids and teens entertainment programme, the sports equipment may only be used by adults. Any damage to sports equipment is to be paid for at the resort. In this respect we would like to point out that it may happen that some equipment could be temporarily unavailable for a short time due to necessary repairs. There is entertainment every day of the week, with the variety on offer on Entertainment Farewell Day being limited. Due to

bad weather the evening shows may be cancelled or moved to an indoor location. Weather conditions and limited demand may cause a reduction in the activities offered. Please note that the activities and entertainment on offer are subject to availability and that not all activities take place every day. Some of our activities are offered by external professionals and thus postponements at short notice may sometimes occur due to other commitments.

## About Kids & Teens Entertainment

Kids and Teens Entertainment takes place six days a week. It consists only of animation and not care. Participation is voluntary and not compulsory. Parents are responsible for looking after their children within the framework of the kids and teens entertainment activities. Some activities require a particular number of participants. In the case of teens, when the demand

for activities is low an alternative programme may be combined and offered with an adult programme.

## About Events

Since many of the events are hosted or led by active leading sportsmen or personalities we kindly ask you to understand that due to their engagements or other requirements it may be necessary to postpone or alter event times at short notice.

## About Golf

- 1) Your golf bag must be registered with the airline. Payment for its transportation must be effected at time of check-in according to the terms and requirements of the airline.
- 2) The golf package includes: greens fees package, pre-arranged start times, transport of golf bags to your destination and shuttle or transfers from hotel to golf course and return.
- 3) Tee-off times may be requested directly at your travel agency whilst

booking your golf package and before commencement of travel. Proof of handicap by means of an official golf club membership or an official confirmation (no more than three months old) from the relevant association of your country is required at time of request. The handicap requirements in the destination country are to be observed. Proof of handicap is to be carried with you at all times and may be required to be produced on request. Play is not permitted without proof of handicap.

- 4) Tee-off times are to be strictly observed. Tournaments may only be cancelled free of charge 45 days in advance, thereafter a 100% cancellation fee is applicable.
- 5) All games in the golf package can be played within the length of stay (with the exception of weekly membership).
- 6) An official confirmation of the failure to play from the golf course is required to obtain a refund of non-played greens fees, which can

only be obtained from the golf desk in the holiday resort.

- 7) All necessary information and assistance is available at the CLUB MAGIC LIFE Golf Desk in your holiday club.

**We wish you a fabulous holiday.  
Your CLUB MAGIC LIFE® Team**