

IP HOTELS

Ideal Prime Beach

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IDEAL PRIME BEACH UAI CONCEPT 2020



FOOD OUTLETS

MAIN RESTAURANT BREAKFAST	07:00 - 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 main restaurant **No wet clothes and no swimwear only for all food serving areas.	
SNACK	12:30 - 16:00 * BUFFET
PATISSERIE	14:00 - 18:00 * Variety of cookies and cakes
LATE NIGHT SNACKS	24:00 - 01:00 * serves cold sandwich and soup of the night
LOBBY BAR	01:00-07:00 * Serves variety of cookies

BEVERAGE OUTLETS

* All bars are self service

MAIN RESTAURANT (Lunch & Dinner)	Serves varieties of wine, beer & raki, soft drinks
LOBBY BAR	open 24 hours, serves varieties of soft drinks& hot drinks
POOL BAR	10:00 - 24:00 * Serves local and some imported alcoholic beverages, cocktails, varieties of soft drinks (closed between 18:45-19:15 for hygienic cleaning)
PATISSERIE	10:00-23:00 * Serves hot drinks and concentrated fruit juices
AQUA BAR	10:00-18:00 * Serves local and some imported alcoholic beverages, cocktails, varieties of soft drinks
PUB	18:00-23:00 * Serves local and some imported alcoholic beverages, cocktails, varieties of soft drinks
NIGHT CLUB COCKTAIL BAR	23:00-01:00 * Serves varieties of cocktails, varieties of wine and soft drinks

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A LA CARTE RESTAURANT

Guests with minimum 7 days accommodation can enjoy one visit free of charge to one of our A La Carte Restaurants. Reservations must be made as soon as possible to avoid disappointment with Guest Relations between 09.00am-12.00 pm. The A La Carte Restaurants serve course set menus and guests are served with local and some imported alcoholic beverages, a selection of wines and varieties of soft and hot drinks. Ala carte restaurants operates between Mid-May to September

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

Leaflet containing information about laundry service/prices can be found in the rooms. We do not have iron in the hotel.

FITNESS CENTRE (FREE)

<u>Sauna & Turkish bath</u>	<u>10:00 – 17:00</u>
<u>Gym & Indoor pool</u>	<u>09:00 – 19:00</u>

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

Late check-out until 18:00 hrs is extra charged - if available - for more information please ask Reception
Guests may use all our services until their check-out time.

Room card keys are guest's responsibility, lost or damaged cards will be charged at 15 TL
Lost Towel cards will be charged at 20 Euro

It is strictly forbidden to use room towels (**WHITE**) at the pool/beach are. Please use the (**BROWN**) towels provided for the pool/beach. You will receive ONE towel card per person when you check-in. Towels are provided in return for towel card at towel stand located behind the main pool. Your card is returned to you when you hand in your used towel. You must return your towel card to Reception when you check-out. **Beach Towel service finishes at 12:00 on your check-out date.**

TOWEL STAND 08:00-12:00 13:00-18:00

*All unit beverages are served by portion

*Children 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.

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

*Disabled room also can give to the guest who is bought standard due to availability.

EXTRA CHARGES

ALL EXTRA SHOPS (MARKET, JEWELLERY, PHOTO SHOP) WELLNESS AND BEAUTY, PEELING, MASSAGE, HAIR DRESSER, DOCTOR, FAX, TELEPHONE, LATE C/OUT, MEETING FACILITIES, LAUNDRY

***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 Guest Relations Representative or 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 PRIME BEACH would like to welcome you, and wish you an enjoyable holiday.**

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

This property benefits from an excellent location right on the beachfront of Marmaris with local amenities within walking distance. Fully refurbished for 2011, the Ideal Prime Beach Hotel will offer stylish rooms coupled with a lively atmosphere. It also has its own section of beach and private jetty where guests can enjoy the stunning sea views. This is a nice choice for families and couples.

LOCATION

Ideal Prime Beach is directly on the beach. The Hotel is surrounded by restaurants, bars and shops. It is possible to get a minibus in every 5 minutes to city centre in front of the hotel. Taxis are also available near to the Hotel.

LAST RENOVATION	2018/2019 Winter Season				
TOTAL LAND	20 000 m ²				
NO OF BUILDING	4				
NO OF ELEVATOR	9				
ROOM CAPACITY	632				
AIRPORT	Dalaman 110 KM				
HANDICAPPED ROOMS	2 (no balconies)				
POOLS	Open Swimmingpools (2)	Waterslides (3)			
	Indoor Swimmingpool (1)				
	Kids Swimmingpool (1)				
HOSPITAL	Hospital 1,5 KM				
CLOSEST DESTINATIONS	City Centre 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, MasterCard				
PETS	Not allowed				
INTERNET ACCESS	Wireless Access in general areas of the hotel, Low Speed Broadcast				
VOLTAGE	220 V				
NON-SMOKING AREAS	All Guest Rooms, Room Corridors, Indoor Restaurants, Bars and All Closed Areas				
LANGUAGES	Turkish , English, Russian				
BOARD	Ultra All Inclusive				

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ROOMS

Total Room: 632

Standard Room Sea view **239 rooms (18-20 m²)**

2 single, 1 French or 1 French bed and 1 single bed. Room floors 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, hairdryer. All rooms have balcony, terrace or French balcony. Rooms with sea view. **Max. 3 adults or 2 adult and 1 child**

Standard Room Land view **276 rooms (18-20m²)**

2 single, 1 French or 1 French bed and 1 single bed. Room floors 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, hairdryer. All rooms have balcony, terrace or French balcony. Rooms are land view. **Max. 3 adults or 2 adult and 1 child**

Disabled Room **8 rooms (Land view) (20m²)**

2 single beds or 1 French bed. Room floors 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. Disabled rooms are without balcony. Rooms with pool view on ground floor **Max. 2 adults **
Disabled room also can give to the guest who is bought standard due to availability.

Family Room Sea View **16 rooms (30 m²)**

1 French bed and 1 single bed or 1 French bed and two single beds. Room floors 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, hairdryer. All rooms have balcony, terrace or French balcony. Rooms with sea view. Family rooms have one bathroom. **Max. 2 adults and 2 children or 3 adult and 1 child**

Family Room Land View **16 rooms (30 m²)**

1 French bed and 1 single bed or 1 French bed and two single beds. Room floors 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, hairdryer. All rooms have balcony, terrace or French balcony. Rooms with land view. *Max. 2 adults and 2 children or 3 adult and 1 child**

Quad Room Sea view **67 rooms (25 m²)**

1 French bed 1 single bed and sofa or 3 single beds or 1 French bed and 1 single bed. Room floors 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, terrace or French balcony Rooms with sea view. *Max. 2 adults and 2 children or 3 adult and 1 child**

Quad Bunkbed Room (Land & Sea view) **8 rooms (25 m²)**

2 single and 1 bunkbed or 1 French and 1 bunkbed. Bunkbeds are located in a separate room without door. Room floors 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, terrace or French balcony Rooms with sea view or land view. **Max. 2 adults + 2 children **

Quad Room (Land view) **6 rooms (25m²)**

1 French bed 1 single bed and sofa or 3 single beds or 1 French bed and 1 single bed. Room floors 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, terrace or French balcony Rooms with land view. *Max. 2 adults and 2 children or 3 adult and 1 child**

Inter-Connecting Room (Land View) **24 rooms (40 m²)**

Interconnecting Rooms consists of two separate rooms and connected to each other with a door. 20" satellite TV, telephone, minibar, split air-conditioner (cooling and heating), Tile & parquet floor, bathroom with bath, WC, hairdryer, safe box. All rooms have balcony, terrace or French balconies.. Some rooms with pool view, some with garden view.
Max. 4 adults and 2 Infant

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Features: Prime suit is exclusively decorated. 1 double bed bedroom and a parlour. Prime suit has a large balcony and sea view.

Prime Suit (220 m²)

Bedroom: The room floor is laminate parquet. 1 double bed. 102 screen LCD TV, room phone, minibar, split air conditioner (heating-cooling), safe deposit box, tea and coffee facilities, bathroom with a shower cabin and a Jacuzzi, WC, hair dryer, make up desk, private WI-FI.

Parlour: Seating group, DVD player, study desk, personal computer, minibar, 102 screen LCD TV, private WI-FI, air conditioner (hot-cold)
Capacity: 2 adults

Features: King suite is exclusively decorated. 1 double bed bedroom and a parlour. The room floor is laminate parquet. Leather seating group, DVD, study desk, make up desk, private WI-FI, personal computer, a 102 inch and a 50 inch LCD TV, room phone, minibar, split air conditioner(heating-cooling), safe deposit box, tea and coffee facilities, bathroom with a shower cabin and a hot tub, WC, hair dryer. The floor is tile. King suite has a large balcony and sea view.

King Suit (135 m²)

Capacity: 2 adults

Room Standards

- | | |
|---------------------------|---|
|) Air Conditioner |) Minibar(restocked two time per week with water and juice) |
|) Satellite Tv |) Coffee & selection of tea on arrival |
|) Safe Box(free) |) Music from Tv |
|) Balcony |) Bathroom Wc & Shower. |
|) Hair dryer | |
|) Direct telephone(extra) | |

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

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.



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 restocked twice a week with water and juice. 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

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. Cash machines (ATM) can be found directly opposite the Hotel. There is a taxi station to the left of the hotel.

Check-in and Check-Out

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.

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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
Photocopy and fax facilities are available as an extra charge – please enquire at Reception

Safe Deposit Box

You may use your room's safe deposit box free of charge. Our hotel does not take any responsibility or liability of lost property which is not in the safe deposit box. Please leave your safe deposit box door open before checking out. Do not leave your safe box key in the room.

Medical Assistance

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. Please be aware that a pharmacy does not have any authorities to prescribe or to diagnose an illness due to law. We recommend you to buy medicine which is prescribed by doctor.

Internet Access

At Ideal Prime Beach,
Wireless Internet Connection "WI-FI" is free. You can connect internet in general areas of the hotel. You need to select IPHOTELS-WIFI connection in order to access the Internet. You need to enter your room number and last four digits of your passport or the last 4 digits of your ID serial number. Wi-Fi is available in general areas only.

Market

Open 09.00-21.00
For all of your holiday essentials, phone cards, extra drinks and confectionary visit the Market located at Aqua Pool side

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.

Pool & Beach

The pools are open from 08:00-19:00. After this time they are cleaned and chlorinated each day.
Please do not use after 19:00
There are no lifeguards present-please check the depth markings around the pool edge before use
Supervise all children at all times around the pools – all babies must wear swim nappies\pants
All guests needs to wear proper swimwear.
Do not move or reserve sunbeds around the pool-towels are removed by guests doing so
Do not use the White Hotel towels for the pool or the beach
The Indoor Pool located in the Spa Centre is open 09.00-19.00 Monday-Sunday. All guests under 16 must be accompanied and supervised by an adult over the age of 18 years

) Outdoor pool (1)	08:00 – 19:00) Water Slides	3 hours in a day
) Outdoor pool (2)	08:00 – 19:00) Beach (private)	
) Indoor pool	09:00 – 19:00) Pool & Beach Towels	
) Children pool	08:00 – 19:00) Sunbed & Parasol	

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TV Information

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

Restaurants

Ideal Prime Beach is an Ultra all-inclusive Hotel and food is available self-service buffet style except for the A La Carte. During breakfast and lunch time, there is no take-away service for our customers who will check-out before the scheduled restaurant hours or who will join tours/excursions.

The A La Carte Restaurants is open between Mid-May to September. Please contact Guest Relations to make your reservation as soon as possible.

We DO NOT provide Breakfast or Lunch boxes for early departure

Main Restaurant	Capacity: 750 pax
Snack Restaurant	Capacity: 250 pax

**Our hotel does not prepare and serve a special food selection for allergics (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

Bars & Night Club

The hours of availability of Food and Beverage services are detailed in the 'Ultra all-inclusive concept sheet' which is issued to guest on check-in at our Hotel.

All drinks are served in single measures.

Alcoholic beverages will not be served between 01:00-10:00.

Guests under 18 are not permitted alcohol according to the Turkish Law & Guests under 18 are not allowed to enter Night Club (Disco Cocktail Bar)

The Hotel does not take any responsibility for guests under the age of 18 consuming alcohol or any injuries that may occur 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

ENTERTAINMENT (FREE OF CHARGE)

Day time:

Dart
Table Tennis
Billiards
Aqua gym
Aerobics
Yoga

Night Time:

Show programmes
Live Music (in restaurant and bar)
Mini Disco

For the Children

6 days a week, 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.

There should be age restrictions depending on the activities for children.

For the 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

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Water Activities

We have a variety of water activities for all ages. We arrange different activities such as water polo and Pool races that appeal to our older guests. 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

Daily Activities

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

Fitness Centre

Located within the Spa Centre,

Open Monday-Sunday 09.00-19.00. Guests under 12 are not permitted in Fitness Centre. Guests under 16 must be accompanied by a responsible adult aged 18 and above. Dress code for fitness Center (please wears proper shoes & clothing, bring your towel) Guests need to disinfect equipment after use. Please contact Spa Reception for disinfection chemical. There is not a professional trainer; all guests must use fitness equipment at their own risk

Spa Centre

Why not begin your holiday with a visit to the Spa Centre where our Professional therapists and masseurs are waiting for you to provide you with an all-round amazing pamper a relaxing massage to ease those tired muscles, de-stress from your flight and prepare you for your holiday. Open Monday-Sunday 09.00 - 20.00 Visit the Spa Centre Reception to discuss one or more of the 40 different health and beauty treatments and procedures and to book your appointment. No guests under 16 are allowed into the Spa unless accompanied by a responsible adult over 18 years

)	Fitness	09:00 – 19:00	(free)
)	Turkish Bath	10:00 – 17:00	<u>Free with reservation</u>
)	Sauna	10:00 – 17:00	<u>Free with reservation</u>
)	Indoor pool	09:00 – 19:00	
)	Massage, scrub and other cures:	Extra	

Facilities within the Spa

Turkish Bath-Experience the Traditional Turkish Bath given by the Professional Therapists with scrub and foam massage whilst relaxing on the marble slab. Entrance and self-treatments in Turkish bath is free, but foam massage, scrub and treatments from professionals are extra charge.

Guests under 16 must be accompanied by a responsible adult aged 18 and above

Massage Rooms-Experience one of the many massages (including Thai, Aromatherapy, Medical, Sports and Anti-Stress) given by the Professional Masseur in the relaxing surroundings of one of the Massage Rooms

The Sauna-Begin or end your day with a short relaxing session in the Sauna – All guests must wear swimsuits in the Sauna.

No guests under 16 are allowed into the Sauna unless accompanied by a responsible adult over 18 years

Guests under 12 are not permitted in Sauna

Beauty Lounge-Enjoy a facial or other beauty treatments in the Beauty Room where Certified Therapists offer the full range of treatments from cosmetics whilst using state of the art equipment

Enjoy the Spa Centre as single, in couples, groups of friends or as a family. The staff at the Spa Centre reception will help and advise you on your treatments, packages and also with pricing, you may be asked medical questions if necessary to assist the Therapists and Masseurs with your treatments

The Sauna is free of charge for all guests (between the hours of 10.00-17.00) however availability on places must be confirmed at the Spa Centre Reception

Entry into the Turkish bath for a self-administered scrub using own scrub mitts is free of charge however availability on places must be confirmed at the Spa Centre Reception

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CONFERENCE HALL

-) Capacity : 250 pax
-) 2 Hall
-) Equipment: Projection, label microphone, wireless microphone, flipchart

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

Payment

The payments can be made by Visa and MasterCard.

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 Prime Beach Hotel
CLASS (Local)	5*
ADRESS	Cumhuriyet Bulvarı No 35 Siteler / Marmaris / Muğla /TURKEY
TELEPHONE	(+ 90) 252 417 52 00
FAX	(+ 90) 252 417 86 60
WEB SITE	www.iphotels.com.tr
E-MAIL	contact@iphotels.com.tr
SALES&MARKETING	
RESERVATION	
FRONT OFFICE	

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 150cm-110cm

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 do 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 day or 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 your belonging or left items on the floor may slip and fall from 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 use 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.

The Hotel Management do 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.

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

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

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.

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 day or 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

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.

All children must be attended by their parents.

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.

State your children's allergies, disease, behavioral difficulties, and medical needs if there are any, while signing your children into the club.

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)

There might be limitations of the group size to keep the group safe. In that case, there will be a reservation system.

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.

Since many activities are at the playground, make sure that your child\children have sun cream, hat and t-shirt to avoid direct sunlight.

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