



**“WELCOME TO THE REAL WORLD OF TURKISH HOSPITALITY”**

**GENERAL INFORMATION ABOUT THE HOTEL / ULTIMATE ALL INCLUSIVE 2019  
CONCEPT**

Name	: <b>CRYSTAL PALACE LUXURY RESORT &amp; SPA</b>
Class	: <b>5 *****</b>
Address	: Çolaklı/Side/Antalya
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Investor	: Galeri Kristal Turizm Pazarlama Ve Ticaret Anonim Şirketi
CEO	: Umman ÇETİNBAS
Sales&Mark. Director:	Özcan ŞİRİN
Season	: 12 Months
Facility Area	: 22.000 m <sup>2</sup> ; 6.600 m <sup>2</sup> Hotel Facilities, 15.400 m <sup>2</sup> Hotel Garden Area
Opening Year	: 2011
Hotel Buildings	: Main Building of 4 Floors and 5 Blocks

Named after the **crystal** clear waters of the Mediterranean, our hotel is constructed directly on the beach of Side-Çolaklı and is located only at 55 km from the Antalya International Airport, and at 60 km from the city center of Antalya.

With its different architecture and the extraordinary beauty of the environment, our hotel is indeed a paradise for families with children – offering a private fine sandy beach of 150 m length and 190 m width as well as a variety of pools and aquapark. An area of 22.000 m<sup>2</sup>, whereby 6.600 m<sup>2</sup> consists of hotel buildings and 15.400 m<sup>2</sup> consists of gardens, the guests will find a main building of four floors and 5 blocks, with a total capacity of 509 rooms.

In order to grant our guests a pleasant stay, our “Ultimate All Inclusive” concept starts with a warm welcome to our guests upon arrival by offering them Turkish traditional sweet called “cezerye” and a glass of Turkish sweet fruit drink called “sherbet”. We continue with showing our traditional Turkish hospitality, including a wide range of food and drinks for 24 hours and hereby we aim to guarantee 100% happiness and satisfaction.

There is fully equipped SPA health and beauty center (skin and body treatment extra charge) snow room, salt room, steam room, fin sauna, bio sauna. 2 VIP treatment and relaxation rooms (hammam, sauna, jacuzzi, massage area) are offered as special private service.

392 rooms have direct sea view or side sea view and all rooms have a balcony. They are comfortably decorated and designed for a superb holiday stay. Room amenities: laminate floor, electronic card locking system, central air conditioning and heating, LCD TV with satellite TV and music channel, mini bar, safe box (suitable to put the notebooks), direct dial telephone, Wireless- Internet, sprinkler system and fire detector. Bath amenities: telephone, hairdryer and shower, 220 volt electricity supply. Non smoking and handicapped rooms are available.

**NUMBER OF ROOMS: 509****NUMBER OF BEDS: 1146****Standard Rooms:**

277 Standard Rooms (5 handicapped rooms).

**Sea View (Front):**

34 rooms.

Maximum Capacity : 2 pax

Size of the Room : 28 m<sup>2</sup>**Side Sea View:**

156 rooms.

Maximum Capacity : 3 pax 2 pax

Size of the Room : 96\*32 m<sup>2</sup> 60\*28m<sup>2</sup>**Land View:**

87 rooms.

Maximum Capacity : 2 pax 3 pax

Size of the Room : 71\*23 m<sup>2</sup> 16\*32 m<sup>2</sup>

Laminate floor, electronic card locking system, central air conditioning and heating, LCD TV with satellite TV and music channel, mini bar, safe box (suitable to put the notebooks), direct dial telephone, Wireless-Internet, sprinkler system and fire detector. Bath amenities: telephone, hairdryer and shower.

**Family Rooms:**

170 Family Rooms

**Sea View (Front):**

18 rooms.

Maximum Capacity : 4 pax

Size of the Room : 42 m<sup>2</sup>**Side Sea View:**

87 rooms.

Maximum Capacity : 4 pax

Size of the Room : 42 m<sup>2</sup>**Land View:**

65 rooms.

Maximum Capacity : 2+2 pax 4 pax

Size of the Room : 16\*32 m<sup>2</sup> 49\*42 m<sup>2</sup>

2 bedrooms (with door in between), 1 bathroom and all standard room amenities are available.

**Honeymoon Rooms - Sea View (Front):**

6 Honeymoon Rooms

Maximum Capacity : 2 pax

Size of the Room : 39 m<sup>2</sup>

Have direct sea view. 1 bedroom, 1 bathroom with Jacuzzi and sitting corner. Special honeymoon package booking available with extra charge.

**Junior Suites - Side Sea View:**

50 Junior Suites

Maximum Capacity : 2 pax

Size of the Room : 44 m<sup>2</sup>

Have side sea view. 1 bedroom with a wide living corner (no door in between) (internal partition height is 120 cm), 1 bathroom with a Jacuzzi and shower and all standard room amenities are available. 22 Junior Suites have shower and Jacuzzi, 28 Junior Suites have only Jacuzzi.

**Pasha Suites - Sea View (Front):**

6 Pasha Suites

Maximum Capacity : 4 pax

Size of the Room : 92 m<sup>2</sup> - 100 m<sup>2</sup>

Have direct sea view. 2 nicely decorated separate bedrooms, 1 living room, 4 Pasha Suites have a kitchenette, 2 separate bathrooms and all standard room amenities are available.

**MEETING:** Apart from a ballroom that can be split into two and that has got a capacity of 450 persons, there is also another room with 50 person capacities on theatre style, as well as a wide foyer. Meeting rooms are equipped with the latest technological items.

<b>Salon</b>	<b>Dimension m</b>	<b>Höhe m</b>	<b>Größe m<sup>2</sup></b>	<b>Theater setup</b>	<b>Class setup</b>	<b>U Shaped setup</b>	<b>Banket Gala</b>	<b>Cocktail</b>
Şehzade	15.52*32.00	3.50	495	450	200	100	200	495
Harem	14.20*12.00	3.30	170	120	96	35	-	170
Cinema	10.00*6.00	4.00	60	50				

**SWIMMING POOLS:**

<b>AQUAPARK</b>	<b>OPEN</b>	<b>INDOOR/ HEATED</b>	<b>SWEET- WATER</b>	<b>IN THE GARDEN</b>	<b>CHILDREN- POOL</b>	<b>DEPTH</b>	<b>M<sup>2</sup></b>
X	X		X	X		140	1580
		X	X			120	84
		X	X		X	35	5,35

**OTHER INFORMATION:**

A special children's pool with aqua-park and a shaded mini club with playground is available for children between 4 and 12 years. For children between 13 and 16 years, there is a junior club with playgrounds. Between 15.04 and 15.10 indoor pool is not heated.

<b>OTHER ACTIVITIES</b>
<b>Chargeable</b>
Hairdresser Shopping center SPA center Massage / Rubbing Doctor Dry cleaning Laundry Internet café (with reservation)

<b>FOOD &amp; BEVERAGE</b>
<b>Chargeable</b>
Room service 24 hours Fish a la carte restaurant

<b>SPORTS ACTIVITIES</b>
<b>Chargeable</b>
Game room Video games Billiards Bowling Table football Tennis court illumination Tennis racket / Tennis ball Jet ski / Banana / Parasailing Canoe / Sea-Bike / Surfing (with certification)

## PRECAUTIONS IN OUR HOTELS AGAINST GLOBAL WARMING

- Solar energy
- Natural gas
- Waste decomposition
- Recyclable materials
- Energy savers in the rooms
- Sensor devices for electricity and water saving

- Pets are not allowed in our hotel.
- In all Crystal Hotels, smoking is not allowed in indoor areas.

## “WELCOME TO THE REAL WORLD OF TURKISH HOSPITALITY” MEAL SERVICE HOURS AND THEIR UNITS

<u>HOURS</u>	<u>MEALS</u>	
07.00 – 10.00	BREAKFAST – OPEN BUFFET	- LALEZAR RESTAURANT
08.30 – 11.00	BREAKFAST – A' LA CARTE	- TUĞRA RESTAURANT (RESERVATION REQUIRED)
10.00 – 11.00	LATE BREAKFAST – CONTINENTAL	- LALEZAR RESTAURANT
12.00 – 16.00	GÖZLEME	- CARETTA SNACK RESTAURANT
12.30 – 15.30	SNACK-SERVICE	- CARETTA SNACK RESTAURANT ( 15.05-30.09)
12.30 – 14.30	LUNCH – OPEN BUFFET	- LALEZAR RESTAURANT
12.00 – 13.00	LUNCH – CHILDREN BUFFET	- MINICLUB
11.00 – 18.00	CAKES AND COOKIES	- PATISSERIE
12.30 – 16.30	ICE CREAM SERVICE	- CARETTA SNACK RESTAURANT
15.30 – 16.30	CAKES, WAFFLES AND TEA TIME	- CRYSTAL SNACK RESTAURANT
18.30 – 21.00	DINNER – OPEN BUFFET	- LALEZAR RESTAURANT
18.00 – 19.00	DINNER – CHILDREN BUFFET	- MINI CLUB
18.30 – 21.00	MEXICAN CUISINE	- MEXICO RESTAURANT (RESERVATION REQUIRED)
18.30 – 21.00	ITALIAN CUISINE	- LA MURANO RESTAURANT (RESERVATION REQUIRED)
18.30 – 21.00	OTTOMAN CUISINE	- TUĞRA RESTAURANT (RESERVATION REQUIRED)
18.30 – 21.00	CHINA CUISINE	- BONSAI RESTAURANT (RESERVATION REQUIRED)
18.30 – 21.00	SEAFOOD CUISINE	- CARETTA SNACK RESTAURANT ( OPEN BETWEEN 15.05 – 15.10 )
23.00 – 01.00	NIGHT SNACK	- LALEZAR RESTAURANT
01:00 – 07:00	MINI BREAKFAST	- LALEZAR RESTAURANT

\*\* At dinner time, our guests should wear long trousers when they come to the main restaurant (Dress Code).

\*\* EACH OF A' LA CARTE RESTAURANTS IS ONCE PER STAY FREE AND WITH ONLY PRE BOOKINGS.

<u>HOURS</u>	<u>DRINKS</u>	
10.00 – 18.00	CARETTA BAR AND TURKUAZ BAR	(LOCAL DRINKS)
24 HOURS	LAGOON BAR	(LOCAL DRINKS)
10.00 – 24.00	LOUNGE BAR	(LOCAL AND IMPORT DRINKS)
11.00 – 18.00	PATISSERIE	(LOCAL AND HOT DRINKS)
20.00 – 24.00	PAUL' S IRISH BAR	(LOCAL DRINKS)
18.00 – 24.00	TERRACE BAR	(LOCAL AND IMPORT DRINKS)
10.00 – 24.00	CAFÉ TURCA	(HOT DRINKS)
23.00 – 02.00	SAPHIR DISCO BAR	(LOCAL AND DRINKS)
MINI BAR	SOFT DRINKS	(CHECKED ON DAILY BASIS)

<u>HOURS</u>	<u>ACTIVITIES</u>
09.00 – 19.00	STEAM BATH
09.00 – 19.00	TURKISH BATH
09.00 – 19.00	SAUNA
07.30 – 19.00	INDOOR SWIMMING POOL
07.30 – 19.00	FITNESS CENTER

\*\* 12 to 16 years with parents using.

**SERVICES NOT INCLUDED IN THE ULTIMATE ALL-INCLUSIVE**

- Service:** Telephone, fax, bowling, billiards, video games, game room, internet café
- Sports:** Tennis balls, tennis rackets, tennis court lightening, motorized water sports (offered from 3. providers)
- Wellness:** SPA and beauty center, massage, rubbing
- Beverage:** Alcoholic drinks will not be served to children less than 18 years.  
Children less than 7 years are not allowed in the A' la carte restaurants.  
International champagnes, wine and liquor of high quality, cognac, whiskies and fresh fruit juices  
Alcoholic drinks shall not be served in bottles.  
Import drinks shall not be served in the restaurants.  
Import alcoholic beverages between 01.00 and 10.00  
No alcoholic drinks shall be served at breakfast.  
**Room service 24 hours Chargable**  
Imported drinks are charged between 10.00 and 01.00 hours.  
**Special Honeymoon Package**  
**Marriage proposal package**  
**Organization and carrying out wedding ceremony**  
VIP massage rooms (hammam, sauna, jacuzzi, massage area) as a special private service offered.

**The above listed activities and service hours can be changed by the hotel management with prior information.**