



# 2016 FACTSHEET

7 April 2016 – 7 November 2016

# Rixos Hotels Quality Policy



## RIXOS HOTELS QUALITY POLICY

With guests at the heart of everything we do, investigating their requests, expectations, needs and planning and delivering high-quality services accordingly, creating guests that are loyal to the Rixos brand while offering products and services compatible with food safety principles, and, thanks to these, creating measurable value to our guests, society, and employees is exactly what underlies Rixos Hotelis presence.

We hold ourselves responsible to act in accordance with national laws and international standards to ensure food safety throughout all phases until food is served to customers and employees.

In line with our strategic human resources management, we deliver continuous training in order to ensure that Rixos Hotels employees are cognizant, actively engaged, and to further enhance their personal development and competencies.

Making quality measurable means identifying targets by establishing connections between results so as to continuously improve the system, and ensuring collaboration between management and employees.

As the Chairman, I fully support this quality policy that will enable Rixos Hotels to become the leader in the tourism industry through global brand recognition built on quality products and services and I cordially invite all employees to understand, share, and implement this policy.

A handwritten signature in black ink, appearing to be "Fethah TAMİNCE", written over a light gray diagonal line.

Fethah TAMİNCE  
Chairman of the Board

# Rixos Hotels Environment Policy



## RIXOS HOTELS ENVIRONMENT AND ENERGY POLICY

We, as Rixos Hotels commit to predict all environmental impacts of our activities and take necessary measures,

to offer innovations which can reduce the environmental impact, to protect environmental balance and biological diversity during the services we provide to our guests,

to take measures to use natural resources in a correct and efficient way, and to achieve continuous improvement by following technological developments,

to organize necessary training programs to increase environmental awareness and to encourage employees to have personal responsibility,

and while carrying out our activities, to comply with the applicable legal requirements and other international requirements, to establish good relations and communications with the communities in the regions we are in and to provide common interests.

I, as the chairman of the board support this quality policy in order to make Rixos Hotels a leader in the sector in terms of providing environmental awareness and urge our employees to understand, explain and implement our policy.

A handwritten signature in black ink, appearing to be "Fettah TAMINCE".

Fettah TAMINCE  
Chairman of the Board



## LOCATION

Date of Opening:	2013
Latest renovation:	N/A
Category:	5*
Total Area:	/
Mailing Address:	<i>Rixos The Palm Dubai East Crescent, The Palm Jumeirah, Dubai</i>
Phone:	+971 4 457 55 55
Fax:	+971 4 368 66 97
E-mail:	<a href="mailto:dubai@rixos.com">dubai@rixos.com</a>
Website:	<a href="http://www.thepalmdubai.rixos.com/">www.thepalmdubai.rixos.com/</a>

Dubai Airport:	47 km
Dubai City Center:	17 km
Nearest Center:	Dubai / 5 km
Transportation:	Car, Boat, Helicopter
Beach location and size:	3000 m², private beach
Number of buildings:	2 main building (6 floor) , 230 Rooms
Elevators	8 pieces
Internet:	Free internet service

# WELCOMING & FAREWELL

Welcoming and farewell service	Kids check-in desk (at Miniclub)
Beverage service during check-in procedures for our guests and their children	Complimentary water and wet wipes in the car on the day of departure
General Managers welcome letter in all rooms	Valet and parking services
Special check –in service and escort to the room for all guests upon arrival.	Priority for table reservation in main restaurant for disabled guests
Fully accessible guest facilities	

ROOM LOCATION	Deluxe Room	Premium Room	Family Suite	Junior Suite	Senior Suite Suite	Sea Grand Suite	King Suite	Grand King Suite	Wellness Room
Number	80	100	10	14	14	2	2	1	5
Size(m²)	53	65	70/90	70	90	150	380	580	52
Rooms in total: 230									







## STANDARD ROOMS

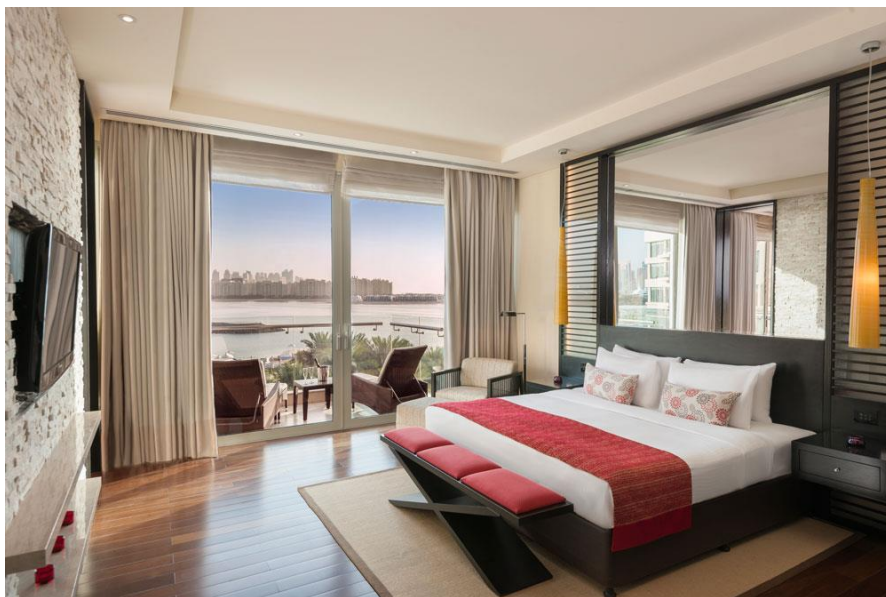
	Location	Area	Specifications
<b>Deluxe Room</b>	Main Building	56 m <sup>2</sup>	<p>53m<sup>2</sup> room with king size or twin bed</p> <p>Marble bathroom with deep-soak bathtub, separate glass-enclosed shower, WC, hairdryer, shaving mirror</p> <p>Lounge area</p> <p>Balcony with sun loungers and a spectacular view</p> <p>Mini-Maxibar, air conditioning, tea and coffee making facilities, safe box, parquet floor</p> <p>40" plasma TV with satellite and music broadcast, internet connection and telephone</p>
<b>Premium Room</b>	Main Building	65 m <sup>2</sup>	<p>65m<sup>2</sup> room with king size or twin bed</p> <p>Marble bathroom with deep-soak bathtub, separate glass-enclosed shower, WC, hairdryer, shaving mirror</p> <p>Lounge area and sofa bed, living area with executive writing desk and comfy chair</p> <p>Balcony with sun loungers and a spectacular view</p> <p>Mini-Maxibar, air conditioning, tea and coffee making facilities, safe box, parquet floor</p> <p>40" plasma TV with DVD, satellite and music broadcast, internet connection and telephone</p>
<b>Wellness Room</b>	Main Building	52 m <sup>2</sup>	<p>Marble bathroom with deep-soak bathtub, separate glass-enclosed shower, WC, hairdryer, shaving mirror</p> <p>Lounge area</p> <p>Terrace with sun loungers, private plunge pool and direct access to the semi-Olympic lap pool</p> <p>Mini-Maxibar, air conditioning, tea and coffee making facilities, safe box, parquet floor</p> <p>40" plasma TV with DVD, satellite and music broadcast, internet connection and telephone</p>



## FAMILY ROOM

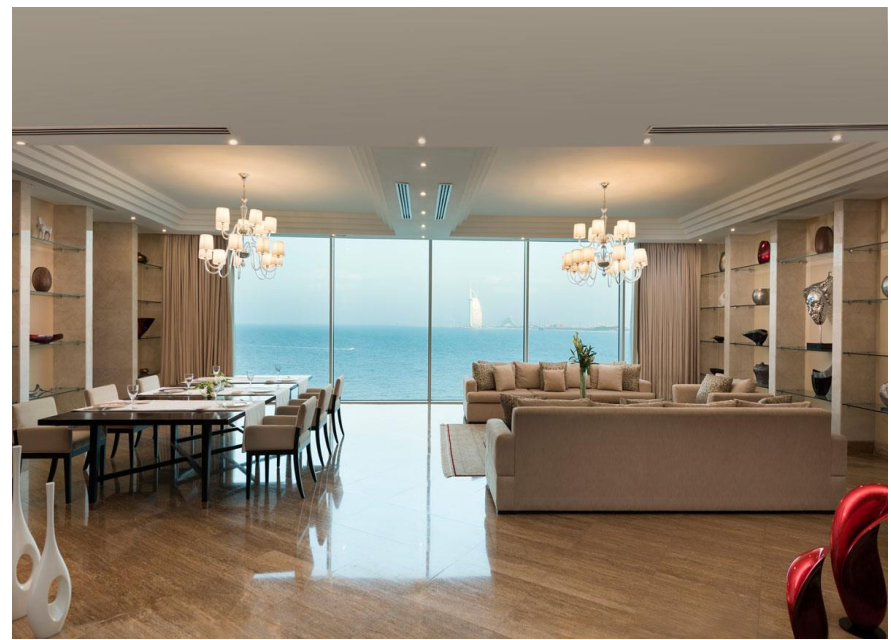
	Location	Area	Specifications
<b>Family Suite</b>	Main Building	70/90 m <sup>2</sup>	<p>Total area of 90m<sup>2</sup></p> <p>1 bedroom (king size bed) with a walk-in closet and ottoman</p> <p>A lounge area with a sofa, two chairs and a coffee table (can be converted into an extra bedroom)</p> <p>Dining table with spacious pantry area</p> <p>One or two balconies with sun loungers</p> <p>Marble bathroom with deep-soak bathtub, separate glass-enclosed shower, WC, hairdryer, shaving mirror</p> <p>Guest WC</p> <p>Mini-Maxibar, air conditioning, tea and coffee making facilities, safe box, parquet floor</p> <p>40" plasma TV with satellite and music broadcast, internet connection and telephone</p>





## SUITE TYPES

	Location	Area	Specifications
<b>Junior Suite</b>	Main Building	70 m <sup>2</sup>	1 bedroom (king size bed) with a walk-in closet and ottoman 1 lounge area with a designer sofa, two chairs, coffee table Private study with an executive desk 2 balconies with sun loungers Marble bathroom with deep-soak bathtub, separate glass-enclosed shower, WC, hairdryer, shaving mirror Mini-Maxibar, air conditioning, tea and coffee making facilities, safe box, parquet floor 40" plasma TV with satellite and music broadcast, internet connection and telephone .
<b>Senior Suite</b>	Main Building	90 m <sup>2</sup>	1 bedroom (king size bed) with a walk-in closet and ottoman 1 lounge area with a designer sofa, two chairs, coffee table Dining table with spacious pantry area 2 balconies with sun loungers Marble bathroom with deep-soak bathtub, separate glass-enclosed shower, WC, hairdryer, shaving mirror Guest WC Mini-Maxibar, air conditioning, tea and coffee making facilities, safe box, parquet floor 40" plasma TV with satellite and music broadcast, internet connection and telephone
<b>Sea Grand Suite</b>	Main Building	150 m <sup>2</sup>	Master bedroom (king size bed) with a walk-in closet and ottoman Second bedroom (twin beds) features a sitting area and an ensuite bathroom 1 lounge area with a designer sofa, two chairs, coffee table Dining table with spacious pantry area 1 balcony with sun loungers 3 marble bathrooms with deep-soak bathtub, separate glass-enclosed shower, WC, hairdryer, shaving mirror Guest WC



## SUITE TYPES

	Location	Area	Specifications
<b>King Suite</b>	Main Building	380 m <sup>2</sup>	Master bedroom (king size bed) with a walk-in closet and ottoman Second bedroom (twin beds) features a sitting area and an ensuite bathroom 1 lounge area with a designer sofa, two chairs, coffee table Dining table with spacious pantry area 1 spacious balcony with sun loungers 3 marble bathrooms with deep-soak bathtub, separate glass-enclosed shower, WC, hairdryer, shaving mirror Mini-Maxibar, air conditioning, tea and coffee making facilities, safe box, parquet floor 40" plasma TV with DVD, satellite and music broadcast, internet connection and telephone
<b>Grand King Suite</b>	Main Building	580 m <sup>2</sup>	Master bedroom (king size bed) with a walk-in closet and ottoman Second bedroom (king size bed) with sitting area Third bedroom (twin beds) with sitting area 1 large lounge room with dining table 1 expansive terrace with sitting area, hot tub and sun loungers 4 marble bathrooms with deep-soak bathtub, separate glass-enclosed shower, WC, hairdryer, shaving mirror Staff quarters and catering facilities Direct access lift Mini-Maxibar, air conditioning, tea and coffee making facilities, safe box, parquet floor 40" plasma TV in all rooms with DVD, satellite and music broadcast, internet connection and telephone



## PREMIUM CONCEPT – FOOD & BEVERAGE

A la Turca (Main Restaurant– All Day Dining)	All-day-buffet-dining
L'Olivo Italian Restaurant	Traditional Italian and Mediterranean inspired dishes
Salt	Rustic seafood in an outstanding outdoor location

# BARS

	Notes	Opening Closing
<b>Biber Lounge</b>	With eclectic interior, attentive service and wide selection of premium beverages, Biber makes for a lively guests' experience. Biber features a menu of simple English classics.	17:00 - 02:00
<b>Nargile Shisha Lounge</b>	Guests can relax in the tranquil ambience and private cabanas of the Nargile Shisha Lounge, delighting in the exotic aromas of shisha and the wide choice of specially blended teas and coffees.	12:00 - 02:00
<b>I Chill Beach Lounge</b>	As the sun goes down we dial up the fun at I-Chill Beach Lounge. Guests can enjoy the glittering skyline of new Dubai from the beautiful beach as they enjoy delicious food and drinks menu.	19:00 - 01:00
<b>Highlights Pool Bar</b>	Highlights promises guests a wide selection of signature beverages prepared by skilled bartenders	09:00 - 00:00
<b>Patisserie Istanbul</b>	Enjoy sweet surprises with traditional Turkish sweets and pastries, homemade Baklava and a range of international delights. The venue brightly lit by natural sunlight is the perfect place to enjoy coffee with a newspaper or meet friends.	24 hrs
<b>Eden Beach Club</b>	EDEN Beach Club is the definition of laid-back luxury. Offering guests a combination of relaxation, recreation and entertainment	10:00 – 19:00 (Sunday – Wednesday) 10:00 – 24:00 (Thursday - Saturday) (Closed during summer)

# PREMIUM BEVERAGE CONCEPT

Whiskey	Irish	Scotch	Bourbon	Malt
Cognac and Brandy	VS	VSOP	XO	
Vodka	Standard Vodka	Fruit-flavored vodka	Premium Vodka	
Tequila	Silver	Gold	Anejo	
Rom	Light Rum	Dark Rum	Gold Rum	
Liqour	Standard Liqour	Exotic Liqour	Premium Liqour	
Raki	All types			
Beer	Local and Import beer types			

• All drinks are global brands and original products.



# RESTAURANTS

RESTAURANT			Opening Closing	Capacity
A la Turca Restaurant (All Day Dining)	Breakfast	Open buffet	07:00 - 11:00	Indoor 100 Outdoor 150
	Lunch	Open buffet	12:30 - 16:00	
	Dinner	Open buffet	18:30 - 22:30	
	Friday Brunch	Open buffet	13:00 - 16:00	
L'Olivo Restaurant	Dinner	A la carte	19:00 – 23:00	60
Salt Restaurant	Dinner	A la carte	19:00 – 01:00 (closed during Summer)	65





## ENTERTAINMENT & ACTIVITIES

Pool Games	Water Gymnastic	Yoga	Aerobics
World Class Party Concepts	Tennis	Football	Beach Volley
	Fitness Center	Indoor and outdoor Basketball Court	

Parasailing	Motorized water sports	Kids Sports Club
Banana	Windsurfing	Water Ski

# POOLS



	Location	Fresh Water
Large family pool	Garden (Main pool)	x
Dedicated children's pool	Garden	x
Adults-only semi-Olympic sized lap pool	Garden (next to Wellness Rooms)	x

# RIXY CLUB

## AGE GROUPS

4 - 6 Age group – Rixy Mini 10:00 - 23:00

7 - 9 Age group – Rixy Midi 10:00 - 23:00

10 - 12 Age group – Rixy Maxi 10:00 - 23:00

Soft Play Room, and Baby Area  
for the children between 6 months and 4 years old where they have fun under the supervision of parents or a babysitter

Baby -sitting services for the children between 6 months and 4 years old are chargeable





# RIXY CLUB

## ACTIVITIES

Rixy Check-in Desk (Registration forms at the reception, tag, registration wristbands, coloring book)

Rixy Club Antibacterial floor

Corporate Kids Shows ( Rixy Around the World, Rixy in Love)

Kids Shows

Rixy special cartoon classes

Mini Disco

Playground

In all rooms at children up to 12 years, blue bathrobe and slippers for boys and pink for girls,

Rixy Football and Basketball Field

Rixy Club Private Baby Section

Baby-Sitter (paid)



**Note: Rixy Club service hours and activities may change due to weather conditions**

# RIXY CLUB

## RIXY CLUB

**Rixy Soft Play** : For the children between 6 months and 4 years old to make them enjoy in a room packed with soft toys under the supervision of their parents or babysitter

**Rixy Mini** : 4-6 aged group are in the hands of our experienced pedagogue.

**Rixy Midi and Rixy Maxi** : 7 – 9 and 10-12 aged group Kids will feel the pleasure of learning by having fun.



# MEETING ROOMS



Meeting Rooms	Dimensions	CAPACITY				
		Theatre	Banquet	Cabaret	Class Room	U- Shape
Bodrum	208 m <sup>2</sup>	170	110	70	50	50
Belek	210 m <sup>2</sup>	170	110	70	50	50
Bodrum&Belek	418 m <sup>2</sup>	420	220	150	100	-
Rixos Beach	-	1000	800	-	-	-





## SPA & WELLNESS

Tropical rain shower	Relaxing area	Turkish Bath
Steam Room	Sauna	Ice Fountain
Moss therapies	Skin Care	Manicure
Indian massage	Thai massage	Pedicure
Body wraps and exfoliation	Peeling - foam in Turkish Bath	Special SPA Packages
VIP massage room	Couples Suite	Beauty Center

# UAI – PREMIUM CONCEPT INNOVATIONS

**Welcoming Hostess & Special Services:** All these services are offered for you to fulfill all your requirements during your stay.

**Turn Down Privilege:** Our guests staying at special room categories, loyal guests and the honeymoon couples will feel themselves special in every moment of their stay ... **(between 16:00-22:00 )**

**Smart Call Points:** Our guests can have live calls with the Guest Relations Department at smart info kiosks to be established in indoor and outdoor areas of the hotel, and get instant response to all your needs...

**Wi-Fi Service:** Our guests can have free access to accelerated Wi-Fi internet connection anytime anywhere

**Friday Brunch:** Every Friday a rich buffet with our Premium meals and Premium service.

**Disabled and Pregnant Guests:** We provide special services at the public areas, restaurants and on the beach to make sure our disabled and pregnant guests have a more comfortable and smooth experience.



# SHOPPING

Agha Jewelry

Agha Shop

Cuerpo Beach Shop

# NOTES

According to our hotel terms and policy; check-in time is 2:00 PM onwards, and check-out time is on or before 12:00 PM (noon). Waiting Lounge is ready to serve with its premium service. Early check-in request, between 05:00 AM and 09:00 AM, is subject to availability and will be applied early check-in fee. Early check-in request, before 05:00 AM, is subject to availability and will be applied one (1) night's stay rate.

Pools and beach are open dependent on the weather conditions.

Alcoholic drinks are served with glasses in all restaurants and bars. They are not served in bottles.

Hours and places of units (restaurants - bars) and entertainment programs outdoors may be changed or cancelled dependent on the weather conditions.

Hotel's information should be approved by the management before being published in any media (catalogue, magazine, advertisement, etc.).

Any kind of information that is published without consent shall be the responsibility of the publishing organization.

\* Our hotel is not responsible for such damages.

Hotel management is entitled to make changes, cancellation or venue amendments at any time.  
The information on printed documents shall be evaluated by the publishing organization in such cases.

The brands that are included in drink concept may be replaced by equivalent in case there is any problem in the customs/borders.

Smoking is not prohibited inside.

# Awards

