



***ROYAL HOLIDAY PALACE***  
***Lara / ANTALYA***

***‘Ultra All Inclusive’***

***Fact sheet***  
***2016 - Summer***

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## INTRODUCTION

*Royal Holiday Palace, one of the Stone Group Hotels has been built on an area 53000 m<sup>2</sup> and opened in April 2011. At a distance 17 km to Antalya City Center and 15 km to Antalya International Airport.*

*Royal Holiday Palace is advantageous for guests due to the short transfer to Antalya Airport especially those with children. With the Chateau-style architecture, comfortable and stylish rooms we provide fruit baskets to greet the guests on their arrival day.*

*The presentation of the food shows the importance and attention from the kitchen in all of the Restaurants. Offers different tastes of the world cuisine with Theme Nights, generous buffet, as well as Seafood, Italian, Grill, Fareast and Mexican Restaurants.*

*Royal Holiday Palace which contains a combination of history, mystery and comfort of today's modern architecture, is an ideal property for an unusual vacation.*

*It is possible for guests to find a place to relax and read a book in a quiet corner or enjoy the different activities of Animation Team in the magnificent garden of the hotel. Our Outdoor pool is unusual with its charming design.*

*The professional Animation Team appeals to guests of all ages to spend their time entertaining with various daily activities, sport competitions, evening shows, musicals and kids activities.*

*Water slides and Funfair with a variety of toys ensure guests a fantastic holiday.*

*At the Spa Center different kind of massages, algae therapy and skin care treatments help the guests to relieve tiredness. In addition there is a Turkish Bath, Sauna and Steam Bath available free of charge.*



## **LOCATION**

<b><i>Name</i></b>	<i>Royal Holiday Palace</i>
<b><i>Opening Date</i></b>	<i>APRIL 2011</i>
<b><i>Category</i></b>	<i>5 Stars Hotel</i>
<b><i>Capacity</i></b>	<i>604 Rooms</i>
<b><i>Address</i></b>	<i>Lara Tourism Center Antalya / Turkey</i>
<b><i>Distance to Airport</i></b>	<i>15 km</i>
<b><i>Distance to Antalya</i></b>	<i>17 km</i>
<b><i>Telephone</i></b>	<i>+90 242 352 25 25</i>
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<b><i>Web Site</i></b>	<i><a href="http://www.royalholidaypalace.com">www.royalholidaypalace.com</a></i>
<b><i>Info</i></b>	<i><a href="mailto:info@royalholidaypalace.com">info@royalholidaypalace.com</a></i>
<b><i>Sales</i></b>	<i><a href="mailto:sales@stonegrouphotels.com">sales@stonegrouphotels.com</a></i>
<b><i>Reservation</i></b>	<i><a href="mailto:reservation@stonegrouphotels.com">reservation@stonegrouphotels.com</a></i>
<b><i>Season</i></b>	<i>12 Months</i>
<b><i>Location</i></b>	<i>Situated in Lara Tourism Center on 53.000 m<sup>2</sup> area.</i>
<b><i>Pension</i></b>	<i>Ultra All Inclusive</i>
<b><i>C/Out &amp; C/in</i></b>	<i>C / Out 12:00 and C / In 14:00</i>
<b><i>Late c-out</i></b>	<i>Late check-out possible for an additional fee (dependent on hotel occupancy).</i>
<b><i>Credit Cards</i></b>	<i>Visa, Eurocard, Mastercard</i>
<b><i>Lift number</i></b>	<i>6 lifts for guests</i>
<b><i>Floor</i></b>	<i>10 floors</i>
<b><i>Pets</i></b>	<i>Pets are not allowed.</i>

## ROOMS

Total 604 rooms:

461	Superior Rooms
6	Handicapped Rooms
47	Duplex Rooms
56	Family Rooms (with connection door)
7	Suite Rooms
24	Deluxe Suite
2	Triplex Suite
1	King Suite

There are a balcony, carpet floor, electronic room key, Chair or Sofa, Worktable, mini bar, national and international satellite TV, Radio on TV, Direct dial phone, Bathroom Amenities, Hairdryer, WC, Bathroom with shower or bathtub, bathroom phone, central Air conditioner, Electronic Safe, kettle (tea/coffee setup) in all rooms. Daily room cleaning and towel change, linen change at least 3 times per week. Baby cots are available upon request. All rooms are nonsmoking.

<b>Superior Room</b>	46 m <sup>2</sup> , decorated with modern design. Sea, side-sea and land view. Minimum capacity 2 adults, maximum capacity 3 adults+1 child.
<b>Handicapped Room</b>	46 m <sup>2</sup> . Land View. Minimum capacity 1 adult, maximum capacity 2 adults.
<b>Dublex Room</b>	75 m <sup>2</sup> , two-storeyed, 1 bedroom on each floor without separating door between. One room with 2 single beds, bathroom with shower whereas the other consists of 1 french size bed and bathroom with bathtub. Minimum capacity 2 adults +2 children, maximum capacity 4 adults.
<b>Family Room</b>	60 m <sup>2</sup> . 2 separated bedrooms with connection door between. One room with 2 single beds whereas the other consists of 1 french size bed and 1 bathroom. Maximum capacity 4 adults.
<b>Suite Room</b>	60 m <sup>2</sup> . One bedroom and one living room. Maximum capacity 2 adults +1 child. Land View.
<b>Deluxe Suite Room</b>	85 m <sup>2</sup> 2 bedrooms and one living room with connection door between. One room with 2 single beds, bathroom with shower, whereas the other consists of 1 french size bed and bathroom with bathtub. Most of these suites include a jacuzzi. Maximum capacity 4 adults. Land View.
<b>Triplex Suite</b>	114 m <sup>2</sup> , three-storeyed with 1 room on each floor. Totally 2 bedrooms and one living room. Bedroom on the top floor with a french size bed and bathroom with bathtub, bedroom on the middle-floor with two single beds and bathroom with shower, living room on the basement. Maximum capacity 4 adults. Land View.
<b>King Suites</b>	180 m <sup>2</sup> , two-storeyed. 2 bedrooms, 2 bathrooms, jacuzzi, living room, kitchen, parquet floor. Maximum capacity 4 adults and with Sea View.
<b>Honeymoon Concept</b>	On arrival day we send fruit basket, bottle of champagne and dessert plate to the room. On first morning after arrival we do breakfast service to the room.
<b>Birthday and Wedding Anniversary Concept</b>	Fruit basket to the room on that day.

## **FOOD FACILITIES**

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#### ***Palace Main Restaurant***

*07:00 – 10:00 open buffet breakfast.*

*13:00 – 14:30 open buffet lunch*

*18:30 – 21:00 open buffet dinner*

*\*Diet Corner during lunch & dinner*

*\*All drinks will be served to the table (except breakfast)*

*\*No service of alcoholic drinks during breakfast*

*\*During lunch & dinner; service of all local and some imported alcoholic drinks*

#### ***Bambino Kids Restaurant***

*The restaurant for little guests has breakfast between 07:00 and 10:00 o'clock, lunch between 12:30 – 13:30 and dinner between 18:00 -19:00.*

#### ***Turquoise Snack Restaurant***

*For a wonderful lunch with sea view join us between 12:30 and 15:00.*

#### ***Palace Bistro & Patisserie***

*10:00 – 11:00 late breakfast*

*16:00 – 23:30 Patisserie*

*00:00 – 07:00 Midnight snack Buffet*

#### ***Food Corners***

*Ice Cream, Coffee & Cake, Toast, Doner Kebab, Baked Potatoes, Dessert (waffle), Pizza, Sandwich and Fruit in the mini restaurants under the Amphitheatre are available for guests.*

#### ***Turkish Tent***

*Open between 12:00 and 16:30 for Traditional Turkish Pastry Service (depends on weather conditions)*

### **A LA CARTE RESTAURANTS**

#### ***“Vapiano” Italian Restaurant***

*With delicious Italian tastes and ideal atmosphere Vapiano Restaurant is open for guests between 18:30 and 21:30.*

#### ***“Hashi” Fareast Restaurant***

*Different kind of tastes are served from 18:30 until 21:30 in Hashi Restaurant.*

#### ***“Lal” Grill Restaurant***

*While tasting Turkish unique tastes, to indulge yourself in a magical Turkish night with turkish hospitality, Lal Restaurant is open between 18:30 and 21:30.*

#### ***“Deep Blue” Seafood Restaurant***

*With an unmissable ambience and Seafood from the Mediterranean Sea you can have an unforgettable dinner at the Deep Blue Restaurant between 18:30 and 21:30.*

#### ***“El Torito” Mexican Restaurant***

*The tastes of Mexican Cuisine which we chose only for you are tasteable at the Mexican Restaurant between 18.30 and 21:30.*

*\* A'la Carte restaurants are extra charge*

## **BEVERAGES FACILITIES**

### ***Pera Lobby Bar***

*Enjoy the relaxed atmosphere and rotation of the earth with a drink at Pera Lobby Bar. Open 24 hours.*

### ***Piano Lobby Bar***

*Enjoy the fine atmosphere of our lobby accompanied by piano live performances between 17:00 and 24:00.*

### ***Pool Bar***

*Taste our favourite cocktails at the Pool Bar between 10:00 and 24:00. Live Music and special animation activities are available some days in the week.*

### ***Pier Bar***

*Feel the sun with a cool drink between 09:30 and 18:00 at Pier Bar.*

### ***Terrace Bar***

*Open between 17:00 and 24:00 at lobby terrace.*

### ***Turquoise Snack Bar***

*Offers variety of drinks between 10:00 and 17:00.*

### ***Amphi Bar***

*Situated near the pool and serves between 10:00 and 21:30.*

### ***Oxygen Disco Bar***

*Enjoy the music played by our Dj from 23:45 until 02:30.*

### ***Bowling Bar***

*While you play Billiard or Bowling, enjoy a drink between 16:30 and 24:00.*

### ***Cafe Turk***

*Traditional Turkish Coffee at Cafe Turk. Open between 16:00 and 23:30.*

## **POOLS**

*Especially designed for guests looking for different alternatives for Sea and Sun Tourism.*

### **OUTDOOR POOL**

*You can enjoy your time during the hot weather of the summer season in our pools which are cleaned every day. Have fun sliding in the different water slides.*

- ❖ **Main pool** 3700 m<sup>2</sup>, 140 cm deep
- ❖ **Water Slides Pool** 270 m<sup>2</sup>, 110 cm deep

### **KIDS POOL**

*You can watch your children while they enjoy their time in Kids Pool and Slides which are situated near Kids Club.*

- ❖ **Kids Pool** 50 m<sup>2</sup>, 35 cm deep
- ❖ **Kids Water Slides Pool** 50 m<sup>2</sup>, 85 cm deep

### **INDOOR POOL**

*The guests who would like to enjoy their time with swimming, we offer our heated Indoor Pool in cold winter months which is 300 m<sup>2</sup> and 140 cm deep.*

*There is an indoor Kids pool near the Indoor pool which is 16 m<sup>2</sup> and 35 cm deep. Additional 2 whirlpools are available for guests, each is 15 m<sup>2</sup>.*

*Our indoor pool is open between 01.11. – 31.03.*



## **ENTERTAINMENT PROGRAMME**

*You can watch the evening shows performed by the professional and international animation team with unforgettable memories of a vacation between pool and sea view. At the Amphitheatre with 1000 guest capacity we have different shows every day for our guests from different countries.*

### ***Daily Activities***

- ❖ *Morning Gym*
- ❖ *Dance Courses*
- ❖ *Intelligent Games*
- ❖ *Step Aerobic*
- ❖ *Table Tennis*
- ❖ *Boccia*
- ❖ *Beach Volley*
- ❖ *Water Gym ( Pool)*
- ❖ *Water Polo*
- ❖ *Pool Games*
- ❖ *Dart*

### ***Night Activities***

- ❖ *Professional dance shows*
- ❖ *Musical Shows*
- ❖ *Professional Evening Shows*
- ❖ *Competitions*

### ***After Show Activities***

- ❖ *Live Music( Some days in a week)*
- ❖ *Disco Concept Days (Pier Party; one day per week)*

## **KIDS CLUB**

### **Mini Club**

*For children ages between 4 and 12. Under 4 age children should be accompanied by parents. Working Hours 10:00 to 12:00, after lunch 14:30 to 17:00.*

### **Daily Activities**

- ❖ *Face Painting*
- ❖ *Table Games*
- ❖ *Cartoon Film*
- ❖ *Handwork – Hobby work*
- ❖ *T-shirt Painting ( extra charge)*
- ❖ *Sand Painting ( extra charge)*
- ❖ *Bowling*
- ❖ *Mini Basketball*

### **Evening Activities**

- ❖ *Mini Disco*

### **Concept Days**

- ❖ *Once in 2 Weeks on Thursday Indian Day.*
- ❖ *Once in 2 Weeks on Thursday Pirates Day.*
- ❖ *Once in 2 Weeks on Friday Cookies Day.*
- ❖ *Once in 2 Weeks on Friday Pizza Day.*

## **SPA & WELLNESS**

*Our tranquil Spa and Wellness centre is here to enable you to relax and refresh your body and mind. There is a wide variety of indulgent treatments available from Turkish bath to Thai massages. Indonesian Bali masseuses gently press the bodies energy points to balance your energy. The massuers use a natural oil to help your skin to relax and feel revitalised, when you leave you will feel yourself relaxed and calm.*

### **Wellness and SPA Services;**

#### **Free of charge:**

- ❖ Turkish Bath
- ❖ Sauna
- ❖ Steam Bath
- ❖ Jacuzzi (only in winter season)
- ❖ Relax rooms

#### **Extra:**

- ❖ Capsule Treatment
- ❖ Massage
- ❖ Skin Care
- ❖ Body Treatment
- ❖ Doctor & Nurse ( 09:00 -24:00 )(In emergency cases 24 hours available)

## **BANQUETING ROOMS**

### **Technical Materials**

- ❖ Barkovision
- ❖ Barkovision curtain
- ❖ Barkovision voice system
- ❖ Microphone with cable
- ❖ Microphone without cable
- ❖ Stand microphone
- ❖ Overhead projector
- ❖ Head set
- ❖ Flipchart
- ❖ Board Pen
- ❖ File & pen

*Detailed information about extra charged services can be taken from the Sales Department.*

### **Size and Capacity of Banqueting Rooms**

	<b>Width</b>	<b>Length</b>	<b>M<sup>2</sup></b>	<b>Height</b>	<b>Banquet Style</b>	<b>Classroom Style</b>	<b>Theatre Style</b>	<b>U Style</b>	<b>I Style</b>
<b>Gravillea</b>	<b>41 m</b>	<b>33 m.</b>	<b>1300 m2</b>	<b>4,20 m.</b>	<b>1000</b>	<b>400</b>	<b>1000</b>	<b>100</b>	<b>70</b>
<b>Lespedeza</b>	<b>17 m</b>	<b>14 m.</b>	<b>215 m2</b>	<b>3,90 m.</b>	<b>*</b>	<b>100</b>	<b>140</b>	<b>90</b>	<b>40</b>
<b>Erica</b>	<b>14,5 m</b>	<b>10 m.</b>	<b>140 m2</b>	<b>3,90 m.</b>	<b>*</b>	<b>80</b>	<b>120</b>	<b>50</b>	<b>40</b>
<b>Albizia</b>	<b>14 m</b>	<b>8 m.</b>	<b>110 m2</b>	<b>3,90 m.</b>	<b>*</b>	<b>60</b>	<b>90</b>	<b>40</b>	<b>30</b>

## **ULTRA ALL INCLUSIVE CONCEPT SERVICES** **(FREE OF CHARGE)**

### ***Food & Beverages***

- ❖ *Open buffet; Breakfast, Late Breakfast, Lunch and Dinner*
- ❖ *Midnight Snack Buffet (Bistro Restaurant)*
- ❖ *Diet Buffet ( Main Restaurant)*
- ❖ *Children buffet (Main Restaurant)*
- ❖ *Theme buffets certain days during the week.*
- ❖ *Fruit basket to the rooms (only on arrival day)*
- ❖ *Snack-Beach Restaurant serves certain hours during the day*
- ❖ *Local and some imported alcoholic and non-alcoholic beverages (During the bar operation hours)*
- ❖ *Local, some imported alcoholic, non-alcoholic beverages during the lunch and dinner*
- ❖ *Patisserie certain hours during the day.*
- ❖ *Open Ice cream service at dinner & lunch*
- ❖ *Turkish tent where yoghurt drink and traditional Turkish pastry and tea are served.*
- ❖ *Food Corners (serve certain hours during the day) Pizza, Dessert (waffle), Doner Kebap, Coffee & Cake, Toasted bread, Ice Cream, Baked Potatoes, Sandwich and Fruit.*

### ***Rooms***

- ❖ *Electronic safe*
- ❖ *Daily housekeeping services*
- ❖ *Towels are changed every day.*
- ❖ *Satellite TV*
- ❖ *Linen change at least 3 times per week*
- ❖ *Daily refreshed minibar (Soft drinks, water and beer)*
- ❖ *Tea, coffee and hot water set-up in the rooms (Daily refilled).*
- ❖ *Slippers*

### ***Sport & Entertainment***

- ❖ *Tennis Courts/daytime use (reservation is required)*
- ❖ *Tennis Equipments*
- ❖ *Table Tennis*
- ❖ *Beach Volleyball*
- ❖ *Fitness Center*
- ❖ *Steam Bath*
- ❖ *Turkish Hamam*
- ❖ *Sauna*
- ❖ *Jacuzzi*
- ❖ *Dart*
- ❖ *Aerobic*
- ❖ *Aquapark*
- ❖ *Funfair*
- ❖ *Water Gym*

### ***Entertainment***

- ❖ *Daily animation activities*
- ❖ *Night animation shows*
- ❖ *Live music (on certain days of the week)*

### **Children Activities**

- ❖ *Mini Club (4-12 age)*
- ❖ *Mini Disco*
- ❖ *Children game area*
- ❖ *Water Slides & Funfair*

### **Others**

- ❖ *In the lobby, general area and in the rooms normal Wi-Fi free of charge (with the guest's own device)*
- ❖ *Deck chairs & umbrella*
- ❖ *Beach and pool towels (with deposit, second towel change on the same day costs extra)*

## **ULTRA ALL INCLUSIVE CONCEPT SERVICES** **(EXTRA CHARGE)**

### **Food & Beverages**

- ❖ *All fresh squeezed fruit and vegetable juices*
- ❖ *Import champagne*
- ❖ *Room Service*
- ❖ *All Drinks demanded in bottles*
- ❖ *Luxury import drinks (12 years+ whisky, cognac, bourbon VSOP/XO etc.)*
- ❖ *Special produced local and import wine*
- ❖ *5 A la Carté restaurants (Italian, Seafood, Fareast, Mexican and Grill Restaurants) serve 6 days a week. With reservation in advance and extra service charge.*
- ❖ *Teppenyaki Menu in Fareast restaurant*

### **Sport & Entertainment**

- ❖ *Tennis Court with floodlighting (with reservation)*
- ❖ *Tennis Courses*
- ❖ *All Water Sports*

### **Other Activities and Services**

- ❖ *Babysitting (with reservation in advance)*
- ❖ *Hairdresser*
- ❖ *Shopping Area (Boutique, Souvenir, Silver, Market, Jewellery, Leather & Bag)*
- ❖ *Massages and Peeling*
- ❖ *Beauty Center and Services*
- ❖ *Doctor and Nurse (medical service)*
- ❖ *Dry Cleaning and Laundry*
- ❖ *Business Center (print-out, fax, photocopying)*
- ❖ *Photo Services*
- ❖ *Rent a Car*
- ❖ *Bowling, Billiards and Computer games*
- ❖ *Internet Cafe*
- ❖ *Telephone, Fax*
- ❖ *Birthday Cakes and Flowers*
- ❖ *Bathrobe*
- ❖ *Buggy Renting*
- ❖ *Pillow Menü*
- ❖ *Pavillion*
- ❖ *Fast Wi-Fi for extra charge (with the guest's own device)*

## **ULTRA ALL INCLUSIVE CONCEPT**

### **Food**

❖ Breakfast	07:00 – 10:00	Palace Restaurant	Floor -1
❖ Late Breakfast	10:00 – 11:00	Palace Bistro	Lobby Floor
❖ Lunch	13:00 – 14:30	Palace Restaurant	Floor -1
❖ Dinner	18:30 – 21:00	Palace Restaurant	Floor -1
❖ Midnight Snack	00:00 – 07:00	Palace Bistro	Lobby floor
❖ Turquoise Snack*	12:30 – 15:00	Snack Restaurant	Beach
❖ Patisserie	16:00 – 23:30	Palace Bistro	Lobby Floor

### **Food Corners**

❖ Turkish Tent*	12:00 – 16:30	Snack	Beach
❖ Doner Kebap*	12:00 – 14:00	Snack	Amphi area
❖ Pizza*	12:00 – 15:00	Snack	Amphi area
❖ Baked Potatoes*	14:00 – 16:00	Snack	Amphi area
❖ Coffee & Cake*	16:00 – 17:00	Snack	Amphi area
❖ Ice Cream*	13:00 – 15:00	Snack	Amphi area
❖ Toasted Bread *	11:00 – 14:00	Snack	Amphi area
❖ Dessert (Waffle)*	14:00 – 16:00	Snack	Amphi area
❖ Sandwich*	12:00 – 14:00	Snack	Amphi area
❖ Fruit*	12:00 – 14:00	Snack	Amphi area

### **A la Carte Restaurants (Service Extra Charge)**

❖ Lal Restaurant	18:30 – 21:30	Grill Restaurant	Lobby Floor
❖ Vapiano Restaurant	18:30 – 21:30	Italian Restaurant	Lobby Floor
❖ Deep Blue*	18:30 – 21:30	Seafood Restaurant	Beach
❖ Hashi Restaurant	18:30 – 21:30	Fareast Restaurant	Lobby Floor
❖ El Torito Restaurant	18:30 – 21:30	Mexican Restaurant	Lobby Floor

### **Beverages**

❖ Amphi Bar*	10:00 – 21:30	Amphi area
❖ Terrace Bar*	17:00 – 00:00	Lobby Floor
❖ Pier Bar*	09:30 – 18:00	Beach
❖ Turquoise Snack Bar*	10:00 – 17:00	Beach ( Beverage service)
❖ Pera Lobby Bar	24 hours	Lobby Floor
❖ Piano Lobby Bar	17:00 – 00:00	Lobby Floor
❖ Pool Bar*	10:00 – 00:00	Pool area
❖ Bowling Bar	16:30 – 00:00	Floor -1
❖ Oxygen Disco	23:45 – 02:30	Floor -1
❖ Cafe Turk*	16:00 – 23:30	Floor -1

\* Dependent on weather conditions.

## **FUNFAIR & AQUAPARK CONCEPT**

### **AQUAPARK ( 10:00 – 12:00 / 14:30 – 17:30)**

**For Adults ( Children under the age of 7 need written permission from their parents)**

#### **Total 5 slides**

- |                            |                |              |
|----------------------------|----------------|--------------|
| ❖ 1. Slide (Body Slide I)  | Length 73,91m. |              |
| ❖ 2. Slide (Rafting Slide) | Length 97,02m. | Height 9,60m |
| ❖ 3. Slide (Body Slide II) | Length 79,67m. | Height 9,80m |
| ❖ 4. Slide (Multislide)    | Length 40,70m. | Height 9,60m |
| ❖ 5. Slide (Rafting Slide) | Length 40,21m, | Height 9,60m |

**For Children ( Children under the age of 15 can use )**

#### **Total 3 slides**

- |                            |                |               |
|----------------------------|----------------|---------------|
| ❖ 1. Slide (Compact Slide) | Length 10,72m. | Height 3,30m. |
| ❖ 2. Slide (Wide Slide)    | Length 10,60m. | Height 3,30m. |
| ❖ 3. Slide                 | Length 23,67m. | Height 3,30m. |

### **FUNFAIR ( 15:00 - 17:00 / 19:00 – 21:00 )**

**For Adults ( Children under the age of 7 need written permission from their parents)**

- |                |                   |        |
|----------------|-------------------|--------|
| ❖ Discovery    | Maximum Capacity: | 8 pax  |
| ❖ Ferris Wheel | Maximum Capacity: | 8 pax  |
| ❖ Gondol       | Maximum Capacity: | 16 pax |

#### **For Children**

- |               |                  |        |
|---------------|------------------|--------|
| ❖ Dodgem      | Maximum Capacity | 8 pax  |
| ❖ Plane       | Maximum Capacity | 6 pax  |
| ❖ Swing       | Maximum Capacity | 12 pax |
| ❖ Trambolin** | Maximum Capacity | 4 pax  |

\* Children under the age of 3 are not allowed to use. Max weight 60 kg per person.

\* Dependent on weather conditions

## **POLICY & PROCEDURES OF CONCEPT**

1. *Beverage service in all restaurants served in glasses. All drinks demanded in bottles are extra.*
2. *All beverages will be served to the table by the service person (except breakfast)*
3. *Service person has the right to refuse to serve alcohol in case of a guest being heavily under the influence of alcohol in order to maintain guests well being.*
4. *A la carte restaurants are available only with reservation and with service charge.*
5. *Luxury import drinks (12 years+ whisky, cognac, bourbon VSOP/XO etc), champagnes, puros and import wines are not included for UAI Concept.*
6. *There are 4 bottles of water, 2 bottle of mineral water, 2 fruit juices, 2 Cola, Fanta and 2 beers in Minibar and this is refilled one time per day.*
7. *In the rooms kettle, tea/coffee setup.*
8. *Room Service is for extra charge.*
9. *Fresh squeezed fruit and vegetable juices are for extra charge.*
10. *No alcoholic beverage service to the guests under 18.*
11. *Use of iron, waterpipe and similar things in the room is forbidden. Any damage caused by using personal devices will be charged to the guest.*
12. *Pets are not allowed.*
13. *Time and place of Animation Activities and opening hours of the restaurants and bars can change dependent on weather conditions.*
14. *Catalogue texts should be checked from Sales Department and after confirmation of Sales Department can be printed. Hotel takes no responsibility of catalogue text without approval.*
15. *All import drinks served are permitted by customs directorate.*
16. *Complimentary and chargeable services may be altered during the season dependent on the supply of some import and local goods.*
17. *According to the Turkish Law no.4207 smoking is prohibited Indoors (rooms, lobby, restaurants, etc.). We thank you beforehand for your kind sensitiveness about this law.*
18. *There are wristbands provided by reception for guest safety and also in order to use the hotel facilities.*



## AWARDS

### **2015**

- ❖ *ISO 22000:2005*
- ❖ *Thomas Cook Proven Quality Award*
- ❖ *Tripadvisor Certificate of Excellence*
- ❖ *Zoover Award*
- ❖ *Recommended on HolidayCheck*
- ❖ *Clean Pool Certificate*

### **2014**

- ❖ *Highly recommended by Zoover Holiday Reviews*
- ❖ *Tripadvisor Certificate of Excellence*
- ❖ *Ben Swiss Club*
- ❖ *Blue flag*
- ❖ *Odeon Starway World Best Hotels Awards*
- ❖ *Booking.com Award of Excellence*

### **2013**

- ❖ *Ben Swiss Club*
- ❖ *Recommended by Zoover Holiday Reviews*
- ❖ *Coral Travel Top 100 World Best Hotels*

### **2012**

- ❖ *Blue flag*
- ❖ *Tripadvisor Award*
- ❖ *Thomas Cook Awards*
- ❖ *Recommended by Zoover Holiday Reviews*

### **2011**

- ❖ *Tez Tour Worldberry*