



“WELCOME TO THE REAL WORLD OF TURKISH HOSPITALITY”
GENERAL INFORMATION ABOUT THE HOTEL / ULTIMATE ALL INCLUSIVE CONCEPT
SUMMER 2019

Name	: CRYSTAL SUNRISE QUEEN LUXURY RESORT & SPA
Class	: 5 *****
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 ² ; whereby 27.000 m ² Hotel Buildings and 23.000 m ² Hotel Garden Area
Opening Year	: 1997
Last Renovation	: 2014
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 150 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 514 rooms.

Crystal Sunrise Queen Luxury Resort & Spa awarded



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 in the SPA pool, special Jacuzzi, open massage sections in the SPA garden. 360 of our rooms have sea view and all rooms have a balcony. They are comfortably decorated and designed for a superb holiday. Room amenities: 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 220 volt electricity supply. Also Non smoking and handicapped rooms are available. Wireless- LAN service all around the Hotel and in the rooms. **Swim-wear and vest are not allowed in the restaurants during evening time due to the hygienic reasons and other guest’ s expectations. Long trousers are required for Men (Dress Code).**



NUMBER OF ROOMS: 514

360 Rooms have sea view.

NUMBER OF BEDS: 1312

Standard Rooms:

230 Standard Rooms (3 handicapped rooms)

Non-smoking rooms are available.

Maximum Capacity : 2 + 1 pax

Size of the Room : 22 sqm

Sea view, side sea view or Land view options. All rooms with balcony, room amenities: laminate 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 shower. Equipments in order to make tea and coffee

Standard Terrace Rooms:

66 Standard Terrace Rooms

Maximum Capacity : 2 + 1 pax

Size of the Room : 25 sqm

Near the sea and have a side sea view or land view, 1 bathroom (with bathtub) and all standard room amenities are available. Equipments in order to make tea and coffee

Deluxe Terrace Rooms:

46 Deluxe Terrace Rooms

Maximum Capacity : 2 + 1 pax

Size of the Room : 28 sqm

Near the sea and have a sea view, wide balcony, chaise longue in balcony, laminate floor and all standard room amenities as well as bathrobes are available. Bathtub and separated shower in Bathroom. Equipments in order to make tea and coffee

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, wide balcony, chaise longue in balcony, Jacuzzi, marble floor and all standard room amenities as well as bathrobes are available. Equipments in order to make tea and coffee

Suite Rooms:

26 Suite Rooms

Maximum Capacity : 2 + 1 pax

Size of the Room : 42 sqm

1 nicely decorated bedroom and 1 living room with a sea view, wide balcony, chaise longue in balcony, 1 bathroom with a shower and all standard room amenities as well as bathrobes are available. Laminate floor is in the bedroom and marble floor is in the living room. Equipments in order to make tea and coffee

"Please consider the environment before printing this email - Lütfen bu e postayı yazdırmadan önce, kesilen ağaçları düşünün"

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FAMILY ROOMS:

Room Facilities:

137 Family Rooms (2 handicapped rooms)

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

Side Sea view, pool view and garden view, 2 rooms (1 double and 2 single beds – rooms seperated 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, Bath amenities: telephone, hairdryer and shower. Equipments in order to make tea and coffee

Swimming Pools:

Family Pool 303 sqm – 140 cm deep
Mini Pool 94 sqm – 35 cm deep
Seperated 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 & Bar
12:00 – 16:00 Snacks (optional)

Other Services (Chargeable):

Microwave– pre booking
DVD player to the room on request
Rental strollers
Baby phone (Walky-Talky)

Mini Club:

Daily kids movies
Kids playground
Special facilities for teeneger

Cinema:

Movies on 3 nights a week



CRYSTAL SUNRISE QUEEN
LUXURY RESORT & SPA
SIDE / ANTALYA

CONGRESS / CONFERENCE CENTER:

A meeting room that has got a capacity of 600 people and there are 2 meeting rooms with a total capacity of 230 people as well as a lounge and foyer. Meeting room is equipped with the latest technological items.

Saloon	Dimensions	Height	Square	Theatre	Class	U Shaped	Banquet	Cocktail
	m	m	sqm	setup	setup	set up		
Perge Theatre	27.00 * 27.00	5.8	625	600	500		500	600
Side Lounge	7.00 * 18.00	2.5	126	60	40	50		

SWIMMING POOLS:

AQUAPARK	OPEN	INDOOR/HEATED	SWEET-WATER	IN THE GARDEN	CHILDREN-POOL	DEPTH (cm.)	M²
	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 INFORMATIONS:

A special children's pool and a shaded mini club with playground is available for children between 4 and 12 years. Between 20.03 and 20.11 indoor pool is not heated.

OTHER ACTIVITIES	
Chargeable	Free Of Charge
Hairdresser	Turkish bath
Telephone	Sauna
Fax / Pc services	Steam room
Shopping center	Indoor pool
SPA center & SPA pool (not heated)	Parking
Massage / Rubbing	Safe box
All drinks in the spa center as well as all treatments	Chaise longue, parasol,
Doctor	Chaise longue mattress at beach
Dry cleaning	and around the pool
Laundry	Beach towel
Internet corner (with pre booking)	Wake up call
Rent a car and taxi services	Wireless internet connection (only in WIFI ZONEs)



★★★★★
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FOOD & BEVERAGE	
Chargeable	Free Of Charge
24 Hours Room service, VSOP cognac, 12 -15 years whiskey, Luxury Local and Import wines, Fresh fruit juices, All imported drinks between 1 am and 10 am Energy drinks Italian a la carte	24 Hours Local alcohol drinks (Luxury drinks excluded) Some imported drinks chosen by Hotelier from 10 am to 01 am Fresh orange juice during breakfast Minibar in the room

SPORTS ACTIVITIES	
Chargeable	Free Of Charge
Tennis court illumination Tennis racket / Tennis ball Tennis lessons Watersports	6 Tennis courts (hard ground) Squash court and illumination Squash equipments Beach volleyball Table tennis Fitness center Waterball /Aquarobic Aerobic / Stretching Boccia Dart Pilates / Yoga Nordic Walking Sticks Mini 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">• Solar energy• Natural gas• Waste decomposition• Recyclable materials• Energy savers in the rooms• Sensor devices for electricity and water saving

- Pets are not allowed in our hotel.
- In all Crystal Hotels, smoking is not allowed in indoor areas.

“WELCOME TO THE REAL WORLD OF TURKISH HOSPITALITY”
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	-PANORAMA RESTAURANT
11.00 – 18.00	PATISSERIE	-LOBBY BAR
11.00 – 17.00	CAKES COFFEE AND TEA	-SUNSET VIEW BAR
12.00 – 16.00	SNACKS	-KID' S KINGDOM (OPTIONAL)
11.00 – 17.30	GOZLEME	-CRYSTAL BAR
12.30 – 16.00	SNACK-SERVICE	-PHASELIS RESTAURANT
12.30 – 14.30	LUNCH – OPEN BUFFET	-WATERFALL RESTAURANT
15.00 – 17.00	WAFFLE, ICE CREAM, BOREK, FRUITS	-WAFFLE CORNER
19.00 – 21.00	DINNER – OPEN BUFFET	-PANORAMA RESTAURANT
19.00 – 21.00	SEAFOOD CUISINE	-HALIKARNAS RESTAURANT (RESERVATION REQUIRED)
19.00 – 21.00	TURKISH CUISINE	-EHL-I KEYF RESTAURANT (RESERVATION REQUIRED)
19.00 – 21.00	ITALIAN CUISINE (Chargeable)	-L' ASPENDOS RESTAURANT (RESERVATION REQUIRED)
19.00 – 21.00	MEXICAN CUISINE	-LA CASITA MEXICANA RESTAURANT
22.30 – 23.45	LATE NIGHT SNACK	-PANORAMA RESTAURANT

**** Swim-wear and vest are not allowed in the restaurants during evening time due to the hygienic reasons and other guest' s expectations. Long trousers are required for Men (Dress Code).**

**** A' la carte restaurants is free of charge once PER WEEK and reservation required.**

<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)
09.30 – 17.30	CRYSTAL CRUISE BEACH BAR	(LOCAL DRINKS)
10.00 – 18.30	CRYSTAL BAR	(LOCAL DRINKS)
10.00 – 18.00	SIDE POOL BAR	(LOCAL DRINKS)
21.30 – 22.30	AMPHI BAR	(LOCAL DRINKS)
00.00 – 03.00	DISCO	(LOCAL AND INTERNATIONAL DRINKS)
MINI BAR	SOFT DRINKS & WATER	(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	HEATED FROM 20th NOVEMBER TILL 20th MARCH
09.00 – 19.30	FITNESS CENTER	

SERVICES NOT INCLUDED IN THE ULTIMATE ALL-INCLUSIVE

Service: Telephone, fax, laundry

Sports: Tennis balls, tennis rackets, tennis court lightings, tennis lessons, motorized and non-motorized water sports

Wellness: SPA and beauty center, SPA pool (not heated), massage, rubbing

Beverage: Alcoholic drinks will not be served to children less than 18 years.
High Quality champagnes, wine, liquor, 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.

Imported alcoholic beverages between 01.00 and 10.00

No alcoholic drinks shall be served at breakfast.

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