

IPHOTELS
Ideal Panorama
 HOLIDAY VILLAGE

IDEAL PANORAMA HOLIDAY VILLAGE AI CONCEPT 2020



FOOD OUTLETS

MAIN RESTAURANT BREAKFAST	07:30 - 09:30 * BUFFET
MAIN RESTAURANT LATE BREAKFAST	09:30 - 10:00 * BUFFET
MAIN RESTAURANT LUNCH	12:30 - 14:00 * BUFFET
MAIN RESTAURANT DINNER	19:00 - 21:00 * BUFFET
*Dress code applies for all restaurant** No wet clothes and no swimwear only for all food serving areas.	
SNACK BAR	14:00 - 16:00 * BUFFET
TEA TIME at CAFETERIA	17:00 - 18:00 * Variety of cookies and cakes
LATE NIGHT SOUP at CAFETERIA	23:00 - 24:00 * Serves soup of the night
LOUNGE BAR-STATION	24:00 - 07:30 * Serves variety of cookies

BEVERAGE OUTLETS

** All bars are self service

MAIN RESTAURANT (Lunch & Dinner)	Serves varieties of wine, beer & raki, soft drinks 10:00 - 23:00 serves local alcoholic beverages, cocktails, varieties of soft&hot drinks
POOL BAR	
CAFETERIA	16:00 - 19:00 varieties of soft&hot drinks
LOUNGE BAR-STATION	open 24 hours serves concentrated fruit juice & hot drinks

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WRIST BANDS

For the guests benefit from the all Hotel services, has to wear wrist band, during their holiday time. There will be no service to the guests who do not have self-wrist bands. The wrist bands are should be delivered to Reception guests' departure.

LAUNDRY

Laundry service is available and carries an extra charge.

You may find the laundry bag and price list at your room and also you can obtain a price list from reception.

CHECK-IN TIME IS 14:00 / CHECK-OUT TIME IS 12:00

Check-in to our rooms begins at 14:00. Due to this reason, our guest has to make their check-out until 12:00. The guests who want to make check out later, may consult with Reception staff the day before for their check-out and may stay until 18:00 by paying the room charge. Our guests, who have pre-booked for a late check-out with the travel agency, should inform to reception.

Room keys are guests responsibility, lost or damaged keys will be charged at 15 TL

*All unit beverages are served in single measures.

*Guest under the age of 18 are not served alcoholic beverages

*Due to the hygiene policies foods and beverages can only be consumed where they are served

* Our Hotel is not responsible for the loss of Personal property/valuables. Please use safe provided in rooms

* **Damage\Loss to Hotel property or False Activation of the Fire Alarm System** will be automatically charged to your room.

Due to security reasons, visitors are not allowed to use the hotel due to security reasons; Guests who don't wear wristbands are not allowed to enter the hotel

EXTRA CHARGES

MARKET, DOCTOR, FAX, TELEPHONE, LATE C/OUT,

TOWELS – Please DO NOT use **WHITE ROOM TOWELS FOR THE BEACH OR POOL.**

Hotel does not provides pool/beach towel

***Hotel management retains the right to make any changes to the above concept. Hours, prices, places and service of some of the facilities can be changed. Please do not hesitate to contact Reception Personnel for your comments and concerns. We will have a great pleasure to assist with your inquiries at all times.**

The hotel management and personnel of IDEAL PANORAMA would like to welcome you, and wish you an enjoyable holiday.

****Ideal Panorama Hotel is not suitable for disabled guests or guests with walking difficulties due to ramps, stairways and natural rugged terrains & paths.**

****Please be aware that there are no lift accesses to the guests rooms and guests may have to climb too many steps**

All guests must follow the instructions around the hotel and obey rules & regulations written on the warning notices inside hotel grounds

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OVERVIEW

Located in the unique nature of Marmaris, Ideal Panorama Holiday Village offers an unforgettable holiday experience to our valuable guests with its magnificent view, nature location and original architecture.

In Ideal Panorama Holiday Village where you can find all shades of blue and green, you can enjoy your holiday with the unique view

LOCATION

2.5 km to centre. 1 km to the seafront night life. 100 mt to the nearest restaurants and shops. 250 mt to sand-shingle public beach.

RENOVATION	2018/2019 Winter Season
TOTAL LAND	20000 m ²
NO OF BUILDING	55 bungalows – 2 Annex
NO OF ELEVATOR	1 (From Lobby to Restaurant Floor)
ROOM CAPACITY	192
AIRPORT	Dalaman 110 KM
POOLS	Open Swimming pool (1) – 120 m2 - Anex Building Outdoor pool - 80 m2 Children's Swimming pool (1) – 11 m2 Water slide (1)

AIRPORT	Dalaman 110 KM
HOSPITAL	Hospital 1,5 KM

CLOSEST DESTINATIONS	City Center 2,5 Km	Bar Street 2 Km	Efes 214 Km	Pamukkale 202 Km
	Old Bazaar 2 Km	Muğla 49 Km	Datça 70 Km	Bodrum 165 Km
	Castle 2 Km	Gökova 25 Km	Dalyan 85 Km	Fethiye 131 Km

CREDIT CARDS	Visa Card, Master Card
PETS	Not allowed
INTERNET ACCESS	Wireless Access in Lobby Area, Low speed internet broadcast, connection of 30 KB/s
VOLTAGE	220 w
NON-SMOKING AREAS	All closed areas

LANGUAGES	Turkish , English, Russian
BOARD	All Inclusive

ROOMS (Total 192)

Our guests are responsible for their key-cards.

In the case of lost or damaged key-cards, the charge for a replacement will be reflected on the guest's Hotel bill.

There is daily house-keeping/cleaning service during your stay. Please put the 'do not disturb' sign on your door when you do not wish the cleaning service for your room

The bed sheets will be changed every 3 days.

The towels in your room will be changed every 2 days.

Every day millions of gallons of water are used to wash towels that have been used only once-please help us make a difference in saving water and reducing the use of detergents in our environment.

A towel hanging up says 'I will use again', a towel on the bathroom floor says 'Please exchange'

Mini-bars are filled with juice on arrival. Dial '9' on telephone for Reception

Activate your telephone for outside calls – charged as an extra for guests - enquire at Reception for information

Check-out time for all rooms is 12.00 (midday) unless a late-check-out has been arranged.

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Room cleaning : Daily
Linen Change : Every 3rd day
Towel Change : Every 2nd day & When required

Standard Room

152 (15 m²)

2 single or 1 French bed. Rooms floor are parquet or tiles. LCD satellite TV, telephone, minibar, split air-conditioner, (cooling and heating) safe box. Floor of bathroom is tile with shower, WC, hair dryer. All rooms have balcony (some are French Balcony) or terrace. Rooms are either pool view, sea view, or land view. Guests may be accommodated in bungalow style main building or in annex buildings
Max. 3 adults or 2 adult and 1 child

Family Room

40 (35 m²)

1 bedroom with French bed and 1 living room with sofa. Rooms floor are parquet or tiles. LCD satellite TV, telephone, minibar, split air-conditioner, (cooling and heating) safe box. Floor of bathroom is tile with shower, WC, hair dryer.. All rooms have balcony (some are French Balcony) or terrace. Rooms are either Seaview, pool view or land view. All family rooms are located in the annex building
**Max. 2 adults and 2 children or 3 adult and 1 child **

Room Standards

)	Air Conditioner	*	Direct Telephone (Extra)
)	Satelite Tv	*	Minibar on arrival (water&juice)
)	Safe Box (Free)	*	Hair Dryer
)	Tv	*	Bathroom , WC & Shower
)	Balcony or French Balcony		

Reception

Reception is at your service for 24 hours to respond to your requests in Turkish, English and Russian. You can reach Reception by dialing 9. If you requested room change from our hotel you should contact the reception on 10:00-14:00. Rooms cannot be guaranteed as they are dependent on availability.

Services & Prices

Laundry service (including ironing service) is available as an extra charge
Laundry bags and price lists are available in the room and also from Reception

Baby cots are free on request – please enquire at Reception
Billiards is available as an extra charge – Please enquire at reception
Photocopy and fax facilities are available as an extra charge – please enquire at Reception

Safety Deposit Boxes are free of charge
Please leave Safe box door open when you leave the room to check-out
Our hotel does not take any responsibility or liability of lost property which is not in the safe deposit box
Late check-out until 18:00 hrs is extra charged - if available - for more information please ask Reception
Please enquire at Reception the evening before departure for late check-out availability

Doctor

A medical officer is available for first-aid cases at the hotel. Please contact the medical officer or reception in your need of a Doctor. Doctor call-outs, visits and treatments are charged as extra. Prescriptions written by the Doctor, also charged.

Pharmacy

You will be informed of the nearest pharmacy by the staff at Reception in your need. Local pharmacies are open between 09:00-20:00 and Monday to Saturday. On Sunday, there are Duty Pharmacies available. You may see the open Pharmacies info on every Pharmacy door.

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Internet Access

Wireless Internet Connection "WI-FI" is free. To log-in you need to select IPHOTELS-WIFI connection and enter the password which is given to you at the reception.

Pool

Pool is at your service between 08.00 -19.00. Please do not use the pool other than these hours it is dangerous and prohibited.

There is no life guard in attendance at the pools. Please be aware of the depth warnings at the pool side.

All children must be attended and supervised by their parents at the pool.

Please do not use your white towels from your room at the pool and the beach. Please do not reserve the loungers with towels. Otherwise, the towels will be removed by the Hotel staff.

Swim diapers\nnappies must be used for the babies at the pool.

Hotel does not provides any beach facilities

-) Outdoor pool 1. : 08:00 – 19:00
-) Anex Building Pool : 08:00 – 19:00
-) Water slide : 2 hours in a day
-) Sunbed
-) Parasol

TV Information

At Ideal Panorama we have English, Russian, Dutch channels including Sports, News, Music, Cartoons. You can find channel list in your room info-kit

Restaurants

Ideal Panorama is an all-inclusive Hotel and food is available self-service buffet style.

**No Breakfast or Lunch boxes are provided for excursions or early departure

**Our hotel does not prepare and serve a special food selection for allergies (gluten-free, lactose-free, vegan, vegetarian...Etc.)

Therefore the hotel cannot be held responsible for any complications that could arise.

**Our hotel does not prepare and serve special food selection for babies or children

**Food Court & Open Food Stations may be closed due to heavy weather conditions

Main Restaurant Capacity: 300 pax

Bars

Guests who is under 18 are not permitted alcohol according to the Turkish Law & Hotel does not take any responsibility for consuming alcohol of aged under 18 or occurred injuries due to alcohol consumption.

Hotel has right not to serve alcohol to the guests who disturbs other, in under the influence of excessive alcohol consumption and behaves unacceptable (aggressive, abusive...etc.) to others guests or hotel staff

All drinks are served in single measures.

Alcoholic beverages will not be served between 23:00-10:00.

Minimarket

Market is available between 09.00-21.00.

Water Activities

We have a variety of water activities for all ages. For the mini guests we have mini slide (Anex Building) where we arrange different games in the children's pool.

Some of our activities are suitable for the whole family, so check out the entertainment board for more details of what activities are scheduled for today

Photo Shoots

These photographs and videos belong to the hotel and they can be used by hotel. Photo shootings made by Professional Photographer inside the hotel are at an extra charge, this photo belongs to the property and photos & videos are kept by hotel due to security procedures.

ATTENTION: SPA, photographer, doctor and similar services are not related with the hotel administration. Therefore the hotel is not responsible for the price and quality of services that you may purchase with in the hotel.

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ENTERTAINMENT (FREE OF CHARGE)

Check out the Entertainment Board for all of the times and locations of the Daily activities such as Darts, Aerobics, Competitions – join in and have fun or support those who wish to join us for the activities

Day time :

Dart
Table Tennis
Aqua gym
Aerobics

Night Time:

Show programmes

ENTERTAINMENT (CHARGEABLE)

Billiard

For children

Six nights a week, a mini disco will be held for the children to dance off any energy that they may have left. You and your child\children are most welcome to join in all activities provided for them, you are responsible for them. Check out the Entertainment Board for days, times and locations of these free of charge activities. Please ask for age restrictions for children's activities,

For family

After your day in the sun, it's time to relax with a refreshing drink and enjoy the evening entertainment from live music to quizzes and competitions. Check out the Entertainment Board for the evening schedule of activities.

Local Transportation

You may use the local transportation (Dolmus) to visit the inner city and the local spots. Vehicles pass by the bus stop on the main road in every 15 minutes.

Taxi

Receptionists will assist you in the need of a taxi.

Attention

Please ask about your destination and the price with the taxi driver before the trip. Our hotel is not responsible for any problems that may arise between hotel guests and Taxi Company.

Check-Out Day

All good things must come to an end so we wish to send you home stress free and rested. Please share your thoughts with us by completing the Guest Survey Form. You may also share your thoughts on Facebook, Twitter and TripAdvisor. Please leave your safe deposit box door open before leaving your room, give your room key-card to Reception, settle your bill and keep your luggage in the luggage room.

IP Hotels Management has the right to change any information, data and content featured above.

Intentional activation of the fire alarm or damage in your Hotel room will be charged to your Hotel bill and you will be removed from the hotel.

You may contact Reception, Guest Relations or your Travel Agency Representative with your feedback and concerns.

Your feedback is highly valuable for us. IP Hotels wish you a happy holiday.

CONTACT US

HOTEL NAME	Ideal Panorama Holiday Village
CLASS	HV
ADDRESS	R NYER MAH.136. SOKAK NO:14 ARMUTALAN MARMAR S-MU LA
TELEPHONE	(+ 90) 252 417 34 20
FAX	(+ 90) 252 417 47 27
WEB SITE	www.iphotels.com.tr
E-MAIL	info@iphotels.com.tr

INFORMATION TO PREVENT POSSIBLE ACCIDENTS AND DISEASES DURING THE TRIP AND THE HOLIDAY

Stomach disorder is the most common disease on trips especially overseas. Many environmental and physical changes may cause this problem. The most important thing to do is to avoid direct sunlight and keep hydrated.

Avoid fried and spicy foods.

Avoid direct sun light.

Use sun cream and protective clothes under the sun.

Do not swim excessively or sunbathe after alcohol consumption.

Alcohol consumption may dehydrate the body in hot weather so drink plenty of water.

Our hotel does not serve special food for guests with allergies and cannot be held responsible for any complications that arise due to your allergy.

Please wash your hands with soap and warm water after using restrooms and before eating or handling food. Please disinfect your hands at the entrance of the restaurant with automatic disinfectant sprayer.

Handwashing is the most effective way of reducing the spread of colds, influenza and other foodborne diseases. In order to prevent gastrointestinal illnesses – such as Norovirus, which can be transmitted through personal contact – simply wash your hands with soap and warm water for minimum 30 seconds before eating or handling food. Symptoms of Norovirus include an upset stomach, vomiting and diarrhea. If you have any symptoms of gastrointestinal illness, you must visit to the Hotel's Doctor Office and inform the Reception or Guest Relation.

For your own health:

Please always use the clean plate and silverware to pick up the food from the buffet. Consuming raw or uncooked meats, seafood, shellfish, eggs, milk or poultry may increase your risk of foodborne illness, especially if you have certain medical conditions.

Do not consume if you aware that food is undercooked and please inform Kitchen or Restaurant Chef to change your food if you aware it is undercooked.

Adult pools are not safe for non-swimmers depth may change from 110cm-150cm

Pay attention to the floor in rainy weather. It may get slippery.

Pay attention to the floor while wearing sandals. It may be slippery.

Pay attention to your allergies (food, bee sting etc.)

The Hotel Management does not take any responsibility or liability for the activities or tours outside the Hotel.

The key-cards should not be left in the electric sockets when you leave the room.

Kettles should not be left in the socket without any water in it.

Electric devices should not be left in the socket when you leave the room.

Running on the Hotel stairs is not recommended.

Hotel elevators are for 4 people. Maximum weight capacity is 450 kilogram.

Cats do not belong to the Hotel. The Hotel Management does not take responsibility or liability for the injuries that may occur while guests are feeding the cats.

Food and beverages should not be brought into the Hotel from outside due to hygienic measures.

Food should not be taken outside from the Hotel restaurants, due to hygienic measures.

Due to Local Staff Safety Laws and HACCP procedures; it is not obligatory to use gloves in hot working areas (Show cooking, grills, baking units, pizza making unit...Etc.) our staff is well trained about hand washing & hand disinfection. Hand washing and disinfection is the best way to prevent contamination. Therefore please feel comfortable if you aware some of our kitchen staff while they are working without gloves

There is necessary information about the pool rules around the pool. The Hotel Management does not take responsibility or liability of the injuries that may occur when a guest does not follow the rules.

Guests (who is) under the age of 16 are not allowed to play the billiard game due to safety reasons

Due to law; usage of all tobacco and tobacco products in closed areas is prohibited.

Due to law; serving alcohol to minors under the age of 18 is prohibited.

Please follow the Warning & Caution signs for your safety.

Luggage room is available for in house guests only and it is a common use area for all of our guests. Therefore it may not be locked all the time, please use the luggage room at your own risk. The hotel will not be responsible for any loss or damage of the storage. The storage must not contain any valuables, dangerous, flammable and explosive, radioactive or prohibited items. The hotel has right to dispose those storage which have been left in the hotel over 30 days without to prior notice Every employee working at our hotel is provided with a Staff Handbook. In this book, all rules & procedures are written; including that our staff

should pay attention in communicating with the guests. According to the rules, the staff is prohibited from joking with guests, physical contact etc.

We kindly ask you to report the staff to hotel management, if you are uncomfortable with their behavior or if you observe any unacceptable behavior. Related staff will be penalized or terminated by Human Resources according to disciplinary rules. If you are not satisfied with the managements approach; you may report the staff to the local police

Our hotel is not responsible for the behavior of our staff outside the hotel during their social life

Hotel cannot be held responsible for the behavior of other people (other guests in resort). Sometimes; weather may not be as expected.

You cannot fault the hotel for weather conditions.

Civil matters between individuals; hotel cannot be involved in any civil matters that you may have had with other people or individuals. We would advise you to report any matters to the local police and/or seek independent legal advice.

In Turkey it is obligatory to hang Turkish flag during national festivals.

Turkish flag may be hanged to your balcony during the festival da yor one day before not to disturb you in early hour of the morning.

Keep balcony door locked to run air conditioner and check the air conditioner remote control manual.

BALCONY SAFETY FOR YOU & YOUR CHILDREN

*Never leave children unsupervised on balconies.

*Do not leave any items on the balcony floor, due to windy weather or accidentally you're belonging or left items on the floor may slip and fall below the balustrades, this may cause someone else to be seriously injured.

*Keep all balcony furniture away from balcony walls or railings so that children are not encouraged to climb up on them.

*Do not leave any potential hazardous items on balconies including toys, buckets and spades etc.

Never lean over, sit or climb on balcony walls or railings

Do not try to pass items to someone on another balcony.

Never stand on balcony furniture.

Take extra care on balconies after drinking alcohol as your judgement may be affected.

*Access to the balcony is at your own risk. The Management is not responsible for incidents or accidents which may arise from the uses of balcony area.

ATTENTION

We are not responsible for excursions you bought.

For security reasons, excursion sellers, outsource street agency employees will not be allowed to enter hotel.

Please aware of your meeting time for your excursions, and be at your meeting point at the right time.

As outside excursion staff & drivers cannot enter to the hotel, be aware that reception will not make a reminder call.

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Electric devices should not be left in the socket when you leave the room.

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Hotel elevators are for 4 people. Maximum weight capacity is 450 kilogram.

Children should not be left alone in the Hotel without their parent's presence. Parents must not leave their children unattended around the balustrades through hotel general areas and walking paths. Never let your children to climb on handrails & balustrades

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There is necessary information about the pool rules around the pool. The Hotel Management do not take responsibility or liability of the injuries that may occur when a guest does not follow the rules.

Guests under the age of 16 may not use the billiard game.

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INFORMATION ON KIDS CLUB

We ask for few minutes of your time to read the instructions about kid's club before you sign your children into the club.

1. All children must be attended by their parents.
2. The parents of the children must be at the hotel while their children are at the kid's club. Please state your where about (pool, room, restaurant etc.) while signing your children into the club.
3. State your children's allergies, disease, behavioral difficulties, and medical needs if there are any, while signing your children into the club.
4. The Hotel or Kid's club staffs are not allowed to give medication to the children. You should be aware that even if there is a Doctor's note for the medication, the Hotel or kid's club staff cannot give any medication to children. (For example, If your child is diabetic, you need to come to the kid's club and give the insulin shot/pill to your child by yourself)
5. There might be limitations of the group size to keep the group safe. In that case, there will be a reservation system.
6. It is not our policy do give any food or beverage to children in the club. Make sure that your children are lightly fed and hydrated before the club hours.
7. Since many activities are at the playground, make sure that your child\children have sun cream, hat and t-shirt to avoid direct sunlight.
8. At the end of the club hour, parents must come to the kid's club and sign their children out.

Children have a tendency to be overexcited especially on holidays. Children who disturb others will be returned to his/her parents.

Thank you for your understanding