




# 2019 SUMMER SEASON
# HOTEL INFORMATION FORM & ULTRA ALL INCLUSIVE CONCEPT

## GENERAL HOTEL INFORMATION

| | | |
|---|---|---|
| **Hotel Name** | **: Miracle Resort Hotel** | |
| **Address** | **: Güzeloba Mah. Yaşar Sobutay Bulvarı No:34 Muratpaşa / ANTALYA** | |
| **Telephone** | **: +90 242-352 2121** | |
| **Fax** | **: +90 242-352 2111** | |
| **Mail address** | **: info@miracleotel.com** | |
| **Web page** | **: www.miracleotel.com** | |
| **Year of opening** | **: April 2005** | |
| **Last Renovation** | **: April 2016** | |
| **Concept** | **: Ultra All-Inclusive** | |
| **The working period** | **: All year** | |
| **Area** | **: 135.000 m²** | |
| **The closest city center** | **: Antalya** | **Distance: 11 km** |
| **Airport** | **: Antalya airport** | **Distance: 15 km** |
| **Location** | **: Sea shore** | |
| **Total rooms/beds number** | **: 692 rooms / 1420 beds** | |
| **Number of blocks** | **: main building** | |
| **Number of floors** | **: 9 floors** | |
| **Number of elevators** | **: 6** | |
| **Payment** | **: Visa, Master Card, Cash** | |
| **Pets** | **: Pets are not accepted in our Premise** | |
| **Languages spoken by staff** | **: Turkish, German, English, Russian, Persian** | |
| **Certificates** | **: Blue Flag**<br>**ISO 9001: 2015 Quality Management System**<br>**ISO 22000:2005 Food Safety Management System**<br>**ISO 10002:2014 Quality Management System on Customer Satisfaction and complaints Management**<br>**ISO 14001:2015 Environmental Management System**<br>**OHSAS 18001:2007 Occupational Health and Safety System**<br>**Travelife Sustainability in Tourism Gold Award** | |






## ROOMS

**Standard rooms:**
There are 425 standard rooms in our establishment. The room measurements vary between 28-34 m² and 70% of our standard rooms have a sea view. Standard rooms consist of 1 room with twin bed and / a French bed. All our rooms are equipped with a shower. The rooms are suitable for 2+2 or 3+1 accommodation.

**Disabled rooms:**
The total amount of disabled rooms is 11. The rooms in this category have been specially designed and have a Shower. These rooms are located on the ground floor of the hotel.

**Connection rooms (Family rooms):**
The total amount of connection rooms is 121. The connection room has the same features as a standard room. In this room category 2 standard rooms are connected by a private connecting door. Each room's capacity is 2+1.

**Junior Suites:**
In the junior suite room category there are 14 rooms. Each room measures 75 m². There is 1 bedroom, 1 living Room, a wide 100% sea view terrace, 2 bathrooms WC, 1 bathtub and 1 shower are available. Maximum Accommodation capacity is 2+2 or 3+1.

**General room features:**
Our rooms are equipped with a carpet, balcony, shower, WC, hairdryer, direct telephone, mini bar, TV (satellite), safe box (electronic safe), centralized air conditioning. The working hours of the air conditioner are regulated by the hotel management, according to the weather conditions. 220V

*** In accordance with legislation number 4207 on the "prevention and control of the harm caused by tobacco products", it is prohibited to smoke cigarettes(water pipe, cigar, a.s.) in the enclosed areas of hotel, rooms.**

| | |
|---|---|
| **Safe box** | : Free of charge in the room and at the reception |
| **Baby cote** | : Available |
| **Change of beds sheets** | : Once in 2 days |
| **Change of towels** | : Daily |
| **The rooms cleaning** | : Daily |
| **Mini bar's refill** | : Daily |

## INTERNET ACCESS

- ✓ Internet Corner is at the Lobby floor, using a PC and printer is extra charge.
- ✓ Wireless internet in the rooms is available **free of charge**.
- ✓ In the Lobby and all Hotel area Wireless internet access is available and **free of charge**.

## RULES OF THE PACKAGE

- ✓ The check-in time to the rooms is at 14:00 o'clock. Check-out time from the rooms is at 12:00 o'clock.
- ✓ Local and imported alcohol and non-alcohol drinks specified by hotel management are served between 10:00-02:00 o'clock.
- ✓ The Hotel Management has the right to change opening/closing dates operation hours or close down outdoor units & departments due to weather conditions.
- ✓ Alcohol drinks will not be served to the guests under 18 years old.
- ✓ Especially for outdoor outlets, the Management decides on all opening and closing dates and working hours which are planned for according to the weather conditions and seasonal necessities.
- ✓ Operation and service hours can be changed during the season.
- ✓ The Hotel Management when required has the right to make changes in the free and extra charged activities & facilities.






# FOOD AND BEVERAGE SERVICE

## *FOOD SERVICE*

| | | |
|---|---|---|
| ✓ Breakfast (open buffet) | TURKUAZ(Main Restaurant) | 07.00-10.00 |
| ✓ Late breakfast (mini buffet) | TURKUAZ(Main Restaurant) | 10.00-11.00 |
| ✓ Lunch (open buffet) | TURKUAZ(Main Restaurant) | 12.30-14.30 |
| ✓ Dinner (open buffet) | TURKUAZ(Main Restaurant) | 19.00-21.30 |
| ✓ Midnight snack (mini buffet) | TURKUAZ(Main Restaurant) | 24.00-06.00 |
| ✓ Traditional pastry | Garden Area | 12.00-16.00 |
| ✓ Turkish ravioli & Pide | Pide House (Anatolia Restaurant) | 12.00-15.00 |
| ✓ Döner | Döner House | 12.30-14.30 |
| ✓ Fast Food | Pool Bar | 12.00-16.00 |
| ✓ Fruit Service | Garden Area | 16.00-17.00 |
| ✓ Grill Meatball | Garden Area | 16.00-18.00 |
| ✓ Ice – cream | Garden Area | 14.00-18.00 |
| ✓ Cookies | Lobby Bar | 17.00-18.00 |
| ✓ Room service | Extra Charged | 24 hours |

## *BEVERAGE SERVICES*

| | | |
|---|---|---|
| ✓ Lobby Bar | Specified local and import drinks within the concept | 10.00-02.00 |
| ✓ Pool Bar | Specified local and import drinks within the concept | 10.00-23.30 |
| ✓ Beach Bar | Beer, Soft and hot drinks service | 10.00-18.00 |
| ✓ Disco | Specified local & import drinks within the concept | 23.30-02.00 |
| ✓ Bridge bar | Premium Drinks (extra charge) | 18.30-23.30 |
| ✓ B&Q area | Beer & Soft drinks | 16.00-18.00 |

## *Minibar contents:*

- ✓ Soft Drinks
- ✓ Beers
- ✓ During your stay, your mini bar will be filled up once daily. (Between 09.00-17.00 hr.)

## *Details:*

- ✓ Theme buffets on certain days during the week.
- ✓ Diet Buffet.
- ✓ Hot Bagel and Pastry Varieties during breakfast.
- ✓ Turkish Pizza (Pide) / Gözleme during lunch and dinner.
- ✓ Freshly squeezed fruit juices are extra charged
- ✓ During Midnight snack beers,wine,soft drinks and hot drinks.






## A 'la Carte Restaurant Services

| | | |
|---|---|---|
| ✓ **MEXICAN RESTAURANT** | **Main Building** | **opening 01st April** |
| ✓ Set menu (**Mexican cuisine** ) | | |
| ✓ Reservation fee per person 10 € | | 19.00-21.30 |
| ✓ specified local and import drinks within the concept | | |
| ✓ **MIRACOLO RESTAURANT** | **Main Building** | **opening 01st April** |
| ✓ Set menu (**Italian cuisine** ) | | 19.00-21.30 |
| ✓ Reservation fee per person 10 € | | |
| ✓ specified local and import drinks within the concept | | |
| ✓ **ANATOLIA RESTAURANT** | **Outside** | **opening 01st May** |
| ✓ Set menu (**Turkish Cuisine** ) | | 19.00-21.30 |
| ✓ Reservation fee per person 10 € | | |
| ✓ specified local and import drinks within the concept | | |
| ✓ **LAGOS FISH RESTAURANT** | **Outside** | **opening 01st May** |
| ✓ Set menu (Fish) | | 19.00-21.30 |
| ✓ Reservation fee per person 10 € | | |
| ✓ specified local and import drinks within the concept | | |

***Details:***

- ✓ For benefit from A 'la Carte restaurants, guests should make the reservation.(with reservation fee)
- ✓ Our A 'la Carte Restaurants' service hours are between 19:00 – 21:30. The last entry time to the Restaurants is 20:30. Service lasts until the last guest will complete his meal.
- ✓ The restaurants' reservation time begins at 09:30 and continues during the day until all is booked out. Nevertheless, the last reservation for day is at 16:00. Guests should make their reservations at the Guest Relations desk and take their ticket with them.
- ✓ Lagos and Anatolia A'la Carte Restaurants 0-6 years old, children not allowed. Miracolo and Mexican restaurants are accepted as children.
- ✓ Restaurants operate 6 days a week. Hotel Management determines which days the restaurant will be closed.






## MINI CLUB

- ✓ **Mini Club** : 04-08 age
- ✓ **Midi Club** : 09-11 age
- ✓ **Teenage Club** : 12-16 age
- ✓ **Working hours** : 10.00-12.30/14.00-18.00 / mini disco 20:45
- ✓ Baby Chair
- ✓ Face painting
- ✓ Table games
- ✓ Cinema
- ✓ Handwork – Hobby work
- ✓ Game Park

## EXTRA SERVICE

- ✓ All Premium labeled beverages
- ✓ Bridge bar ( premium beverages)
- ✓ 24 hr Room service
- ✓ Internet Corner
- ✓ Telephone
- ✓ Laundry
- ✓ Professional football pitches
- ✓ The tennis courts' lighting, equipment and lessons
- ✓ Game room (game land, Atari, electronic activities)
- ✓ Doctor service
- ✓ A 'la Carte restaurants (Reservation fee)
- ✓ Baby Sitting (with Reservation / Extra charge)
- ✓ Spa Center

***The shops in the Hotel***

- ✓ Rent a car
- ✓ Jewelry shop
- ✓ Mini Market
- ✓ Boutique / Souvenir Shop
- ✓ Hairdresser
- ✓ Photographer
- ✓ Shoe & Leather Shop
- ✓ Glasses & Optic Shop






## SPA & WELLNESS

**Extra** Spa treatments are:

- ✓ Peeling and foam
- ✓ Massages:

| | | | |
|---|---|---|---|
| Classic Massage | Sports Massage | Thai Massage | Bali Massage |
| Ayurveda Massage | Reflexology | Shiatsu Massage | Lymph Drainage |
| Medical Massage | Hot Stone Massage | Chocolate Massage | Aroma Therapy |
| India Head Massage | Anti stress Massage | Sultan Massage | |

- ✓ Slim Scalp & Stretch-Mark Treatments
- ✓ Special Facial & Body Care

**Free** services in SPA center:

- ✓ Turkish Bath ( Hamam)
- ✓ Sauna
- ✓ Steam bath

## ACTIVITIES AND SPORTS OPPORTUNUTIES

- ✓ 4 Tennis courts (hard ground)
- ✓ Day-time activities
- ✓ 1 Basketball ground
- ✓ Darts, table tennis
- ✓ Gymnastics, Zumba, Yoga, Boccia, Belly Dance, Pilates, Water Gym, Pool Game
- ✓ Fitness center
- ✓ Indoor swimming pool (heated in winter)
- ✓ Animation and evening shows
- ✓ Backgammon, chess, cards
- ✓ Disco
- ✓ Deck chairs and mattress in the indoor and outdoor pools
- ✓ Beach volleyball
- ✓ Mini football
- ✓ Mini golf
- ✓ Archery and air-gun






## WEDDING & BANQUET

Our hotel has 1400 square meter open air banquet space available right on the beach. Within this area we can accommodate up to 1000 guests as Gala dinner set up. We also have a professional sound & lighting system, a private rehearsal room for the bride & groom and a rehearsal room for the orchestra.

**SOUND SPECS:**
2 Zeck Carnavals (215.2)
2 Das Action Sub bass (2*18)
2 RCF Monitors (ART 312)
2 Shenneizer EW 100 Cordless Microphones
6 Shure SM58 Corded Microphones
1 Soundcraft Spirit Volume Mixer

**LIGHTING SPECS:**
General area lighting systems
4 Ledwash Moving heads
4 Sharpy Beam Moving heads

**STAGE SPECS:**
6 meters side length
7.5 meters front length
80 cm height from ground
4 meters ceiling height

## THE BEACH AND POOLS

**Beach Condition** : Sandy
**Beach length** : 150m
**Beach width** : 60m
**Pier length** : 54m
**Pier width** : 4m-22m
**Pier area** : 396 m2
**Umbrellas, deckchairs** : Free of charge
**Beach towels** : on arrival please apply for your towel card. In case of loss 10 euro will be charged for each card / towel.

**Outdoor pool** : fresh water
**Outdoor pool area** : 3500m²
**Outdoor children's pool area** : 350m²
**Outdoor pool depth** : 145cm
**Outdoor children's pool depth:** 45cm

**Handicapped pool** : fresh water
**Outdoor pool area** : 158m²
**Outdoor pool depth** : 145cm
**There is a private portable lift for the disabled guests.**

**Pool with slides** : available/3 bands
**Depth** : 125cm
**Green slide's size** : **length** : 71m **Width** : 70x100cm **Height** : 9.2m
**Yellow slide's size** : **length** : 22.5m **Width** : 50x200cm **Height** : 6.5m
**Blue slide's size** : **length** : 61m **Width** : 80x140cm **Height** : 6.5m

**Children's pool slides** : available/2 bands
**Depth** : 85cm
**Children's pool slide's 1 size** : **length** : 9m **Width** : 50x200cm **Height** : 3m
**Children's pool slide's 2 size** : **length** : 2.50m **Width** : 60x70cm **Height** : 3.40m

**Indoor pool** : with heating/non-salted water
**Indoor pool area** : 175m²
**Indoor children's pool area** : 7m²
**Indoor pool depth** : 145cm
**Indoor children's pool depth** : 45cm






## MEETING ROOMS

| Hall Name | Floor | Theatre | Class | U Shape | Cocktail | Banquet | Feast | Space (m2) | Height (m) | Length (m) | Width (m) | Day Light |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Olympos Hall** | -1 | 1100 | 800 | - | 1200 | 650 | 1000 | 1200 | 4.8 | 55 | 22 | - |
| **Olympos 1** | -1 | 350 | 250 | - | 500 | 200 | 400 | 550 | 4.8 | 21.2 | 26 | - |
| **Olympos 2** | -1 | 300 | 200 | - | 300 | 160 | 200 | 375 | 4.8 | 16.4 | 22 | - |
| **Olympos 3** | -1 | 200 | 150 | - | 250 | 140 | 180 | 300 | 4.8 | 16.2 | 19 | - |
| **Foyer Olympos** | -1 | - | - | - | 700 | - | - | 450 | 4.6 | 25 | 18 | - |
| **Phaselis 1** | Lobby | 80 | 60 | 40 | 100 | 40 | - | 115 | 2.6 | 15 | 7.5 | ✓ |
| **Phaselis 2** | Lobby | 40 | 24 | 15 | - | 20 | - | 60 | 2.6 | 8.2 | 7.5 | ✓ |
| **Phaselis 3** | Lobby | 80 | 60 | 40 | 100 | 40 | - | 105 | 2.6 | 14.7 | 7.3 | ✓ |
| **Phaselis 4** | Lobby | 40 | 24 | 15 | - | 20 | - | 63 | 2.6 | 9 | 7 | ✓ |
| **Phaselis 5** | Lobby | 100 | 70 | 42 | 110 | 40 | - | 115 | 4.1 | 15.4 | 7.3 | ✓ |
| **TV Hall** | Lobby | 80 | 60 | 40 | 100 | 40 | - | 160 | 2.6 | 16 | 10.4 | ✓ |

| Olympos 1 | Olympos 2 | Olympos 3 | Phaselis 5 |
|---|---|---|---|
| 1 fixed 5*4 m.<br>White Motorized Screen | 1 fixed 4*3 m.<br>White Motorized Screen | 1 fixed 4*3 m.<br>White Motorized Screen | Screen size 4*2,5 m |
| 1 fixed Barco Projection 5200 lumen | 1 fixed Barco Projection 2500 lumen | 1 fixed Barco Projection 2500 lumen | 1 fixed Barco Projection 4500 lumen |
| 1 Fixed ceiling speakers + sound mixer + 2 box speakers | Fixed ceiling speakers + sound mixer + 2 box speakers | Fixed ceiling speakers + sound mixer + 2 box speakers | 1 Fixed ceiling speakers |

| Mobile Systems | Equipment | Portable Podium |
|---|---|---|
| 2 Portable 180*180cm Stand White Screen | 3 wireless lapel microphones | Size: 1m * 1m |
| | 3 wireless phantom podium microphones | Pieces : 70 |
| 1 Portable Barco Projection 2000 lumen | 3 wireless hand microphones | **Portable Dance floor** |
| 1 Portable Barco Projection 1300 lumen | 3 table microphones | Size : 80cm * 80cm |
| Portable sound mixer + 2 box speakers | 5 hand microphones (cable connection) | Pieces : 60 |
| | 1 head-set microphone | **Wireless internet access in the meeting rooms** |

## FOOTBALL PITCHES

5 football fields are located in Miracle Resort Hotel. 2 of the football fields are located inside the hotel district and the rest 3 of the football fields are suited and located where only 4 km away from the hotel district.

***The Football pitches in the Hotel Area***

Our Football Pitches are located in Hotel Area. (50 meters from the Main Building)
All the needings (inc. Football packet) are presenting for the football teams in the Miracle Resort.

1. Pitch 105 m. x 68 m. professional football pitch (Lighting is available)
2. Pitch 100 m. x 50 m. professional football pitch (Lighting is available)
3. Pitch 30 m. x 50 m. for 'goal keepers' training pitch

***The Football pitches locates outer of the hotel (4,7 km from hotel)***

Please find below included services and facilities for Football Pitches which are outer of the Miracle Resort Hotel district;
1 Service Building: Dressing Rooms (Including Bath and WC's), Doctor Clinic, Referee Room, Material Room, Car Parking Area, Café, Lodge, 300 person available to watch tribune around the pitches.

1. Pitch 105 m. x 68 m. professional football pitch (match pitch, with tribune, lighting is available)
2. Pitch 105 m. x 68 m. professional football pitch (lighting is available)
3. Pitch 105 m. x 68 m. professional football pitch (lighting is available)

***Other:***

- ✓ ***Except for the products, that have been forbidden for exportation or whose permission has been banned by the government.***
- ✓ ***Premium Drinks are served at the Bridge Bar. All premium labeled beverages are extra charged.***

***The Hotel Management keeps the right to change brand and product when required.***