

**HOTEL INFORMATION & ULTRA ALL INCLUSIVE CONCEPT DETAILS**

(valid from 01 April to 31 October)

<b>HOTEL NAME</b>	ALVA DONNA BEACH RESORT COMFORT	<b>LANGUAGE</b>	TR, ENG, DE, RU
<b>CATEGORY</b>	5 Stars	<b>ACCEPT.CREDIT CARD</b>	Visa, Master Card, MIR, Cash
<b>FOUNDATION YEAR</b>	2004	<b>VOLTAJ</b>	220 Volt
<b>LOCATION</b>	Gundogdu – Manavgat	<b>QUALITY DOCUMENTS</b>	ISO 9001:2015 - Quality Management System
<b>OPENING PERIODS</b>	Year Around		ISO 22000:2018 - Food Safety Management System
<b>LAST RENOVATION</b>	2014 - GENERAL AREA		Safe Tourism Certificate
<b>TOTAL AREA</b>	32.000 m2		Blue Flag
<b>TOTAL ROOM</b>	328		Green star
<b>NON SMOKING ROOM</b>	Available	<b>PETS</b>	Not allowed
<b>DISABLED ROOM</b>	3	<b>COMPANY NAME</b>	Alva Emlak Otelcilik İnş.Tic.A.Ş.
<b>TOTAL CAPACITY</b>	785 pax	<b>TAX OFFICE</b>	Serik
<b>FROM ANTALYA</b>	63 km	<b>TAX NUMBER</b>	068 087 86 40
<b>FROM AIRPORT</b>	55 km	<b>POSTAL ADDRESS</b>	Gündoğdu Mahallesi,3 Nolu sokak No:3 Manavgat / Antalya
<b>FROM BEACH</b>	0 meter	<b>TELEPHONE / FAX</b>	90 242 763 73 00/ 763 73 09
<b>LENGTH OF BEACH</b>	100 meters	<b>E-MAIL</b>	info@alvadonna.com
<b>NEAREST HOSPITAL</b>	Private or State Hospital	<b>WEB SITE</b>	www.alvadonna.com
<b>FROM GOLF FIELD</b>	30 km	<b>SALES OFFICE</b>	sales@alvadonna.com
<b>NEAREST TOURISM CENTER</b>	GUNDOGDU - 0 km	<b>ON-LINE RESERVATIONS</b>	www.alvadonna.com

**TRANSFER INFORMATION:**

- 1- Public transport - Minibus (Dolmuş) to the center of Manavgat (hours are determined by the municipality)
- 2- Taxi - 24 hours / front of the hotel
- 3- Private transportation by hotel
- 4- Car rental - (available in the hotel)

**BEACH**

Distance to the beach from main building	:	100 Meters
Beach structure	:	Sand, width 60 meters, Length 100 meters
Facilities (free of charge)	:	Sunbed, sunshade, beach towel, pier
Food and drink	:	beach snack, beach bar

### ROOM FACILITIES

ROOM TYPE & INFORMATION	Total Room	m <sup>2</sup>	Max accom.	Direct sea view	Side sea view	Land view	Disabled Room	Special Price	Vip Service
Standard Room Land View	154	27	3			✓	✓		
Standard Room Side Sea View	108	27	3		✓				
Family room Land View	37	34	4			✓			
Family room Side Sea View	27	34	4		✓				
Royal suite	2	85	4	✓				✓	✓
Grand Total	328								

ROOM FACILITIES & AMENITIES	Balcony	Laminate	French bed	Twin bed	Extra bed	Connection door	Shower	Bathtub	Hair dryer	Telephone	TV - PLAZMA	Music&satellite channels	Bathrobe&slippers	Hot drinks set up	Wi- Fi	Minibar	Central A/C	Safebox
Standard Room (LV & SSV)	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Family room (LV & SSV)	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Royal suite	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

\*\* Hot drinks set up consists of: kettle, nescafe, tea, herbal tea, milk powder, sugar

\*\* Mini bar is replenished daily (soft drinks, water, beer)

DISABLED ROOMS	Total room	Land view	Twin bed	French bed	Laminat	Entrance door width	Corridor width in the room	Housing	Shower	Holders in the bath	Bath door width
Standard room	3	✓	✓		✓	88 cm	142 cm	30 m <sup>2</sup>	✓	✓	86 cm

\*\* Handicapped rooms are for sale only on the request

### HOUSEKEEPING

Room cleaning	:	Daily
Towel changing	:	Daily
Bed clothes changing	:	3 times a week
Bath set up filling	:	Daily

### POOLS

POOLS	Size, m <sup>3</sup>	Depth, cm	Indoor	Outdoor	Section for kids	Heated*	Water slides	Sunbeds	Sunshade	Towel
Relax outdoor pool	500	110		✓		✓		✓	✓	✓
Activity pool	1000	140		✓	✓	✓		✓	✓	✓
Pool with water slides	380	110		✓		✓	3	✓	✓	✓
Kids pool	30	35		✓	✓			✓	✓	✓
Indoor pool	250	140	✓		✓	✓		✓		✓
Interactive kids water slides pool	150	30		✓	✓	✓	5+1	✓	✓	✓
Sea water pool in SPA (on charge)			✓			✓		✓		✓

\*\* Dates of the pools heating are defined by the hotel Management

\*\* Sea water pool in SPA is for extra charge

## ACTIVITIES & ANIMATION

FREE OF CHARGE			
✓	Whole day entertainment (soft animation)	✓	Beach volley
✓	Evening shows	✓	Table tennis
✓	Live music	✓	Air gun shooting
✓	Tennis court (hard surface)	✓	Dart
✓	Water gym	✓	Step aerobik
✓	Tennis equipment (rackets, ball)	✓	Disco
✓	Tennis court lighting	✓	Fitness center
✓	Basketball	✓	Football
✓	Beach volley	✓	Boccia game

ON CHARGE			
✓	All water sports	✓	Bowling
✓	Billards	✓	Game machines & Play station

## FACILITIES FOR KIDS & BABIES

FREE OF CHARGE			
✓	Mini club (4-12)	✓	Kids buffet (main restaurant)
✓	Kids animation whole day	✓	Diet buffet (main restaurant)
✓	Outdoor playground	✓	Baby food in jars (main restaurant)
✓	Mini disco before evening show	✓	Packaged milk (main restaurant)
✓	Painting & activity area	✓	Packaged juice (main restaurant)
✓	Outdoor pool with 1 water slide for babies	✓	Microwave oven (main restaurant)
✓	Indoor pool	✓	Blender (main restaurant)
✓	Cinema & movies	✓	Baby cot, Baby pot (on request)
✓	High chair for babies (main restaurant)	✓	Baby carriage (upon the deposit & on the real availability)

ON CHARGE			
✓	Game machine		

## MEETING ROOMS

HALLS & SIZES	Width	Length	Height	m <sup>2</sup>	Theatre	Class	Cocktail	Banket	U Shape	Foyer
ASPENDOS	18,8 m	25,20 m	5,6 m	550	400	320	450	300	150	✓
KEMER	7 m	12,50 m	3,5 m	85	60	42	60	40	37	✓
SIDE	7 m	12,50 m	3,5 m	85	60	42	60	40	37	✓
KAPADOKYA	6,8 m	14,50 m	3,5 m	100	80	50	80	50	40	✓
CINEMA					65 Pax					✓

\*\* All meeting rooms are without columns. All meeting rooms have a foyer

**FOOD & BEVERAGE CONCEPT**

RESTAURANTS		Outdoor	Indoor& A/C	Kids menu	Diet menu	Days in week		Working hours	Theme
MAIN RESTAURANTS TOTAL 610 pax									
* Horizon restaurant 520 pax	Breakfast	✓	✓	✓	✓	7	Open buffet	07:00-10:30	International cuisine
	Lunch	✓	✓	✓	✓	7	Open buffet	12:30-14:30	International cuisine
	Dinner	✓	✓	✓	✓	7	Open buffet	18:30-21:00	International cuisine
* The Bistro 90 pax	Late breakfast	✓	✓	✓	✓	7	Open buffet	10:30-12:00	International cuisine
	Midnight snack	✓	✓	✓	✓	7	Open buffet	21:30-05:00	International cuisine
A'LA CARTE RESTAURANTS TOTAL 190 pax - ON CHARGE									
Capri restaurant	56 pax		✓			6	A'la carte	18:00-22:00	Italian cuisine
Anatolia restaurant	60 pax	✓				6	A'la carte	18:00-22:00	Turkish cuisine
Taka restaurant	74 pax		✓			6	A'la carte	18:00-22:00	Fish menu
SNACK RESTAURANTS TOTAL 214 pax									
Anatolia snack	64 pax	✓				7	A'la carte	12:30-14:30	Snacks, light meals
Dobedan snack	150 pax	✓				7	A'la carte	12:30-18:00	Snacks, light meals

- \*\* Ice cream service every day  
12:30-14:30 / 18:30-21:00 Horizon restaurant  
12:30-16:00 Anatolia restaurant  
16:00-17:00 Pool Bar Coffee break
- \*\* Various of fast food & snack such as waffle, gözleme (turkish flat breads) & fruits are served during a day 12:30-16:00
- \*\* Patiserie services 16:00-17:00 every day
- \*\* One time in every 15 days gala dinner near the pool
- \*\* A'la carte restaurants are on charge & with pre-reservation 12 EUR per person. Reservation of a'la carte restaurants is made by the guest relation department.
- \*\* Sea shoes & sea clothes are not allowed in the main restaurants.
- \*\* Dress code for the dinner.
- \*\* Fresh orange juice at the breakfast in the main restaurant is free of charge.
- \*\* Room service 24 hours are on charge.

	Outdoor	Indoor& A/C	Days in week	Working hours	Location
BARS					
Centre point		✓	7	10:00-24:00	Main building <b>**We Proudly Serve Starbucks® in the Centre point bar 10:00-18:00</b>
The Bistro	✓	✓	7	24 hours	Main building
Dobedan beach bar	✓		7	10:00-01:00	Beach
The Zone		✓	7	18:00-24:00	Main building
Pool bar	✓		7	10:00-24:00	Outdoor pool

- \*\* Local & some import alcoholic & non-alcoholic beverages are included into the concept
- \*\* Brands of the beverages are defined by the hotel management
- \*\* Premium class alcoholic beverages are not included into the concept
- \*\* Alcoholic & non-alcoholic beverages' service in bottles is on charge
- \*\* **We Proudly Serve Starbucks® in Alva Donna Hotels (included into the concept)**

### CONCEPT FOR THE SPECIAL DAYS

HONEYMOON CONCEPT			
✓	Sparkling wine & fruit basket in the room on the arrival day	✓	Breakfast in the room one time
✓	Assorted nuts & Turkish sweets in the room on the arrival day	✓	Reservation for an a'la carte restaurant one time
✓	Special room decoration on the arrival day	✓	Fresh flower in the room on the arrival day
✓	Greeting card	✓	Chocolate sweets in the room on the arrival day

\*\* This package is valid as free of charge for the honeymoon couples, whose arrival date to the hotel is no later than 60 days after the date of marriage. The confirmation of this service is done by the hotel due to marriage certificate, which must be provided to the hotel no later than 3 days before arrival.

\*\* Breakfast in the room is provided on the request & pre-reservation, only one time. Pre-reservation is made by the guest relations department

\*\* A'la carte reservation is valid for one restaurant&once. Reservation of a'la carte restaurants is made by the guest relations department after arrival.

WEDDING ANNIVERSARY CONCEPT			
✓	Wine & fruit basket in the room on the wedding anniversary day	✓	Reservation for an a'la carte restaurant one time
✓	Greeting card	✓	Small cake in the room on the wedding anniversary day

\*\* This package is valid free of charge for couples, whose date of wedding anniversary coincides with accomodation period. The confirmation of this service is done by the hotel due to marriage certificate, which must be provided to the guest relations department of the hotel after arrival.

\*\* A'la carte reservation is valid for one restaurant&once. Pre-reservation of a'la carte restaurants is made by the guest relations department after arrival (marriage certificate is required).

BIRTHDAY CONCEPT			
✓	Wine & fruit basket in the room on the birthday	✓	Reservation for an a'la carte restaurant on the birthday
✓	Greeting card	✓	Small birthday cake in the room

\*\* This package is valid free of charge for the guests, whose birthday coincides with accomodation period.

\*\* A'la carte reservation is valid for one restaurant&once. Pre-reservation of a'la carte restaurants is made by the guest relations department after arrival

### OTHER SERVICES & GENERAL INFORMATION

FREE OF CHARGE			
✓	All foods and beverages which are included into ultra all inclusive concept	✓	Wi-Fi / The public area and in the rooms
✓	Sauna, Turkish Bath	✓	Library
✓	Parking lot	✓	Fitness center (+ 12)

ON CHARGE			
✓	All beverages which are not included into ultra all inclusive concept	✓	Shops
✓	A'la carte restaurant	✓	Hair dresser
✓	All kind of massage	✓	Rent a car
✓	Beauty center	✓	Telephone
✓	Laundry	✓	Fax
✓	Room service	✓	Photographer
✓	Doctor		

GENERAL INFORMATION			
✓	Check in time 14:00 _ check out time 12:00	✓	Guest relations office is open 08:00-16:00 every day (near the reception). Direct dial from the room: 7777
✓	Early check in & late check out is paid service and can be provided only according to room availability	✓	All guests are welcome at the lobby (Turkish, English, Russian or German)
✓	Alcoholic beverages are not served for the guest who is under 18 years old	✓	Welcome treats at the lobby are served 09:00-20:00 every day (Turkish delights, sparkling wine, juice or lemonade)
✓	Your valuables please keep in the safe	✓	Weelchair is available at the reception for urgent situations.

**THE HOTEL MANAGEMENT CAN MAKE ANY CHANGES TO THE SERVICES AND ACTIVITIES OUTLINED IN THIS CONCEPT, CANCEL THEM DEPENDING ON A SEASON, WEATHER CONDITIONS, HOTEL OCCUPANCY, GUEST REQUESTS AND DIFFERENT FORCE MAJEURE WITHOUT PRIOR NOTICE.**