



## 2023 Fact Sheet



## GENERAL INFORMATION

<b>Opening Year</b>	2007
<b>Season</b>	Summer
<b>Category</b>	5 Star
<b>Board</b>	Ultimate All Inclusive
<b>Total Area</b>	23.000 m2
<b>Post Adress</b>	Bellek – Boğazkent Mevkii Serik / ANTALYA
<b>Telephone &amp; Fax</b>	+90 242 731 10 50 / + 90 242 731 10 80
<b>E-Mail</b>	info.family@crystalhotels.com.tr
<b>Official Website</b>	www.crystalhotels.com.tr
<b>Facility Structures</b>	Main Building - 5 Floors, 4 Blocks
<b>Beach Properties</b>	Private, 150 m beach

# ROOM TYPES

Room Type	Piece	Total m2 & Capacity	View	Features
Standard Room	264	27 m2 ( 3 Pax )	Land, Side Sea View	All rooms have carpeted floors, card lock system, central air conditioning, satellite TV and music broadcast, mini bar, safe, direct dial telephone, fire alarm and extinguishing system, wireless internet connection, bathroom with shower, telephone, hair dryer and tea-coffee set.
Standard Room with Bunk Bed	20	27 m2 (2+2 Pax )	Land View	All rooms have carpeted floors, card lock system, central air conditioning, satellite TV and music broadcast, mini bar, safe, direct dial telephone, fire alarm and extinguishing system, wireless internet connection, bathroom with shower, telephone, hair dryer and tea-coffee set.
Family Room	87	40 m2 (4 Pax )	Land, Side Sea View	2 bedrooms, 1 bathroom and all the features of standard rooms are available. All rooms have a card lock system, central air conditioning, satellite TV and music broadcast, mini bar, safe, direct dial telephone, fire alarm and extinguishing system, wireless internet connection, bathroom with shower, telephone, hair dryer and tea-coffee set.
Family Room with Bunk Bed	5	40 m2 (3+2 Pax )	Land View	2 bedrooms, 1 bathroom and all the features of standard rooms are available. All rooms have a card lock system, central air conditioning, satellite TV and music broadcast, mini bar, safe, direct dial telephone, fire alarm and extinguishing system, wireless internet connection, bathroom with shower, telephone, hair dryer and tea-coffee set.
Junior Suite Room	4	58 m2 ( 2 Pax )	Sea View	There are 1 living room, 1 bathroom with shower and jacuzzi tub, 1 specially decorated bedroom. All rooms have card lock system, central air conditioning, satellite TV and music broadcast, mini bar, safe, direct dial telephone, fire alarm and extinguishing system, wireless internet connection, telephone, hair dryer and tea and coffee set.

# ROOM STANDARDS & ROOM SERVICES

Electronic Door Lock System	Daily room cleaning (from 09:00 to 16:00 every day)
Fire Alarm	Daily linen and towel change
Electronic Safe	Daily mini bar replenishment (1 time per day)
National and International HD Broadcasts	Child bathtub (on demand)
Mini Bar	Child potty (on demand)
LCD TV	Baby bed (on demand)
Music Broadcast (From TV Channels)	
Cartoon Channels	
WC, Shower Cabin, Bathroom	
Direct Dial Telephone in Bathroom and Room	
Central Air Conditioning System	
Large Single or Double Bed	
Balcony	
Balcony Hanger	
Hair Dryer	
Make-up Table and Mirror	
Bath Amenities Set & Bath Towels & Slippers	
Free Wi-Fi Connection	

# CONCEPT TABLE ACCORDING TO ROOM TYPES

Room Type	Room Service	Split / Central AC	Use of A'la Carte	2 TVs	Turn Down	Bathrobe	Slippers	Tea-Coffee Set
Standard Room	€	Central	Once *	-	N/A	-	√	√
Standard Room with Bunk Bed	€	Central	Once *	-	N/A	-	√	√
Family Room	€	Central	Once *	√	N/A	-	√	√
Family Room with Bunk Bed	€	Central	Once *	√	N/A	-	√	√
Junior Suite Room	€	Central	Once *	√	√	√	√	√

€ = Services with Extra Charge

√ = Free of Charge Services

NA = Non-available Services

\* A'la Carte dinner can be used once, for a minimum stay of 4 nights or more.



# RESTAURANTS

RESTAURANT	OPERATION HOURS	CONCEPT	Extra Charge	Reservation
Main Restaurant	07:00 - 11:00 12:30 - 14:30 18:30 – 21:30	Breakfast Lunch Dinner	-	-
Italian Alacarte	18:30 – 21:30	Italian Cuisine	-	√
Turkish Alacarte	18:30 – 21:30	Turkish Cuisine	-	√
Mexican Alacarte	18:30 – 21:30	Mexican Cuisine	-	√
Fish Alacarte	18:30 – 21:30	Seafood	-	√
Caretta Snack Restaurant	21:30 - 07:00	Food service from Late Dinner to Breakfast	-	-
Caretta Snack Restaurant	11:00 - 18:00	Quick Snack Food Service	-	-
Burger Station	11:00 - 23:00	Various Special Presentations	-	-
Gözleme House	11:00 - 18:00	Handmade Gözleme Service of various types	-	-
Caretta Snack Restaurant	12:00 – 15:30	Antalya Style Meatballs & Piyaz	-	-
Fruit Corner	11:00 – 18:00	Presentations of Seasonal Fruits	-	-



## BARS & PATISSERIE

OUTLET	OPERATION HOURS	CONCEPT
Lobby Bar	10:00 - 23:59	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Snack Bar	10:00 – 18:00	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Pool Bar	24 Saat	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Detox Bar	10:00 – 22:00	Fresh Vegetable and Fruit Juices
Beach Bar	10:00 – 18:00	Beer and Soft Beverages
Wine and Beer House	10:00 - 23:59	Beer and Wine Varieties
Disco Bar	23:00 – 02:00	Domestic Alcoholic and Non-Alcoholic Beverages
Lobby Patisserie	11:00 - 23;00	Baked Presentations, Pastries and Ice Cream, Hot Beverages
Ice Cream Corner	10:00 - 23:00	Ice Cream Varieties

# ULTRA ALL INCLUSIVE FOOD & BEVERAGE SERVICES

Traditional Palace Sherbet and Cezerye with Carrots during Welcome	√
Table service in some units	√
Mini bar (replenished once a day)	√
Beverage service included in the concept at lunch and dinner	√
Grill types, pizza, pita, hamburger and similar snack foods, served in Snack restaurants all day long	√
Breakfast, lunch and dinner services in open buffet concept in the main restaurant	√
Fresh production daily bakery products servings in patisseries	√
International Regional Coffees	√
Various handmade food servings at Snack Restaurants	√
24-hour beverage service	√
Diet Foods in the Main Restaurant	√
Vegetarian Food in the main restaurant	√
Regional Themed Foods in the main restaurant	√
Kids Buffet	√
Ice cream service	√
Some Alacartes	√
Welcome services	√

## ULTRA ALL INCLUSIVE FOOD & BEVERAGE SERVICES

A'la Minute food production in some units	√
Fresh cut fruit and delicatessen presentations at the buffet	√
Fresh daily bakery products	√
Beverage menus in all bars	√
For stays of 4 nights or more, 1 time use of Alacarte Restaurant	√
Thematic buffet presentations, including once a week Turkish cuisine	√
Freshly Squeezed Vegetables, Fruit Juices and Energy drinks	Extra Charge
All bottled alcoholic products, all special local and foreign wines and champagnes, Premium alcoholic drinks (10 and 12 years and above VSOP, XO Cognacs)	Extra Charge
All wine, champagne and special food orders are served with an extra charge in Alacarte Restaurants. (Excluding Table Wine)	Extra Charge
24-hour room service	Extra Charge
Organizations such as special meals etc., at determined special locations in the facility	Extra Charge
Special Day Celebrations (Wedding Anniversary and Birthday Cake)	Extra Charge
All Alacarte Restaurants for stays of 3 nights or less	Extra Charge



BEACH STRUCTURE	
Beach	Sand and fine gravel
Blue Flag Certificate	√
Number of Wooden Pier	1
WC, Showers on the beach, Changing cabins	√
Pavilion	-
Lifeguard Service	√
Non-Smoking Zones on the Beach	√
POOLS	
Main Pool	770 m <sup>2</sup>
16+ Pool	60 m <sup>2</sup>
Adult Aquapark Pool	130 m <sup>2</sup> (3 Slides)
Kids Aquapark Pool	80 m <sup>2</sup> (2 Slides)
Mini Club Aquapark	90 m <sup>2</sup>
Indoor Pool (Adult)	110 m <sup>2</sup>
Indoor Pool (Child)	15 m <sup>2</sup>
*All pools are closed between 20:00 - 08:00 for cleaning works and guest safety. There is no heating in the indoor pool between April 1st and October 31st.	
*Free of charge: Pool bar services - Snack Restaurant services - Fixed shades at the pool, sun loungers, beach towels - Lifeguard service	

## CRISPY MINI CLUB

Mini club (04-12 years old)	√
Teen club (13-16 years old)	-
Mini disco	√
Mini cinema	√
Playground (open air)	√
Mini pool and activity equipment	√
Developmental games and activities	√
Shows for children	√
Stroller service	Extra Charge

## SPA WELLNESS

Indoor Swimming Pool	√
Relax Zone	√
Sauna	√
Turkish Bath	√
Steam Room	√
Jacuzzi	√
Massage	Extra Charge
Pouch / Foam	Extra Charge
Spa and Beauty Center	Extra Charge

## ENTERTAINMENT ACTIVITIES

Daily activities	√
Evening shows	√
Live music (on certain days of the week)	√
Disco	√
Bowling	Extra Charge
Game machines	Extra Charge
Foosball	Extra Charge

## SPORT ACTIVITIES

Tennis court	√
Basketball court	√
Beach volleyball	√
Fitness center	√
Table tennis	√
Water ball / Aquaerobic	√
Darts	√
Mini golf	√
Tennis court lighting and tennis equipment	Extra Charge

## GENERAL SERVICES

Wake up service	√
Message services	√
Parking service (OPEN)	√
Baggage carrying personnel	√
Telephone, fax, photocopy	Extra Charge
Laundry (dry cleaning, washing, ironing and tailor service)	Extra Charge
Transfer services	Extra Charge
Car rental, Bicycle rental, Stroller rental	Extra Charge
24-hour health personnel service	Extra Charge
Photography services	Extra Charge
Shopping Center (Shops) - Leather Shop / Market / Boutique / Photographer / Textile / Hairdresser	Extra Charge



## SPECIAL DAYS & ORGANIZATIONS

Special service for honeymooners; Express Check-in, sparkling wine, Fruit basket, Room decoration in accordance with the theme, Special A la Carte Reservation for an evening you prefer (special table decoration) and breakfast in the room for a day you choose, Upgrade to a higher category room according to the availability of the hotel, In-room Special setups, Flowers and special design gifts

**\*\* For the package to be valid, the date of marriage must not be older than 6 months (based on check-in date). It is obligatory to present a marriage certificate at the entrance.**

For guests who have a birthday, celebration card, wine, fruit plate, decorated table in the restaurant are free of charge; cake presentation on birthdays requires extra charge.

## ENVIRONMENTAL APPLICATIONS

### MEASURES WE IMPLEMENT AGAINST GLOBAL WARMING IN OUR HOTELS

Natural Gas Usage

Waste separation

Use of recycled materials

Use of energy saving system in rooms

Use of electricity-saving lighting and sensors

Use of sensors and aerators for water saving

Solar Energy Use

# IMPORTANT INFORMATION

**Quality Management Systems:** ISO 9001 Quality Management System

ISO 14001 Environmental Management System

ISO 50001 Energy Management System

ISO 10002 Customer Satisfaction Management System

ISO 45001 Occupational Health and Safety Management System

ISO 22000 Food Safety Management System

Officially certified first-class quality products and brands are used in all Food and Service presentations.

Guests with a food allergy are required to inform the Guest Relations upon their check-in. Otherwise, the Hotel Management is not responsible for any problems that may arise.

According to the laws of the Republic of Turkey dated 19.05.2008, smoking is prohibited in indoor areas of general use.

Pets are not accepted in our facility.

Check-in time is 14:00 and departure time is 12:00. Even if the room is delivered on time by the guest, use of the facility services after 12:00 is subject to an extra fee.

Dress codes may apply in some restaurants and bars on the property. (Dinner buffet and A la Carte Restaurants)

The operating hours of the air conditioning are automatically adjusted by the automation system in accordance with the outside weather conditions in order to provide maximum comfort.

Tobacco products and alcoholic beverages are not served / sold to guests under the age of 18.

Alcoholic beverages are not served in bottles.

Alcoholic beverages are not served at breakfast.

An electric kettle is used in the rooms and it is obligatory to read and approve the operating instructions.

Our guests with health risks are not served alcohol.

Preparatory work carried out during the season opening and closing may be delayed due to adverse weather conditions.

The beach opening date is determined by the hotel management in accordance with the weather conditions.

The hotel management reserves the right to make changes unilaterally in all services and hours in the fact sheet due to unexpected reasons such as Pandemic, weather conditions etc.

The days on which restaurants and bars will be closed can be changed by the hotel management, depending on weather conditions and reservation requests.

It is not appropriate for hygiene and safety to take food, beverages and equipment from food and beverage units to outside areas.

Bath amenities are given daily according to the number of people. Tesis genel kurallarının yer aldığı bilgilendirme yazısı girişte tüm misafirlere imza karşılığında beyan edilir.

Regarding sunbeds that are occupied for a long time without being used, hotel officials may take the items from the sunbeds and bring them to be empty.

Fishing and hunting are prohibited within the swimming limits.

Motorized watercraft cannot be used within the swimming limits.

All consumables, amenities, towels, mini bar contents, cosmetic products presented in the rooms are served as part of the all-inclusive package for daily use within the facility. It is not appropriate to take these materials out of the facility.

Water sports service is not a property of the hotel. The hotel does not have the right to impose sanctions on issues such as providing / not providing service, service hours / conditions and equipment, in regards to water sports.

The right of the hotel management to make unilateral changes regarding the services and information in this guide is reserved.

Our current concept is always published on our [crystalhotels.com.tr](http://crystalhotels.com.tr) website. Tour Operators and Agencies accept that these currently published concepts are valid within the scope of contracts and that they will update this information simultaneously in their sales and marketing channels.

**Crystal Hotels does not accept responsibility for the outdated content on the websites of Agencies and Tour Operators.**

## **CURRENT IMAGE, VIDEO, LOGO, FACT SHEET**

You can access all our current fact sheets, images, logos and videos of Crystal Hotels on

[www.crystalhotels.com.tr](http://www.crystalhotels.com.tr) and [www.b2b.kilithg.com](http://www.b2b.kilithg.com)

websites.

