



CRYSTAL
PALACE

2023 Fact Sheet



GENERAL INFORMATION

| | |
|----------------------------|---|
| Opening Year | 2011 |
| Season | Summer |
| Category | 5 Star |
| Board | Ultimate All Inclusive |
| Total Area | 22.000 m2 |
| Post Adress | Çolaklı- Side - Manavgat - Antalya |
| Telephone & Fax | +90 242 777 00 77 / + 90 242 777 00 71 |
| E-Mail | info.palace@crystalhotels.com.tr |
| Official Website | www.crystalhotels.com.tr |
| Facility Structures | The facility consists of a 4-storey main building and 4 separate 5-storey blocks. |
| Beach Properties | Private, 190 m beach (fine sand) |

ROOM TYPES

| Room Type | Piece | Total m2 & Capacity | View | Features |
|----------------------|-------|------------------------------|--------------------------|---|
| Standard Room | 277 | 23 – 28 – 32 m2 (Max. 3 pax) | Sea, Land, Side Sea View | The rooms have laminate floors, card lock system, central air conditioning, safe, LED TV with digital satellite broadcasting, music broadcast, mini bar, direct telephone, smoke detector. Bathrooms feature showers, telephones and hair dryers. Necessary equipment for making tea and coffee is available in the room. Maximum 3 people can accommodate. |
| Family Room | 170 | 32 – 42 m2 (Max. 4 pax) | Sea, Land, Side Sea View | The rooms have 2 bedrooms, 1 bathroom and a connecting door. All the features of standard rooms are available. Maximum 4 people can accommodate. |
| Junior Suite Room | 50 | 44 m2 (Max. 3 pax) | Side Sea View | The rooms have side sea views and consist of 1 bedroom, a large living area (120 cm high partition is available), 1 bathroom with a jacuzzi bath or shower. All the features of standard rooms are available. Maximum 3 people can accommodate. |
| Honeymoon Suite Room | 6 | 39 m2 (Max. 2 pax) | Sea View | The rooms have a direct sea view and have special honeymoon furnishings. There is 1 bedroom and a sitting corner, a jacuzzi. Maximum 2 people can accommodate. Rich fruit plate, nuts and champagne are served. |
| Paşa Suite Room | 6 | 92 – 100 m2 (Max. 4 pax) | Sea View | The rooms have direct sea view, 2 separate bedrooms, 1 living room, 2 separate bathrooms, and all the features of standard rooms are available. 4 of them have open kitchens. They have 4 balconies and maximum 4 people can accommodate. Rich fruit plate, nuts and champagne are served. |
| | | | | |

ODA STANDARTLARI & ODA SERVİSLERİ

| | |
|---|---|
| Electronic Door Lock System | Daily room cleaning (from 09:00 to 16:00 every day) |
| Fire Alarm | Daily linen and towel change |
| Electronic Safe | Daily mini bar replenishment (1 time per day) |
| National and International HD Broadcasts | Child bathtub (on demand) |
| Mini Bar | Child potty (on demand) |
| LED TV | Baby bed (on demand) |
| Music Broadcast (From TV Channels) | |
| Cartoon Channels | |
| WC, bathtub, bathroom, jacuzzi | |
| 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 | - | √ | √ |
| Family Room | € | Central | Once * | √ | N/A | - | √ | √ |
| Junior Suite | € | Central | Once * | - | N/A | √ | √ | √ |
| Honeymoon Suite | € | Central | Once * | - | √ | √ | √ | √ |
| Paşa Suite Room | € | Central | Once * | √ | √ | √ | √ | √ |
| | | | | | | | | |

€ = Services with Extra Charge

√ = Free of Charge Services

NA = Non-available Services

* A'la Carte dinner can be used once, for a minimum stay of 4 nights or more.



RESTAURANTS

| RESTAURANT | OPERATION HOURS | CONCEPT | Extra Charge | Reservation |
|---------------------------------------|---|---|--------------|-------------|
| Main Restaurant (LALEZAR RESTAURANT) | 07:00 - 11:00 12:30 - 14:30 18:30 – 21:30 | Breakfast Lunch Dinner (In the sense of comfortable dining, 16+ seating area for you.) | - | - |
| (CRYSTAL RESTAURANT) Snack Restaurant | 21:30 - 07:00 11:00-18:00 | Food service from Late Dinner to Breakfast. Daytime a la carte snack restaurant. Burger station | - | - |
| Italian Alacarte (LA MURANO) | 18:30 – 21:30 | Italian Cuisine | - | ✓ |
| Turkish Alacarte (TUĞRA) | 18:30 – 21:30 | Turkish Cuisine | - | ✓ |
| Mexican Alacarte (EL TORITO) | 18:30 – 21:30 | Mexican Cuisine | - | ✓ |
| Fish Alacarte (MEDITARRANEAN) | 18:30 – 21:30 | Seafood | € | ✓ |
| BONSAI Alacarte | 18:30 – 21:30 | Far East | - | ✓ |
| (CARETTA BEACH) Beach Snack | 11:00 - 18:00 | Quick Snack Food Service | - | - |
| WAFFLE Corner (snack) | 15:00 - 17:00 | Waffle | - | - |
| Gözleme House (snack) | 11:00 – 17:00 | Handmade Gözleme Service of various types | - | - |
| (CARETTA BEACH) Snack Restaurant | 12:00 – 15:30 | Antalya Style Meatballs & Piyaz | - | - |

BARS & PATISSERIE

| OUTLET | ÇALIŞMA SAATLERİ | KONSEPT |
|-------------------|------------------|---|
| Lounge Lobby Bar | 10:00 – 24:00 | Domestic and Foreign Alcoholic and Non-Alcoholic Beverages |
| Lagoon Bar | 24 SAAT | Domestic and Foreign Alcoholic and Non-Alcoholic Beverages |
| Turkuaz Bar | 10:00-18:00 | Domestic Alcoholic and Non-Alcoholic Beverages |
| Pool Bar | 10:00-24:00 | Domestic and Foreign Alcoholic and Non-Alcoholic Beverages |
| Caretta Beach Bar | 10:00 – 18:00 | Domestic Alcoholic and Non-Alcoholic Beverages |
| Detox Bar | 10:00 – 18:00 | Beverages made from fresh vegetables and fruits |
| Paul's Irish Bar | 18:00 – 24:00 | Rich import option (JB) (Baileys) (Bottle Beer Varieties) Beer House |
| Teras Bar | 18.00 - 23.30 | Domestic and Foreign Alcoholic and Non-Alcoholic Beverages |
| Cafe Turca | 10.00 - 22.00 | Turkish coffee, tea and hot beverages |
| Saphire Disco Bar | 23.00 - 01.00 | Domestic Alcoholic and Non-Alcoholic Beverages |
| Patisserie | 11:00 – 23:00 | Tea Service in Samovar, Hot and Cold Coffee Service, Fresh Herbal Teas, Traditional Turkish Desserts, Milk Desserts, Pies, Cake Varieties, Cheesecake |
| Ice Cream | 11:00-23:00 | Ice Cream |

ULTRA ALL INCLUSIVE FOOD & BEVERAGE SERVICES

| | |
|---|---|
| Traditional Palace Sherbet and Cezerye with Carrots during Welcome | √ |
| Table service in some units | √ |
| 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 the main restaurant | √ |
| Fresh production daily bakery products servings in patisseries | √ |
| International Regional Coffees | √ |
| Various handmade food servings at Snack Restaurants | √ |
| 24-hour beverage service | √ |
| Diet Foods in the Main Restaurant | √ |
| Vegetarian Food in the main restaurant | √ |
| Regional Themed Foods in the main restaurant | √ |
| Kids Buffet | √ |
| Ice cream service | √ |
| Some Alacartes | √ |
| Welcome services | √ |

ULTRA 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 Alacarte Restaurant | √ |
| Thematic buffet presentations, including once a week Turkish cuisine | √ |
| Freshly Squeezed Vegetables, Fruit Juices | √ |
| 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 wine, champagne 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 | Fine Sand |
| Blue Flag Certificate | √ |
| Number of Wooden Pier | 0 |
| WC, Showers on the beach, Changing cabins | √ |
| Pavilion | Extra Charge (18 Pcs) |
| Lifeguard Service | √ |
| Non-Smoking Zones on the Beach | √ |
| 16+ Zone on the Beach | √ |

POOLS

| | |
|---------------|--|
| Main Pool | 1580 m ² - 138 cm depth |
| Aquapark Pool | 84 m ² - 120 cm depth (3 slides for adults and 2 slides for kids) |
| Kids Pool | 40 m ² - 30 cm depth |
| Indoor Pool | 85 m ² - 120 cm depth |
| | |
| | |
| | |

*All pools are closed between 20:00 - 08:00 for cleaning works and guest safety. There is no heating in the indoor pool between April 1st and October 31st.

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

CRISPY MINI CLUB

| | |
|------------------------------------|---|
| Mini club (04-12 years old) | ✓ |
| Teen club (13-16 years old) | ✓ |
| Mini disco | ✓ |
| Mini cinema | ✓ |
| Playground (open air) | ✓ |
| Mini pool and activity equipment | ✓ |
| Developmental games and activities | ✓ |
| Shows for children | ✓ |
| Stroller service | ✓ |

SPA WELLNESS

| | |
|-----------------------|--------------|
| Indoor Swimming Pool | ✓ |
| Relax Zone | ✓ |
| Sauna | ✓ |
| Turkish Bath | ✓ |
| Salt Room | ✓ |
| Jacuzzi | Extra Charge |
| Massage | Extra Charge |
| Pouch / Foam | Extra Charge |
| Spa and Beauty Center | Extra Charge |

ENTERTAINMENT ACTIVITIES

| | |
|--|--------------|
| Daily activities | √ |
| Evening shows | √ |
| Live music (on certain days of the week) | √ |
| Disco | √ |
| Bowling | Extra Charge |
| Game machines | Extra Charge |
| Foosball | Extra Charge |

SPOR AKTİVİTELERİ

| | |
|--|--------------|
| Tennis court | √ |
| Basketball court | √ |
| Beach volleyball | √ |
| Fitness center | √ |
| Table tennis | √ |
| Water ball / Aquaerobic | √ |
| Darts | √ |
| Mini golf | √ |
| Outdoor Fitness | √ |
| 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 and tailor service) | Extra Charge |
| Transfer services | Extra Charge |
| Car rental, Bicycle rental | Extra Charge |
| 24-hour health personnel service | Extra Charge |
| Photography services | Extra Charge |
| Shopping Center (Shops) - Leather Shop / Market / Boutique / Photographer / Textile / Hairdresser | 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, 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, 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. Tesis genel kurallarının yer aldığı bilgilendirme yazısı girişte tüm misafirlere imza karşılığında beyan edilir.

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 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 and www.b2b.kilithg.com

websites.

