



2020 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@miraclehotel.com	
Web page	: www.miraclehotel.com	
Year of opening	: April 2005	
Last Renovation	: April 2016	
Concept	: Ultra All-Inclusive	
The working period	: All year	
Area	: 135.000 m ²	
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, MasterCard, Cash	
Pets	: Pets are not accepted in our Premise	
Languages spoken by staff	: Turkish, German, English, Russian, Persian, Dutch	
Certificates	: Blue Flag ISO 9001: 2015 Quality Management System ISO 22000:2005 Food Safety Management System ISO 10002:2014 Quality Management System on Customer Satisfaction and complaints Management ISO 14001:2015 Environmental Management System OHSAS 18001:2007 Occupational Health and Safety System 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.

Suites:

In the 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 cot : Available

Change of beds sheets : Once in 2 days

Change of towels : Daily

The rooms cleaning : Daily

Mini bar's refill : Daily bathroom amenities

Bathroom Amenities : Daily

INTERNET ACCESS

- ✓ 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 08:00-02:00 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)	24.00-05.00
✓ 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	Gardenia Food Court	15.00-17.00
✓ Grill Meatball	Snack Bar	16.00-18.00
✓ Ice - cream	Gardenia Food Court	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	08.00-02.00
✓ 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	All beverages are extra charge	18.30-23.30
✓ Garden area	Beer & Soft drinks	16.00-18.00

Minibar contents:

- ✓ Coca Cola
- ✓ Sprite
- ✓ Fanta
- ✓ Mineral Water
- ✓ Cappy Fruit Juice
- ✓ Efes Pilsen Beer
- ✓ Nestle Chocolate Wafer
- ✓ Salted Peanuts
- ✓ Ülker Pretzel
- ✓ 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, Vegetarian 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 01 st 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 01 st 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 01 st 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 01 st 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 15.00. 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 7 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
- ✓ Handwork - Hobby work
- ✓ Game Park
- ✓ Other open air activities

EXTRA SERVICE

- ✓ All Premium labeled beverages
- ✓ Bridge bar (premium beverages)
- ✓ 24 hr Room service
- ✓ Telephone
- ✓ Laundry
- ✓ Professional football pitches
- ✓ Meeting rooms & equipments
- ✓ Diving Center
- ✓ 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
- ✓ Wedding & Banquet area organizations

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 OPPORTUNITIES

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



**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 are ways to provide access to the sea and pool for disabled guests and there is a private portable lift for the disabled guests.

Pool with slides : available/3 bands
Green slide's size : length : 71m
Yellow slide's size : length : 22.5m
Blue slide's size : length : 61m

Depth : 125cm
Width : 70x100cm Height : 9.2m
Width : 50x200cm Height : 6.5m
Width : 80x140cm Height : 6.5m

Children's pool slides : available/2 bands
Children's pool slide's 1 size : length : 9m
Children's pool slide's 2 size : length : 2.50m

Depth : 85cm
Width : 50x200cm Height : 3m
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. White Motorized Screen	1 fixed 4*3 m. White Motorized Screen	1 fixed 4*3 m. 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





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 Shennizer 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

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.*

