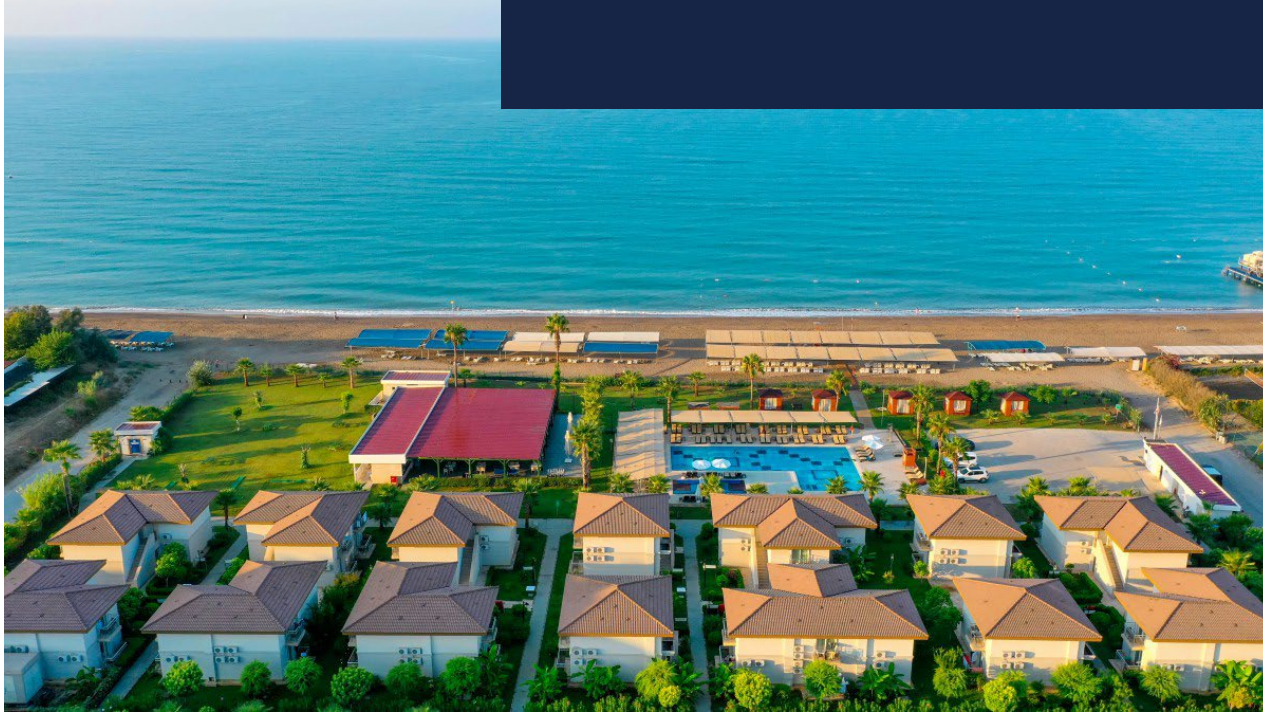




CRYSTAL
HOTELS



GENERAL INFORMATION



| | |
|---------------------|--|
| Opening Year | 2018 |
| Category | Boutique 16+ (Adult Only) |
| Board | Ultimate All Inclusive |
| Total Area | 8525 m2 |
| Post Address | Belek - Boğazkent Mevkii Serik Antalya Türkiye |
| Telephone & Fax | + 90 242 731 10 50 & + 90 242 731 10 80 |
| E-Mail | info.family@crystalhotels.com.tr |
| Official Website | www.crystalhotels.com.tr |
| Facility Structures | Apart, 2-storey 14 Blocks |
| Beach Properties | Private, 150 m beach |

| Room Types | | | | |
|---------------|-------|-------------------------|------------------------|---|
| Room Type | Piece | Total m2 & Capacity | View | Features |
| Standard Room | 72 | 21 m2 (2 or 3 pax) | Land View | All rooms have manual key, split air conditioner, 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, balcony and tea and coffee set. |
| Superior Room | 4 | 44 m2 (5 pax) | Side Sea and Land View | Rooms consist of 2 bedrooms and a connecting door. All rooms have manual key, split air conditioner, 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, balcony and tea and coffee set. |
| | | | | |
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| Room Standards & Room Services | |
|---|---|
| Fire Alarm | Daily room cleaning (from 08:00 to 16:00 every day) |
| Electronic Safe | |
| National and International HD Broadcasts | |
| Mini Bar | Daily mini bar replenishment (once per day - from 08:00 to 16:00) |
| LCD TV | |
| Music Broadcast (From TV Channels) | |
| Cartoon Channels | |
| WC, Shower Cabin, Bathroom | |
| Direct Dial Telephone in Bathroom and Room | |
| Split 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 | € | Split | Once * | - | N/A | - | √ | √ |
| Superior Room | € | Split | Once * | √ | N/A | - | √ | √ |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

€ = 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.



Crystal Hotels is proud to present new innovations in comfort and culinary delights for the 2025 season. This year, we have significantly enhanced our approach to food, beverages, service, and comfort, carefully redesigning every aspect. With the perfect combination of comfort and indulgence, we invite you to an extraordinary experience.

BARS & PATISSERIE

[illegible]

| Ultimate 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 | √ |

| Ultimate 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 | √ |
| All Alacarte Restaurants for stays of 3 nights or less | Extra Charge |
| 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 |
| | |



| Beach Structure | |
|---|----------------------|
| Beach | Sand and fine pebble |
| Blue Flag Certificate | √ |
| Number of Wooden Pier | - |
| WC, Showers on the beach, Changing cabins | √ |
| Pavilion | - |
| Lifeguard Service | √ |
| Non-Smoking Zones on the Beach | √ |
| Pools and Beach | |
| Main Pool | 225 m² |
| Beach | 150 m² |
| | |
| | |
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| | |
| | |
| | |
| *All pools are closed between 20:00 - 08:00 for cleaning works and guest safety. *Free of charge: Pool bar services - Snack Restaurant services - Fixed shades at the pool, sun loungers, beach towels - Lifeguard service | |

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| GENERAL SERVICES | |
|---|--------------|
| Wake up service | √ |
| Message services | √ |
| Parking service (OPEN / Limited Parking Space) | √ |
| 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 | Extra Charge |
| Health personnel service | 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 / wedding anniversary, 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 10002 Customer Satisfaction Management System | , |
| ISO 14001 Environmental Management System | ISO 45001 Occupational Health and Safety Management System | |
| ISO 50001 Energy 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.

The information letter containing the general rules of the facility is declared to all guests during check-in, by their signature.

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 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.



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