



“WELCOME TO THE REAL WORLD OF TURKISH HOSPITALITY”

GENERAL INFORMATION ABOUT THE HOTEL / ULTIMATE ALL INCLUSIVE CONCEPT

Name : **CRYSTAL FAMILY RESORT & SPA**
Class : **5 *******
Address : Belek Boğazkent Mevkii Serik/Antalya
Telephone : + 90 242 731 10 50
Fax : + 90 242 731 10 80
E-mail : info@crystalhotels.com.tr
Http : www.crystalhotels.com.tr
Investor : Galeri Kristal Turizm Pazarlama Ve Ticaret Anonim Şirketi
CEO : Umman ÇETİNBAS
Sales&Mark. Director : Özcan ŞİRİN
Season : 7 Months
Facility Area : 23.000 m² ; whereby 8.000 m² Hotel Facilities and 15.000 m² Hotel Garden Area
Opening Date : May 2007
Hotel Buildings : 4 Hotel Buildings of 5 Floors

Named after the **crystal** clear waters of the Mediterranean, our hotel is constructed directly on the beach of Belek-Boğazkent and is located only at 40 km from the Antalya International Airport, and at 50 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 pebble and sandy beach of 150 m length and 100 m width as well as a variety of pools and aquapark covering 1300 m². An area of 23.000 m², whereby 8.000 m² consists of hotel buildings and 15.000 m² consists of gardens, the guests will find four buildings of five floors each, with a total capacity of 372 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), a special SPA garden, as well as outside SPA swimming pool (non-heated) of 60 m², special jet showers and relaxation beds with Jacuzzi in the SPA pool, special Jacuzzi, open massage sections in the SPA garden.

166 rooms have sea view and all rooms have a balcony. They are comfortably decorated and designed for a superb holiday stay. Room amenities: carpet floor, electronic card locking system, central air conditioning and heating, 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.

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Head Office: Galeri Kristal, Havaalanı yolu, Serik Cad. No:371, 07230, Antalya/Türkiye

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NUMBER OF ROOMS: 372
BEDS: 1166

NUMBER OF

Standard Rooms:

278 Standard rooms (78 rooms with connecting doors, 20 rooms with bunkbed, 3 handicapped rooms)

Non-smoking rooms are available.

Maximum Capacity : 3 pax (Rooms with bunkbed; 4 pax)
Size of the Room : 27 m²

All rooms with balcony, 129 rooms have sea view.

Room amenities: carpet floor, electronic card locking system, central air conditioning and heating, satellite Led 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:

90 Family Rooms. (5 rooms with bunkbed)

Maximum Capacity : 4 pax (With bunkbed rooms; 5 pax.)
Size of the Room : 40 m²

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

Junior Suites:

4 Junior Suites

Maximum Capacity : 2 pax
Size of the Room : 58 m²

1 nicely decorated bedroom, 1 living room, 1 bathroom with a Jacuzzi, shower and bathtub and all standard room amenities are available. Led TV and a DVD player are available too.

Sultan Suites:

4 Sultan Suites

Maximum Capacity : 4 pax
Size of the Room : 85 m²

2 nicely decorated separate bedrooms, 1 living room, 2 separate bathrooms from which one with a Jacuzzi, shower and the other with a bathtub and all standard room amenities are available. Led TV and a DVD player are available.

MEETING: Apart from a ballroom that can be split into two and that has got a capacity of 430 persons, there is also another room with 60 person capacities on theatre style, as well as a wide foyer. Meeting rooms are equipped with the latest technological items.

SWIMMING POOLS:

AQUAPARK	OPEN	INDOOR/ HEATED	SWEET -WATER	IN THE GARDEN	CHILDREN- POOL	DEPTH	M ²
	X		X	X		145 cm	900
X	X		X	X	X	60 cm	80
X	X		X	X		110 cm	130
	X		X	X	X	30 cm	45
		X	X			145 cm	110
		X	X		X	30 cm	15
SPA Pool	X		X	X		140 cm	60

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 (01.06-01.09). Between 01.04 and 31.10 indoor pool is not heated.

OTHER ACTIVITIES	
Chargeable	Free Of Charge
Hairdresser Shopping center SPA center & SPA pool (non-heated) Massage / Rubbing Doctor Laundry Internet café (with reservation)	Turkish bath Sauna / Shock shower Steam room Jacuzzi / Indoor pool Parking Safe (suitable to put the notebooks) Chaise longue, shade, chaise longue mattress at the pool and the beach Beach towel (with towel card / against deposit) Wireless internet connection – in the rooms, lobby and public areas (up to 56 Kbps internet is free, over 56 Kbps internet is due to charge.)

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FOOD & BEVERAGE	
Chargeable	Free Of Charge
Room service, VENEZIA A' la carte restaurant.	(MEXICO, ISTANBUL, HALICARNASSUS)A' la carte restaurants (1x per room), Vital Bar, Patisserie, Lobby Lounge, Caretta Bar, Lagoon Bar, Saphir Disco Bar, Cafe Turca, Mini bar (soft drinks / checked and refilled daily)

SPORTS ACTIVITIES	
Chargeable	Free Of Charge
Game room Video games Table football Bowling Billiards Tennis court illumination Tennis racket / Tennis ball Jet ski / Banana / Parasailing Canoe / Sea-Bike Surfing (with certification) Golf Professional football field	Tennis courts Basketball ground Beach volleyball Table tennis Fitness center Waterball / Aquarobic Aerobic / Stretching Darts Mini-golf Cinema

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

- Tennis Courts (with reservation during the day / hard ground)
- There are booking and transfer facilities to the Golf Courses offered.
- Pets are not allowed in our hotel.
- In all Crystal Hotels, smoking is not allowed in indoor areas.

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MEAL SERVICE HOURS AND THEIR UNITS

<u>HOURS</u>	<u>MEALS</u>	
07.00 – 10.00	BREAKFAST – OPEN BUFFET	- LALEZAR RESTAURANT
10.00 – 11.00	LATE BREAKFAST – CONTINENTAL	- LALEZAR RESTAURANT, TERRACE SECTION
11.30 – 16.00	GÖZLEME	-GOZLEME HOUSE
12.00 – 16.00	SNACK-SERVICE	- CARETTA SNACK RESTAURANT
12.30 – 14.30	LUNCH – OPEN BUFFET	- LALEZAR RESTAURANT
12.00 – 13.00	LUNCH – CHILDREN BUFFET	- LALEZAR RESTAURANT
17.00 – 23.00	CAKES AND COOKIES	- LOBBY LOUNGE
13.00 – 18.00	ICE CREAM SERVICE	- LAGOON BAR
16.00 – 17.00	HOT&COLD SNACKS	- LAGOON BAR
19.00 – 21.30	DINNER – OPEN BUFFET	- LALEZAR RESTAURANT
18.30 – 19.30	DINNER – CHILDREN BUFFET	- LALEZAR RESTAURANT
19.00 – 21.30	MEXICAN CUISINE	- MEXICO RESTAURANT (RESERVATION REQUIRED)
19.00 – 21.30	ITALIAN CUISINE	- VENEZIA RESTAURANT (RESERVATION REQUIRED - EXTRA)
19.00 – 21.30	TURKISH CUISINE	- ISTANBUL RESTAURANT (RESERVATION REQUIRED)
19.00 – 21.30	MEDITERRANEAN CUISINE	- HALICARNASSUS RESTAURANT (RESERVATION REQUIRED)
23.30 – 00.30	LATE NIGHT SNACK	- LALEZAR RESTAURANT
00.30 – 07.00	MINI BREAKFAST	- LALEZAR RESTAURANT

**ISTANBUL, MEXICO,HALICARNASSUS RESTAURANTS ; ONE OF A' LA CARTE RESTAURANTS ARE ONCE PER STAY AND WITH ONLY PRE BOOKINGS.

<u>HOURS</u>	<u>DRINKS</u>	
10.00 – 19.00	VITAL BAR	(FRUIT JUICES)
12.00 – 16.00/19.00 – 21.30	CARETTA BAR	(LOCAL DRINKS)
10.00 – 23.00	LOBBY LOUNGE	(LOCAL AND INTERNATIONAL DRINKS)
10.00 – 23.00	Café TURCA	(TURKISH COFFEE)
00.00 – 02.00	SAPHIR DISCO BAR	(LOCAL AND INTERNATIONAL DRINKS)
24-HOURS	LAGOON BAR	(LOCAL AND INTERNATIONAL DRINKS) (01:00 – 10:00 ONLY LOCAL)
MINI BAR	SOFT DRINKS	(CHECKED ON DAILY BASIS)

<u>HOURS</u>	<u>ACTIVITIES</u>
08.30 – 19.00	STEAM BATH
08.30 – 19.00	TURKISH BATH
08.30 – 19.00	SAUNA
08.30 – 19.00	JACUZZI
08.30 – 19.00	INDOOR SWIMMING POOL
08.30 – 19.00	FITNESS CENTER

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 and non-motorized water sports
Wellness:	SPA and beauty center, massage.
Beverage:	Alcoholic drinks will not be served to children less than 18 years. 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

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No alcoholic drinks shall be served at breakfast.
Room service

The hotel management shall be entitled to make alterations subject to timely notification concerning the room service, the above listed services and their hours.