



## Grand Muthu Golf Plaza

### **All Inclusive Information**

It is with great pleasure that we welcome you to MGM Muthu Hotels.

Our friendly and professional staff are committed to ensure that your stay is comfortable and memorable.

We wish to inform you of the schedule for the "All Inclusive programme". This program starts the day of your arrival at 1200hrs and ends on the day of your departure at 1200hrs.

During "Check-In" we will give you a wristband that will identify you to all the staff of the Hotel.

This wristband with your key room card is your free-pass in the Hotel and you must wear it at all times. It will be removed at "Check-Out".

Only people wearing the wristband and showing the room card will be served.

### **The following services are part of ALL INCLUSIVE and served in Golf Plaza Restaurant**

- **Breakfast Buffet-** 8:00am till 10:30am.
- **Lunch -** 13:00pm till 3:00pm
- **Dinner -** 7:00pm till 9.30pm
- **Snack Hour -** 4.00pm till 5.00pm served at the Pool Bar  
Tea, Coffee and Snacks.  
Espresso & Bottled water not part of ALL INCLUSIVE.
- **All inclusive Drinks (Served by Glass) will be served from 11.30hrs till 23.00 hrs and Domestic Beverages only:**
  - \* **Golf Plaza Restaurant – only during lunch and dinner**
  - \* **POOL BAR – 11.30am – 18.30pm (with SOFT Drinks and Water also by glass)**
  - \* **PIANO BAR – 19.00 hrs – 23.00 hrs (last drink order will be taken until 22:45hrs)**
  - \* National Beers
  - \* House Wines
  - \* National Rum
  - \* National Vodka
  - \* National Gin
  - \* National Whisky
  - \* Soft Drinks by glass
  - \* Water by glass
  - \* Coffee, Tea and Milk (included in the meals)

### General Rules

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- Any imported drinks by the glass are not included in this programme and can be obtained at the normal price without discount even after 23:00hrs.
- Cocktails and Hot Beverages are not included in this programme. Payment needs to be cash or credit card only. (No Room charges)
- After 23:00hrs (Ending time of all inclusive programme) the drinks included in this programme can be obtained at a 30% discount.
- You have to show your wristband and guest card to the staff before using any service or purchasing drinks. As per the management policy, All inclusive guests without wristbands will not be served.
- All products must be consumed within the restaurant area and cannot be carried to the rooms or outside the restaurant. We have the right to charge the normal prices direct to the room if we see anyone taking any food or drinks back to their rooms.
- Only one drink per person will be served for each order
- If an All inclusive guest is seen sharing or taking food or drink for a NON All inclusive guest the full rate of All inclusive for the entire duration of stay will be charged to that person's room who is offering it.
- It is forbidden to serve alcoholic drinks to children under 18 years old.
- **The Management has the right to check the alcohol level and refuse to serve drinks to any guests who show signs of alcoholic drunkenness, loud behaviour and appropriate actions would be taken.**
- The Management reserves the right to cancel the Programme of "All Inclusive" to any guest who does not fulfil the rules as established above.
- All inclusive can be used where the guest is staying and cannot be used in our sister hotels.
- All inclusive does not include imported beverages, cocktails and a la Carte Menus.
- Any F&B items purchased from the Restaurant or Bar needs to be cash or credit card payment (No Room charges).
- The dress code of the restaurant does not allow guests wearing swim suit, tank top t-shirts or go inside of the restaurant in a wet condition.
- **Please do not carry any plastic glasses in the lobby. Drinks in plastic glasses are not allowed to be consumed in the lobby and reception area and cannot be taken out of the restaurant and needs to throw in the bin.**
- **The Management reserves the right to change timings and venues.**
- **When you have booked and paid for the all inclusive programme, you have accepted the rules and conditions of this programme.**
- **The Management reserves the right to refuse the ALL INCLUSIVE PROGRAMME to Hen and Stag Parties in case of complaints received regarding their behaviour.**

#### Services not included in this Programme

- \* Mini Bar
  - \* Room Service
  - \* Laundry
  - \* Internet
  - \* Safe
  - \* Pool Towels
  - \* Pool head dress
  - \* Taxi
  - \* Other services not mentioned in the program
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