



**CRYSTAL**  
D E L U X E

2023 Fact Sheet



## GENERAL INFORMATION

<b>Opening Year</b>	2008
<b>Season</b>	Summer
<b>Category</b>	5 Star
<b>Board</b>	Ultimate All Inclusive
<b>Total Area</b>	16.000 m2
<b>Post Adress</b>	Yeni Mah. 501 Sok. No:9 Kemer/Antalya
<b>Telephone &amp; Fax</b>	+90 242 814 75 35 / + 90 242 814 75 40
<b>E-Mail</b>	info.deluxe@crystalhotels.com.tr
<b>Official Website</b>	<a href="http://www.crystalhotels.com.tr">www.crystalhotels.com.tr</a>
<b>Facility Structures</b>	The facility consists of a 6-storey main building.
<b>Beach Properties</b>	Private, 70 m away, 50 m pebble beach

# ROOM TYPES

Room Type	Piece	Total m2 & Capacity	View	Features
Standard Room	299	27 m2 / 3 Pax	Kara Manzarlı 141 adet Yandan Deniz Manzaralı 158 adet	Standard Rooms consists of 1 bedroom and 1 bathroom. Rooms have 1 double + 1 single bed. All rooms have a balcony, carpet floor and a shower in the bathroom. In the room; LCD TV, electronic safe, mini bar, hair dryer, kettle and tea & coffee setup are available. Rooms have equipment in accordance with 5 Star norms.  (77 rooms with connecting doors and 3 physically handicapped rooms)
Standard Room with Bunk Bed	10	27 m2 / 2+2 Pax	Land View	Standard Rooms consist of 1 bedroom and 1 bathroom. There are 1 double + 1 bunk bed in the rooms. All rooms have a balcony, carpet floor and a shower in the bathroom. In the room; LCD TV, electronic safe, mini bar, hair dryer, kettle and tea & coffee setup are available. Rooms have equipment in accordance with 5 Star norms.
Family Room	41	40 m2 / 4 Pax	Land View	Family Rooms consist of 2 bedrooms (with connecting door) and 1 bathroom. Rooms have 1 double + 2 single beds. All rooms have a balcony, carpet floor and a shower in the bathroom. In the room; LCD TV, electronic safe, mini bar, hair dryer, kettle and tea & coffee setup are available. Rooms have equipment in accordance with 5 Star norms.
Pasha Suite	3	55 m2 / 2+2 Pax	Land View	Pasha Suite consists of 1 living room, 1 bathroom with jacuzzi tub and shower, 1 private and differently decorated bedroom. The suite has 1 terrace and a jacuzzi on the terrace. There is 1 double bed in the suite. The Suite includes Plasma TV, DVD Player and all the features found in standard rooms.
Sultan Suite	3	75 m2 / 4+2 Pax	Land View	Sultan Suite consists of 1 living room and 2 bathrooms, one with a jacuzzi, a bathtub and a shower, and the other with a bathtub, and 2 separate bedrooms with special and different decorations. There are 1 double + 2 single beds in the suite. The Suite includes Plasma TV, DVD Player and all the features found in standard rooms.

# ROOM STANDARDS & ROOM SERVICES

Electronic Door Lock System	Daily room cleaning (from 08:00 to 16:00 every day)
Fire Alarm	Daily linen and towel change
Electronic Safe	Daily mini bar replenishment (once per day - from 08:00 to 16:00)
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	-	√	√
Pasha Suite	€	Central	Once *	√	N/A	√	√	√
Sultan Suite	€	Central	Once *	√	N/A	√	√	√

€ = Services with Extra Charge

√ = Free of Charge Services

NA = Non-available Services

\* One of Istanbul and Venezia A'la Carte dinners can be used once, for a minimum stay of 4 nights or more.



# RESTAURANTS

RESTAURANT	OPERATION HOURS	CONCEPT	Extra Charge	Reservation
Panaroma Restaurant	07:00 - 11:00 12:30 - 14:30 19:00 – 21:30	Breakfast Lunch Dinner	-	-
Mexico Snack Restaurant	21:30 - 07:00	Snack food service from Late Dinner to Breakfast	-	-
Italian Alacarte Restaurant	19:00 – 22:00	Italian Cuisine	-	√
Turkish Alacarte Restaurant	19:00 – 22:00	Turkish Cuisine	-	√
Mexican Alacarte Restaurant	19:00 – 22:00	Mexican Cuisine	-	√
Fish Alacarte Restaurant	19:00 – 22:00	Seafood	€	√
Beach Snack Service	11:00 - 18:00	Quick Snack Food Service	-	-
Lagoon Snack Service	11:00 - 18:00	Quick Snack Food Service	-	-
Gözleme House	11:00 – 18:00	Handmade Gözleme Service of various types	-	-
Lagoon Snack Service	12:30 – 15:30	Antalya Style Meatballs & Piyaz, Döner Kebab Varieties	-	-



## BARS & PATISSERIE

OUTLET	OPERATION HOURS	CONCEPT
Lobby Lounge Bar	10:00 - 23:59	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Lagoon Pool Bar	24 Hours	Domestic Alcoholic and Non-Alcoholic Beverages
Beach Bar	10:00 – 18:00	Beer and Soft Beverages
Detox Bar	10:00 – 18:00	Fresh Vegetable and Fruit Juices
Sapphire Disco Bar	23:00 – 02:00	Domestic Alcoholic and Non-Alcoholic Beverages
Vital Bar	10:00 – 18:00	Fruit Juices
Lobby Patisserie	11.00 - 23.00	Baked Presentations, Dessert, Cake and Cookie Varieties
Lagoon Bar Ice Cream Service	14:00 – 16:30	Ice Cream Service
Patisserie Ice Cream Service	11:00 - 23:00	Ice Cream Service

# ULTIMATE ALL INCLUSIVE FOOD & BEVERAGE SERVICES

Traditional Palace Sherbet and Cezerye with Carrots during Welcome	√
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 Panaroma Restaurant	√
Fresh production daily bakery products servings in patisseries	√
International Regional Coffees	√
24-hour beverage service	√
Diet Foods in Panaroma Restaurant	√
Vegetarian Food in Panaroma Restaurant	√
Regional Themed Foods in Panaroma Restaurant	√
Kids Buffet in Panaroma Restaurant	√
Ice cream service	√
Istanbul & Venezia A'la Carte Restaurants	√

# 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 Istanbul or Venezia A'la Carte Restaurants	√
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 special local and foreign wines and champagnes, Premium alcoholic drinks (10 and 12 years and above VSOP, XO Cognacs) 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	Pebble
Blue Flag Certificate	√
Number of Wooden Pier	1
WC, Showers on the beach, Changing cabins	√
Lifeguard Service	√

## POOLS

Main Pool	750 m <sup>2</sup>
Slide Pool	100 m <sup>2</sup> (3 slides)
Kids Pool	40 m <sup>2</sup>
Spa Relax Pool	60 m <sup>2</sup>
Indoor Pool (Adult)	140 m <sup>2</sup>
Indoor Pool (Child)	30 m <sup>2</sup>

\*All pools are closed between 20:00 - 08:00 for cleaning works and guest safety.

\*The indoor pool is heated between November 1st and March 31st.

\***Free of charge:** Pool bar services - Snack Restaurant services - Fixed shades at the pool, sun loungers, beach towels - Lifeguard service

## CRISPY MINI CLUB (10:00 – 23:00)

Mini club (04-12 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	√
Spa Relax Pool	Extra Charge
Sauna	√
Turkish Bath	√
Steam Room	√
Jacuzzi	Extra Charge
Massage	Extra Charge
Pouch / Foam	Extra Charge
Spa and Beauty Center	Extra Charge
Male & Female Hairdresser	Extra Charge

## ENTERTAINMENT ACTIVITIES

Daily activities

√

Evening shows

√

Live music (on certain days of the week)

√

Disco

√

Cinema

√

## SPORT ACTIVITIES

Tennis court

√

Open Air Basketball Court

√

Indoor Basketball Court

√

Beach volleyball

√

Fitness center

√ (07:00 – 21:00)

Step / Aerobic

√

Water ball / Aquaerobic

√

Table tennis

√

Darts

√

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 service)	Extra Charge
Transfer services	Extra Charge
Car rental, Stroller rental	Extra Charge
Health personnel service	Extra Charge
Shopping Center (Shops) - Market / Leather Shop - Boutique / Jewelry	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, symbolic honeymoon cake, 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 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.

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](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 <https://b2b.kilithg.com>

websites.

