



▶ SUMMER 2022 FACT SHEET



**KHG** a member of Kilit Hospitality Group









Opening Year	2007
Operating Season	Summer
Category	5 Star
Board Basis	Ultimate All Inclusive
Total Area	23.000 m <sup>2</sup>
Address	Belek-Boğazkent Mevkii Serik Antalya Türkiye



Telephone	+ 90 242 731 10 50
Fax	+ 90 242 731 10 80
E-mail	info.family@crystalhotels.com.tr
Official Website	www.crystalhotels.com.tr
Facility Building Blocks Number	5-storey building, 4 blocks
Beach Location and Length	Private beach, 150 m









❖ ROOM TYPES AND NUMBER OF ROOMS



Room Location	Standard Room	Standard Room with Bunk Bed	Family Room	Family Room with Bunk Bed	Junior Suite
Side Sea View	129		33		4
Land View	135	20	54	5	





Number of Rooms

Room Location

m2

Features

284

129 Side Sea View  
135 Land View  
20 Land View with Bunk Bed

27 m<sup>2</sup>

15 rooms with connecting doors, 3 rooms for disabled guests and non-smoking rooms available. All our rooms have balconies. Maximum occupancy - 3 persons. (Maximum occupancy for Standard room with Bunk Bed - 2 adults and 2 children)



❖ Standard Room Floor Plan







Number of Rooms

Room Location

m2

Features

284

129 Side Sea View  
135 Land View  
20 Land View with Bunk Bed

27 m<sup>2</sup>

15 rooms with connecting doors, 3 rooms for disabled guests and non-smoking rooms available. All our rooms have balconies. Maximum occupancy - 3 persons. (Maximum occupancy for Standard room with Bunk Bed - 2 adults and 2 children)





Number of Rooms

Room Location

m<sup>2</sup>

Features

92

33 Side Sea View  
54 Land View  
5 Land View with Bunk bed

40 m<sup>2</sup>

Family Room consists of 2 bedrooms with connecting door (2 rooms without connecting door). Kettle, 1 bathroom and all Standard Room features are available. Maximum occupancy - 4 persons. (Maximum occupancy for Family rooms with Bunk Bed - 3 adults + 2 children or 2 adults + 3 children)





Number of Rooms

Room Location

m<sup>2</sup>

Features

92

33 Side Sea View  
54 Land View  
5 Land View with Bunk Bed

40 m<sup>2</sup>

Family Room consists of 2 bedrooms with connecting door (2 rooms without connecting door). Kettle, 1 bathroom and all Standard Room features are available. Maximum occupancy - 4 persons. (Maximum occupancy for Family rooms with Bunk bed - 3 adults + 2 children or 2 adults + 3 children)



❖ Family Room Floor Plan







Number of Rooms

Room Location

m2

Features

4

Side Sea View

58 m<sup>2</sup>

Exclusively decorated room has 1 bedroom, 1 living room, 1 bathroom with Jacuzzi, bath and shower, LED TV, DVD player, tea & coffee setup and all Standard Room features are available. Maximum occupancy - 2 persons.







## ❖ Concept Table by Room Type

Room Type	Room Service	Split / Central Air-conditioner	A la Carte Usage	2 TV	Turn Down	Bathrobe	Slippers	Tea - Coffee Set	
Standard Room	€	Central	One time *	-	N/A	-	✓	✓	
Standard Room with Bunk Bed	€	Central	One time *	-	N/A	-	✓	✓	
Family Room	€	Central	One time *	✓	N/A	-	✓	✓	
Family Room with Bunk Bed	€	Central	One time *	✓	N/A	-	✓	✓	
Junior Suite	€	Central	One time *	✓	N/A	✓	✓	✓	

€ = Paid Services

✓ = Free Services

NA = Not Applicable Services

\* A la Carte dinner is used once per every 7 nights of stay.



## STANDARD SERVICES PROVIDED IN ALL ROOMS

Safe Box

Daily towel change

Daily sheets change

Daily room cleaning (every day between 09:00 - 16:00)

Daily minibar filling (one time per day)

Baby bathtub (upon request)

Baby crib (upon request)

Baby pot (upon request)



## STANDARD EQUIPMENT IN ALL ROOMS

Electronic Door Lock System

Large Single or Double Bed

Fire Alarm

Balcony

Balcony Hanger

National and International HD TV Channels

Mini Bar

Hair Dryer

LCD TV

Make-up Table and Mirror

Music Broadcast (via TV channels)

Bathroom Amenities Set

Cartoon Channels

Free WiFi

WC, Shower, Bathroom

Bathroom Towels

Direct Telephone Line in Bathroom and Room

Slippers

Central Air-conditioning System

Electronic Safe Box



❖ RESTAURANTS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Main Restaurant	Buffet	Breakfast	07:00	11:00	800	Central	<i>Special time arrangements for you for a comfortable dining experience.</i>
		Lunch	12:30	14:30			
		Dinner	18:30	21:30			





Outlets

Concept

Concept Details

Servis Hours

Capacity

Music

Info

Main Restaurant

Kids  
Open Buffet

Lunch

12:00

13:00

Dinner

18:00

19:30

800

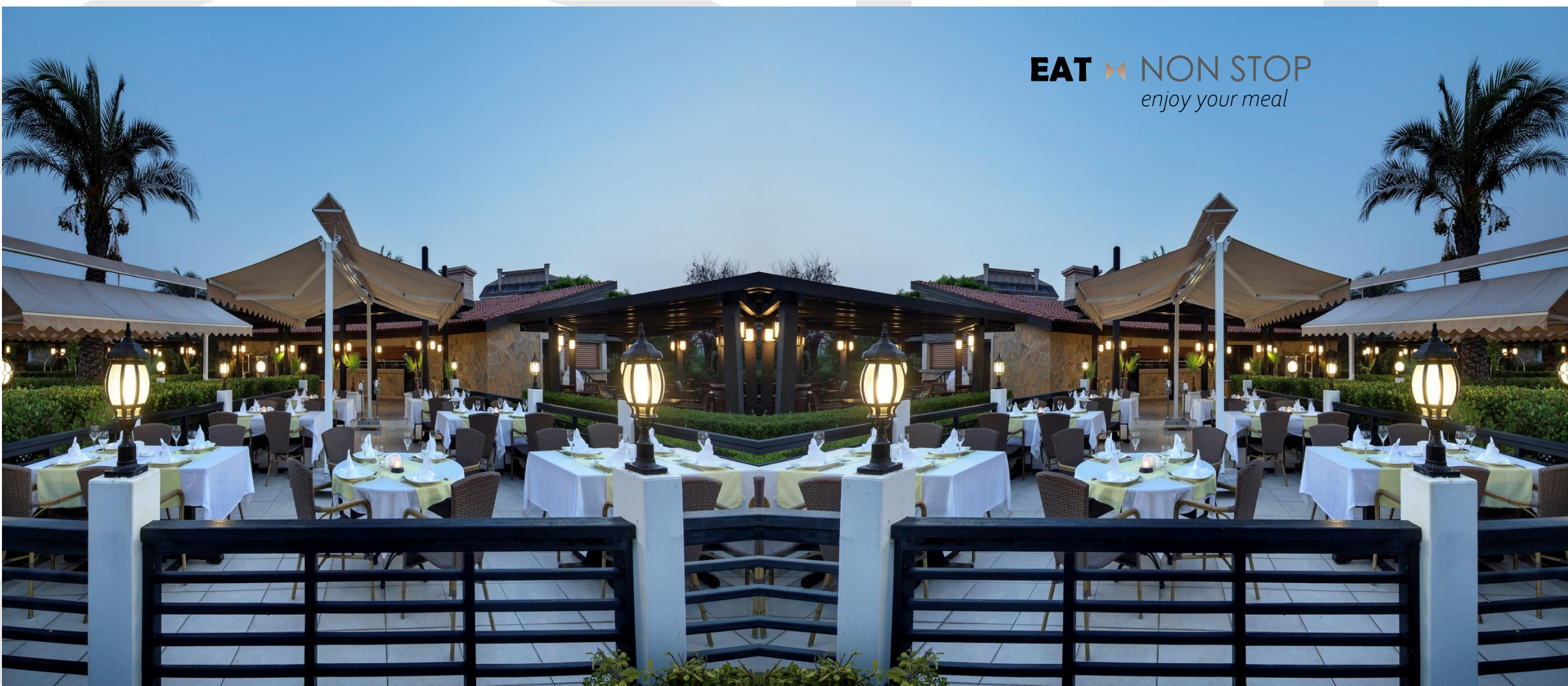
Central

*Without Reservation*

*Free*



**EAT** ✦ **NON STOP**  
*enjoy your meal*



Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Caretta Snack  
 Restaurant

24 Hours

Late Snack  
 Restaurant

21:30

07:00

200

Central

*Food service from Late Dinner  
 until Breakfast*





Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Italian A la Carte	A la Carte	Italian Cuisine	18:30	21:30	70	Central	With Reservation Free
Turkish A la Carte		Turkish Cuisine					





Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Fish A la Carte

A la Carte

Seafood

18:30

21:30

50

Central

*With Reservation  
Extra Charge*





Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Crystal Coffee &amp; Patisserie

Patisserie

Snack

11:00

22:00

200

Central

Bakery Offerings, Cakes Assortment and Ice Cream





Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Caretta Snack

Snack

Fast Food

11:00

18:00

*Fast Food Service*

Gözleme House

Gözleme

11:00

17:00

200

Central

*Various Kinds of Handmade Gözleme*





❖ BARS



Outlets	Concept	Concept Details	Service Hours	Capacity	Music	Info
Lobby Bar	Beverage	Indoor Menu	10:00	100	Central	<i>Local and Imported Alcoholic and Non-Alcoholic Drinks</i>
Cafe Turca		Hot Drink Menu	10:00			





❖ BARS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Snack Bar	Beverage	Outdoor Menu	10:00	18:00	200	Central	Local Alcoholic and Non-Alcoholic Drinks
Pool Bar		Indoor Drink Menu	00:00	23:59	90		Local and Imported Alcoholic and Non-Alcoholic Drinks





Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Caretta Beach Bar

Beverage

Beach Beverage Menu

10:00

18:00

300

*Beer and Soft Drinks*

Central

Detox Bar

Detox Beverage Menu

10:00

22:00

72

*Soft and Healthy Drinks*





Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Disco Bar

Beverage

Outdoor Beverage Menu

23:00

02:00

150

Central

*Local Alcoholic and Non-Alcoholic Beverages*









❖ SPECIAL DAYS & ORGANIZATIONS



## FREE SERVICES

Special service for honeymoon couples: fast check-in, sparkling wine, fruit basket, themed room decoration, A la Carte reservation on an evening of your choice (with special table decoration) and breakfast service to the room on your preferred date, room upgrade to a higher category depending on the availability of the hotel, special setups, flowers and special designed gifts in the room.

\*\* In order validate the package, the date of marriage registration shall not be more than 10 months prior to arrival (basing on check-in date). It is mandatory to submit the marriage certificate upon the check-in.

## PAID SERVICES

Birthday Celebration Card, Wine, Fruit Plate, Decorated Table at the Restaurant. Birthday Cakes are offered on a paid basis.

Wedding Anniversary Celebration: Wine, Fruit Plate, Decorated Table at the Restaurant. Wedding Anniversary Cakes are offered on a paid basis.



## L&H Ultimate All Inclusive

*Local & Healthy Ultimate All Inclusive*

- We select and present our food products standing by their authentic place of origin
- Local products are displayed with geographical tags ("Cream", "Cheese "etc.)
- We offer gluten-free bread and dough products made with healthy wheat
- Healthy and natural products are mainly used in children's and baby buffets
- Detox menu includes carefully selected vegetables and fruits that turn into a healthy drinks
- Fried products containing refined trans fat are not presented. We give our priority to healthy cooking methods throughout the facility.

**LOCAL** ✕ **HEALTHY**  
*food & drinks*





**WE** ✕ **SERVE**  
*you enjoy*

Dear Guests, we've prepared a new open buffet system to completely eliminate contact with food serving and service equipment.

Our Kitchen Chefs will serve the delicious food prepared for you on open buffets without touching it by means of "**WE SERVE**" system within the social distance rules.

**WE** ✕ **SERVE**  
*you enjoy*



## FOOD & BEVERAGE SERVICES

Standard Free Services

Standard Free Services

Traditional Palace Sherbet and Cezerye as a Welcome Treat

24-Hour beverage service

Table service in all outlets

Dietary food at the Main Restaurant

Mini bar (refilled one time per day)

Vegetarian food at the Main Restaurant

Lunch and dinner concepts include beverage serving

Local themed food at the Main Restaurant

All-day Snack restaurants serving grill varieties, pizza, pide, hamburger and similar snack foods

Kids Open Buffet at the Main Restaurant

Main restaurant serves breakfast, lunch and dinner within an open buffet concept

Ice Cream Service

Baked fresh daily bakery products served in patisseries

Baked Potato

International and local coffee

Boiled Corn

Various handmade foods served in Snack Restaurants

Some of A la Carte Restaurants



## FOOD & BEVERAGE SERVICES

### Standard Free Services

### Standard Paid Services

Welcome Service	Freshly squeezed vegetable & fruit juices and Energy drinks
A 'la Minute food preparation in some units	All bottled alcoholic products, all special local and import wines and champagnes, Premium alcoholic beverages (10 and 12 + years old aged VSOP, XO Cognacs)
Special section for families with children in the Main Restaurant	All wine, champagne and special meals at A la Carte Restaurants orders are served for an extra charge. (Excluding Table Wine))
Fresh cut fruit and charkuterie served at the buffet	24-hour Room Service
Baked fresh daily bakery products	Special meals and events organized in certain locations of the facility
Beverage menu in all bars	Special day celebrations (Wedding Anniversary and Birthday cakes)
1 Use of A la Carte Restaurant for every 7 nights of stay	All A la Carte Restaurants for stays of 6 nights or less
Thematic buffet presentations, including Turkish cuisine once a week	



❖ BEACH & SWIMMING POOLS



Mostly sand and fine gravel, Blue Flag certified beach  
1 wooden pier  
WC, beach showers  
Locker cabins  
Lifeguards on duty throughout the day  
No-Smoking zones on the beach

Pavilions and affiliated service areas (with reservation and extra charge)  
Beach Bar services  
Poolside and beach umbrellas  
Sun beds, beach towels



# PAVILLIONS

The joy is in its nature

*Naturally delightful*

Depending on availability, the pavilions can be rented for a daily fee.  
A complete minibar setup as well as a special service for food and drinks are available





## 8 PAVILIONS

We have a 150 meter long private beach. 4 large and 4 small pavilions are offered to our guests as a special service. Pavilions are available for daily rent at a certain fee, basing on availability. Full soft Minibar setup, cakes assortment, optional filling and cocktail service available.



❖ AQUAPARK



3 adult and 2 children water slides available. Serves between 10:00 - 12:00 / 14:00 - 16:00.





Aquapark concept within the Mini Club area for our little guests.





❖ SWIMMING POOLS



SIZE

LOCATION

Main Pool	900 m <sup>2</sup>	Next to the Lagoon Bar
Spa Pool	60 m <sup>2</sup>	Next to the Lagoon Bar
Aquapark (Adult)	130 m <sup>2</sup>	Next to the Main Pool
Aquapark (Kids)	80 m <sup>2</sup>	Next to the Main Pool

All pools are closed between 20:00 and 08:00 due to cleaning works and guest safety.





## SIZE

## LOCATION

Indoor Pool

110 m<sup>2</sup>

Spa Center

Indoor Pool (Kids)

15 m<sup>2</sup>

Spa Center





❖ CRISPY KIDS WORLD



For our little guests ... We have created great opportunities so that they can enjoy their holidays to the fullest in an unlimited and freely way. All-day activities, Crispy Mini Club, games, designated pool, food and beverage services for children and young people ages 4-12. We have prepared many activities where they can make new friends, improve themselves, get enough of games and fun. Our kids club staff, to whom you entrust your most precious ones, show our little ones all the care they deserve and constantly watch over them. We know that the kids club is the most important department that does not admit mistakes, and for this reason, our kids club personnel in all our facilities with the concept of "Child and Family Friendly Hotel" host our little guests with this awareness. Because we know that if our little guests are happy, their families are happy too. Come and present your children a fun, adventurous and unforgettable holiday!

- Mini Club (04-12 years)
- Teen Club (13-17 years)
- Mini Disco
- Mini Cinema

- Playground (outdoor)
- Mini pool and activity equipments
- Baby stroller (paid)
- Learning games and activities, shows for children





Daily Activities

DJ Performance

Karaoke

Night Shows

Live Music Bands

Outdoor Fitness

Themed Parties & Gala Night

Backgammon, Chess, Card games etc..

Yoga & Meditation





★★★★★

**CRYSTAL HOTELS**

RESORT & SPA  
KEMER · BELEK · SIDE · BODRUM



**CRYSTALCLEAR**  
Spa Center









❖ SPA CENTER



## Free Services

Indoor Swimming Pool / Jacuzzi  
Relax Area  
Sauna / Shock Shower  
Turkish bath  
Steam room  
Fitness Center

## Paid Services

Massage  
Peeling / Foam Massage  
Spa and Beauty Center







❖ SPORT & ACTIVITIES



## Free Services

2 Tennis courts with hard surface, Mini golf  
Boccia, darts, aerobics, stretching, Aqua Aerobics, water polo, Aqua, cinema  
Beach volleyball, table tennis  
Fitness room

## Paid Services

Tennis court lighting, ball and rackets  
Entertainment center, game machines, bowling, billiard, table football  
Motorized and non-motorized water sports (Jet ski, banana, parasailing, canoe, pedalo, Surfing (certificate is mandatory)  
Professional football field



## GENERAL SERVICES (Free Services)

Wake-up Service

Mini Bar

Message Service

Guest Relations desk

Parking Lot (OUTDOOR)

Daily table reservations in the Main Restaurant for disabled guests

Luggage Carriers

Special landscaping allowing disabled guests to access any area of the facility



## GENERAL SERVICES (Paid Services)

Telephone, fax, photocopy

Laundry (dry cleaning, washing, ironing and tailor service)

Shopping Center (Shops)

Transfer Services

Rent a Car, Bicycle Rental, Baby Stroller Rental

Doctor Service

Photography Service

## SHOPPING CENTER

Leather Shop

Boutique

Hairdresser

Market

Photographer

Max Style



## 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 products and brands are used in all Food and Service offerings.
  - Guests who are allergic to any food products are required to inform the Guest Relations of their situation upon entering the facility. Otherwise, the Hotel Management is not responsible for any problem that may occur.
  - In accordance with the laws of the Republic of Turkey as of 19.05.2008 smoking is prohibited in general indoor areas.
  - Pets are not allowed in our facility.
  - Hotel Check-In time 14:00 and Check-Out time is 12:00. Even if the room is left on time, the use of the facility services after 12:00 is subject to an extra charge.
  - Some restaurants and bars may have a dress code. (Dinner buffet and A la Carte Restaurants)
  - Air-conditioning working hours are automatically adjusted by the automation system according to the outside weather conditions in order to provide maximum comfort.
  - Alcoholic beverages, as well as tobacco products and alcohol, are not served or sold to the guests under the age of 18.
  - Alcohol is not served to the guests with health risks.
  - Preparatory works carried out during the opening and closing of the season may be delayed due to the weather conditions.
  - The opening date of the beach is determined by the hotel management according to the weather conditions.
  - The hotel management reserves the right to unilaterally make changes in all services and hours stated in the Factsheet due to pandemia, weather conditions and similar reasons beyond the control.
  - Days when restaurants and bars are closed set by the hotel management may vary depending on weather conditions and reservation requests.
  - In terms of hygiene and safety it is not suitable to take food, beverage and equipment out from food and beverage units to outdoor areas.
  - Bath amenities are provided in accordance with the number of persons on daily basis.
  - Information letter with general rules of the facility is given upon arrival to all guests against signature.
  - In case if sun bed is occupied but not being used for a long time, the hotel authorized personnel may take the belongings away from the sun bed to empty it.
  - Fishing and hunting within the swimming borders is prohibited.
  - Motor vessels cannot be used within the swimming borders.
  - All consumables, guest amenities, towels, mini bar contents, and cosmetic products provided in the rooms are served as an all-inclusive package for daily use within the facility. It is not appropriate to take these supplies out of the facility.
  - The hotel management reserves the right to make unilateral changes regarding the services and information in this guide.
  - Our current concept is always available on our [crystalhotels.com.tr](http://crystalhotels.com.tr) website. Tour Operators and Agencies acknowledge that currently published concepts are valid within the scope of the contracts and they will update this information simultaneously on their sales and marketing channels.
  - [Crystal Hotels does not accept responsibility for out-of-date content on the web sites of agencies and tour operators.](#)



# MEASURES AGAINST GLOBAL WARMING IMPLEMENTED IN OUR HOTELS

## Natural Gas Usage

Waste sorting

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Usage of recyclable materials

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Usage of Energy Saver in rooms

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Usage of electricity-saving lighting and sensors

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Usage of sensors and aerators to save water

## Solar Energy Usage





MEETING ROOMS



Our meeting room with a foyer area has a capacity of 430 persons and can meet any demands with its state-of-the-art technical equipment and modern infrastructure.

Meeting Room	Size m	Height m	Size m2	Theater	Class	U Layout	Banquet Ball	Cocktail
A	15.80*17.50	4	276	270	100	60	180	320
B	15.80*10.50	4	166	160	55	35	110	180



# UP-TO-DATE PHOTOS, VIDEO, LOGO, FACT SHEET

## CRYSTAL FAMILY RESORT & SPA

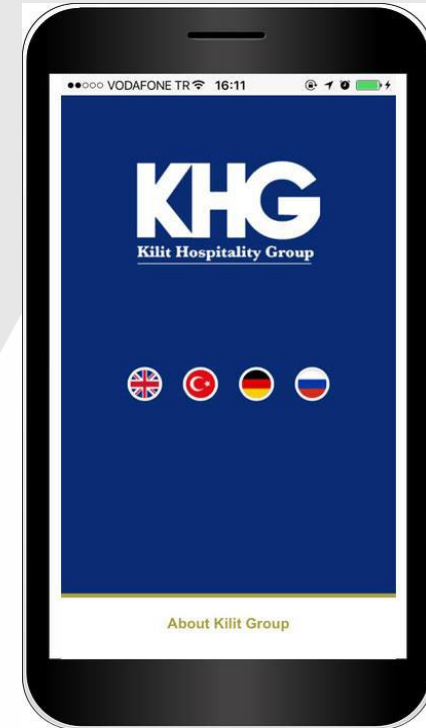
You can access all up-to-date information, fact sheets, images, logos and videos from the addresses below.

[www.crystalhotels.com.tr](http://www.crystalhotels.com.tr)



<http://acente.kilithg.com/>

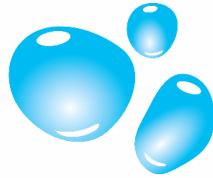
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**CRYSTAL FAMILY**

**RESORT & SPA**

Boğazkent - BELEK / ANTALYA