



**“WELCOME TO THE REAL WORLD OF TURKISH HOSPITALITY”**

**GENERAL INFORMATION ABOUT THE HOTEL / ULTIMATE ALL INCLUSIVE CONCEPT**

Name	: <b>CRYSTAL SUNRISE QUEEN LUXURY RESORT &amp; SPA</b>
Class	: <b>5 *****</b>
Address	: Bingeşik Mevkii Kumköy Yolu Side/Antalya
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Investor	: Galeri Kristal Turizm Pazarlama Ve Ticaret Anonim Şirketi
CEO	: Umman ÇETİNBAS
Sales&Mark. Director:	: Özcan ŞİRİN
Facility Area	: 50.000 m <sup>2</sup> ; whereby 27.000 m <sup>2</sup> Hotel Buildings and 23.000 m <sup>2</sup> Hotel Garden Area
Opening Year	: 1997
Last Renovation	: 2010
Hotel Buildings	: 1 Main Building of 4 Floors, 1 Annex Building of 5 Floors and 4 Blocks with Terrace Rooms

Named after the **crystal** clear waters of the Mediterranean, our hotel is constructed directly on the beach of Side-Kumköy and is located only at 65 km from the Antalya International Airport, and at 70 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 couples of all ages and families with children – offering a private fine sandy beach of 180 m length and 50 m width as well as a variety of pools. An area of 50.000 sqm, whereby 27.000 sqm consists of hotel buildings and 23.000 sqm consists of garden area. The guests will find 4 floors of a main building, 5 floors of an annex building and 4 blocks with terrace rooms with a total capacity of 491 rooms.

**Crystal Sunrise Queen Luxury Resort & Spa has a Blue Flag for its clean beach and sea. Our hotel has The Partners of Excellence Award 2003 given by THOMAS COOK UK, TUI Holly Award 2004 and TUI Environment Champion Award 2004 given by TUI Germany, Marque of Excellence Award 2004 given by THOMAS COOK UK and TUI Holly 2005 &TUI Holly 2007 given by TUI Germany and Award of Excellence 2009 given by THOMAS COOK.**

In order to enable our guests a pleasant stay, our **“Ultimate All Inclusive”** concept starts with a warm welcome to our guests upon their arrival by offering them our traditional Turkish sweet called “cezerye” and a glass of Turkish sweet fruit drink called “sherbet”. We extend our traditional Turkish hospitality with our friendly service and exceptional service offers, including a 24 hours wide range of food and beverage supply aiming to guarantee 100% happiness and satisfaction during our guests’ stay.

There is fully equipped 800 sqm SPA health and beauty center (skin and body treatment), a special SPA garden with Bali style massage units, as well as outside **Spa swimming pool (non-heated) with Hydro massage**, relaxation beds with jacuzzi ‘s in the SPA pool, special jacuzzi, open massage sections in the SPA garden. 362 of our 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, laminate floor or marble floor, central air conditioning and heating, Plasma TV / LCD TV with satellite and music channel, mini bar, safe box, direct dial telephone, fire detector. Bath amenities: telephone, hairdryer and bathtub, 220 volt electricity supply. Also Non smoking and handicapped rooms are available.

**NUMBER OF ROOMS: 491**

362 Rooms have sea view.

**NUMBER OF BEDS: 1250**

**Standard Rooms:**

208 Standard Rooms (3 handicapped rooms)

Non-smoking rooms are available.

Maximum Capacity : 2 + 1 pax

Size of the Room : 22 sqm

All rooms with balcony, room amenities: carpet floor, central air conditioning and heating, satellite, Plasma TV / LCD TV with satellite and music channel, mini bar, safe box, direct dial telephone, fire detector. Bath amenities: telephone, hairdryer and bathtub.

**Standard Terrace Rooms:**

58 Standard Terrace Rooms

Maximum Capacity : 2 + 1 pax

Size of the Room : 25 sqm

Near the sea and have a sea view, a bathroom and all standard room amenities are available.

**Deluxe Terrace Rooms:**

51 Deluxe Terrace Rooms

Maximum Capacity : 2 + 1 pax

Size of the Room : 28 sqm

Near the sea and have a sea view, a wide balcony, chaise longue in balcony, laminate floor and all standard room amenities as well as bathrobes are available.

**Deluxe Honeymoon Rooms:**

9 Deluxe Honeymoon Rooms

Maximum Capacity : 2 pax

Size of the Room : 28 sqm

Near the sea and have a sea view, a wide balcony, chaise longue in balcony, a Jacuzzi, marble floor and all standard room amenities as well as bathrobes are available.

**Suite Rooms:**

31 Suite Rooms

Maximum Capacity : 2 + 1 pax

Size of the Room : 42 sqm

One nicely decorated bedroom and a living room with a sea view, a wide balcony, chaise longue in balcony and all standard room amenities as well as bathrobes are available. 16 suite rooms have a Jacuzzi. Laminate floor is in the bedroom and marble floor is in the living room.

**FAMILY ROOMS:**

**Room Facilities:**

134 Family Rooms

Maximum Capacity : 4 pax  
Size of the Room : 35 sqm side sea view  
42 sqm garden view

Sea view, pool view and garden view, 2 rooms (1 double and 2 single beds – rooms separated with a door), laminated flooring, 2 showers in a bathroom, hair dryer, 2 LCD TV (satellite), fully stocked 2 minibars, laptop size safe deposit box, balcony, VRV SYSTEM air-conditioners, fire detector, direct telephone line, wireless internet connection. Bath amenities: telephone, hairdryer and shower.

**Swimming Pools:**

Family Pool 303 sqm – 140 cm deep  
Mini Pool 94 sqm – 35 cm deep  
Separated pools with waterslides  
3 Waterslide for adults – 115 sqm / 120 cm deep  
2 Waterslides for children – 25 sqm / 60 cm deep  
Life guards on operational hours

**Food & Beverage:**

Kid's Kingdom Snack Restaurant  
12:00 – 14:30 Buffet (children & adults)  
14:30 – 16:00 Snacks  
15:30 – 17:00 Waffle & Ice Cream  
Kid's Coctail Bar is at your service from 10:00 till 18:00

**Other Services (Chargeable):**

Microwave in limited number of rooms – pre booking  
DVD player to the room on request  
Rental strollers  
Kettle  
Baby phone (Walky-Talky)  
Baby-chair  
Baby-pillow  
Feeding bottle warmer  
Blender (isteğe bağlı ve sorumluk için imzalanması şartı ile)

**Mini Club:**

Daily kids movies  
Kids playground  
Special facilities for teenager  
Wii and Wii games

**Open Air Cinema:**

Movies on 3 nights a week

#### **CONGRESS / CONFERENCE CENTER:**

A meeting room that has got a capacity of 600 people and there are 3 meeting rooms with a total capacity of 280 people as well as a lounge and foyer. Meeting room is equipped with the latest technological items.

<b>Saloon</b>	<b>Dimensions m</b>	<b>Height m</b>	<b>Square sqm</b>	<b>Theatre setup</b>	<b>Class setup</b>	<b>U Shaped set up</b>	<b>Banquet</b>	<b>Cocktail</b>
Grand Ballroom	27.00 * 27.00	5.8	625	600	500		500	600
Perge	15.00 * 15.00	2.5	225	150	100	50		200
Selge	6.00 * 15.00	2.5	90	80	50	25		
Crystal	4.50 * 12.00	3.6	54	50	30			

#### **SWIMMING POOLS:**

<b>AQUAPARK</b>	<b>OPEN</b>	<b>INDOOR/ HEATED</b>	<b>SWEET- WATER</b>	<b>IN THE GARDEN</b>	<b>CHILDRN N-POOL</b>	<b>DEPTH (cm.)</b>	<b>M²</b>
	X		X	X		150	180
	X		X	X		155	350
	X		X	X	X	50	24
	X		X	X		130	240
	X		X	X			
		X	X		X	180	246
X	X		X	X	X	60	25
X	X		X	X		120	115
	X		X	X	X	35	94
	X		X	X		140	303

#### **OTHER INFORMATION:**

A special children's pool and a shaded mini club with playground is available for children between 4 and 12 years. Between 01.04 and 31.10 indoor pool is not heated.

<b>OTHER ACTIVITIES</b>	
<b>Chargeable</b>	<b>Free Of Charge</b>
Hairdresser Telephone Fax / Pc services Shopping center Spa center Massage / Rubbing All drinks in the spa center as well as all treatments Doctor Dry cleaning Laundry Internet corner (with pre booking) Baby sitting Rent a car and taxi services	Turkish bath Sauna Steam room Indoor pool Parking Safe Chaise longue, shade, chaise longue mattress at the pool and the beach Beach towel Wake up call Wireless internet connection – in the family rooms and lobby (up to 56 Kbps internet is free, over 56 Kbps internet is due to charge.)

FOOD & BEVERAGE	
Chargeable	Free Of Charge
Room service (free Only between 02.00-06.00) VSOP. Cognac, 12 and 15 years whisky varieties, special local and import wines, energy drinks and fresh orange juice	A' la Carte Restaurants (1x per person- per restaurants), Sunset view Bar, Lobby Bar, Terrace Bar, Side Pool Bar, Beach Bar, Amfi Bar, Night Club, Cave Bar, Phaselis Snack Restaurant, Waterfall Restaurant, Side and Panorama Main Restaurants, Café Turquoise, Patisserie, Mini bar (water, soft drinks / checked and refilled daily)

SPORTS ACTIVITIES	
Chargeable	Free Of Charge
Tennis court illumination Tennis racket / Tennis ball Tennis lessons Jet ski / Banana Parasailing Ringo / Water-ski Canoe / Sea-Bike Surfing (with certification) Bowling	8 Tennis courts (hard ground) Squash court and illumination Squash equipments Tennis court Beach volleyball Table tennis Fitness center Waterball / Aquarobic Aerobic / Stretching Boccia Dart / Archery Pilates / Yoga Nordic Walking Billiard Mini Football / Beach Football

- All open air activities are carried out depending on the weather conditions.

PRECAUTIONS IN OUR HOTELS AGAINST GLOBAL WARMING
<ul style="list-style-type: none"> <li>• Solar energy</li> <li>• Natural gas</li> <li>• Waste decomposition</li> <li>• Recyclable materials</li> <li>• Energy savers in the rooms</li> <li>• Sensor devices for electricity and water saving</li> </ul>

- 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	-PANORAMA RESTAURANT
10.00 – 11.00	LATE BREAKFAST – CONTINENTAL	-L’ ASPENDOS RESTAURANT
10.00 – 00.00	PATISserie	-LOBBY BAR
11.00 – 17.00	CAKES AND TEA TIME	-SUNSET VIEW BAR
12.00 – 14.30	CHILDREN AND ADULT BUFFET	-KID’ S KINGDOM
14.30 – 16.00	SNACKS	-KID’ S KINGDOM
11.00 – 17.00	GOZLEME	-TERRACE BAR
12.30 – 16.00	SNACK-SERVICE	-PHASELIS RESTAURANT
12.30 – 14.30	LUNCH – OPEN BUFFET	-WATERFALL RESTAURANT
19.00 – 21.30	DINNER – OPEN BUFFET	-PANORAMA RESTAURANT
19.00 – 21.30	SEAFOOD CUISINE	-HALIKARNAS RESTAURANT (RESERVATION REQUIRED)
19.00 – 21.30	TURKISH CUISINE	-EHL-I KEYF RESTAURANT (RESERVATION REQUIRED)
19.00 – 21.30	ITALIAN CUISINE	-L’ ASPENDOS RESTAURANT (RESERVATION REQUIRED)
19.00 – 21.30	BARBEQUE	-PHASELIS RESTAURANT
22.30 – 00.00	LATE NIGHT SNACK	-L’ ASPENDOS RESTAURANT

\*\* At dinner time, our guests should wear long trousers when they come to the main restaurant (Dress Code).

\*\* EACH OF A’ LA CARTE RESTAURANTS IS ONCE PER STAY AND WITH ONLY PRE BOOKINGS.

<u>HOURS</u>	<u>DRINKS</u>	
09.00 – 00.00	SUNSET VIEW BAR	(LOCAL AND INTERNATIONAL DRINKS)
24 HOURS	LOBBY BAR	(LOCAL AND INTERNATIONAL DRINKS)
09.00 – 17.00	BEACH BAR	(LOCAL DRINKS)
10.00 – 18.30	TERRACE BAR	(LOCAL DRINKS)
10.00 – 18.00	KID’S COCKTAIL BAR	(SOFT DRINKS)
10.00 – 17.30	CAVE BAR	(LOCAL DRINKS)
10.00 – 18.00	SIDE POOL BAR	(LOCAL DRINKS)
10.00 – 00.00	Café TURQUOISE	(SOFT AND HOT DRINKS)
21.30 – 22.30	AMFI BAR	(LOCAL DRINKS)
00.00 – 03.00	NIGHT CLUB	(LOCAL AND INTERNATIONAL DRINKS)
MINI BAR	SOFT DRINKS	(CHECKED ON DAILY BASIS)

<u>HOURS</u>	<u>ACTIVITIES</u>
09.00 – 19.30	STEAM BATH
09.00 – 19.30	TURKISH BATH
09.00 – 19.30	SAUNA
09.00 – 19.30	INDOOR SWIMMING POOL
09.00 – 19.30	FITNESS CENTER

**SERVICES NOT INCLUDED IN THE ULTIMATE ALL-INCLUSIVE**

<b>Service:</b>	Telephone, fax, internet corner, laundry
<b>Sports:</b>	Tennis balls, tennis rackets, tennis court lightening, tennis lessons, motorized and non-motorized water sports
<b>Wellness:</b>	Spa and beauty center, spa pool (not heated), massage, rubbing
<b>Beverage:</b>	Alcoholic drinks will not be served to children less than 18 years. International champagnes, wine and liquor of high quality, cognac, whiskies, energy drinks 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 No alcoholic drinks shall be served at breakfast. Room service (free only between 02.00-06.00)

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