

**HOTEL INFORMATION & ULTRA ALL INCLUSIVE CONCEPT DETAILS**  
(valid from 01 april to 31 october)

<b>HOTEL NAME</b>	ALVA DONNA WORLD PALACE HOTEL	<b>LANGUAGE</b>	TR, ENG, DE, RU
<b>CATEGORY</b>	5 Stars	<b>ACCEPT.CREDIT CARD</b>	Visa, Master Card, Cash
<b>FOUNDATION YEAR</b>	1994	<b>VOLTAJ</b>	220 Volt
<b>LOCATION</b>	Kemer-Kiriş	<b>QUALITY DOCUMENTS</b>	ISO 9001:2015 - Quality Management System
<b>OPENING PERIODS</b>	Summer Season		ISO 22000:2018 - Food Safety Management System
<b>LAST RENOVATION</b>	2015		ISO 10002:2018 - Guest Satisfaction Management System
<b>TOTAL AREA</b>	107.000 m2		Safe Tourism Certificate
<b>TOTAL ROOM</b>	816		Blue Flag, Green star
<b>NON SMOKING ROOM</b>	Available	<b>PETS</b>	Not allowed
<b>DISABLED ROOM</b>	8	<b>COMPANY NAME</b>	ALVA Emlak Otelcilik İnş. Tic A.Ş.
<b>TOTAL CAPACITY</b>	1914 pax	<b>TAX OFFICE</b>	Serik
<b>FROM ANTALYA</b>	60 km	<b>TAX NUMBER</b>	068 087 86 40
<b>FROM AIRPORT</b>	65 km	<b>POSTAL ADDRESS</b>	Sahil Cad. No:5, Kiriş/Kemer/ Antalya
<b>FROM BEACH</b>	0 meter	<b>TELEPHONE / FAX</b>	90 242 813 63 63/ 824 69 70
<b>LENGTH OF BEACH</b>	400 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>	Kiriş-500 m	<b>SALES OFFICE</b>	sales@alvadonna.com
<b>NEAREST TOURISM CENTER</b>	KEMER - 6 km	<b>ON-LINE RESERVATIONS</b>	www.alvadonna.com

**TRANSFER INFORMATION:**

- 1- Public transport - Minibus (Dolmuş) to the center of Kemer (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 beach from main building	:	150 Meters
Beach structure	:	Sand & small pebbles , Width 50 meters, Length 400 meters
Facilities (free of charge)	:	Sunbed, sunshade, beach towel, Pier, Zone +16 (only for adults)
Facilities (on charge)	:	VIP Pavillion
Food and drink	:	Beach snack, Beach bar
Private child & baby beach	:	Sea water pool, sunshade, sunbed

\*\* VIP pavillions are equipped with safe, mini bar, separate shower and sunbeds, max 4 pax are allowed . VIP pavillions are on charge & with pre-reservation. Reservation is made by the guest relation department after the arrival.

### ROOM FACILITIES

ROOM TYPE & INFORMATION	Total Room	m <sup>2</sup>	Max accom.	Direct sea view	Side sea view	Pool view	Land view	Disabled Room
Standard room land view	525	35	3				✓	8
Standard room pool view	85	35	3			✓		
Standard room side sea view	56	35	3		✓			
Douplex family room	132	56	4			✓	✓	
Terrace suite	18	57	3+1	✓				
<b>Grand Total</b>	<b>816</b>							<b>8</b>

ROOM FACILITIES & AMENITIES	Balcony	Carpet	Ceremit	French bed	Twin bed	Extra bed	Connection door	Shower	Bathub	Jacuzzi	Hair dryer	Telephone	TV - PLAZMA	Music&satellite channels	Bathrobe & slippers	Hot drinks set up	Wi- Fi	Minibar	Central A/C	Individual A/C	Safebox	Living Room
Standard room land view	✓	✓	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Standard room pool view	✓	✓	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Standard room side sea view	✓	✓	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Douplex family room	✓	✓	✓	✓	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Terrace suite	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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

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

DISABLE ROOMS	Total room	Land view	Twin bed	French bed	Carpet	Entrance door width	Coridor width in the room	Housing	Shower	Holders in the bath	Bath door width
STD room land view	8	✓	✓	✓	✓	88 cm	142 cm	26 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
Main outdoor pool	1650	140		✓				✓	✓	✓
Aqua pool	50	140		✓			2	✓	✓	✓
Indoor pool	200	140	✓			✓		✓		✓
Semi olimpic pool	400	200		✓				✓	✓	✓
Relax pool	200	140		✓		✓		✓	✓	✓
Aqua Tower- Interactive kid's water slides pool (6 slides for kids & 3 slides for babies)	200	25		✓	✓	✓	6+3	✓	✓	✓
Outdoor kids pool	50	40		✓	✓		1	✓	✓	✓
Kids' pool with sea water on the beach	15	40		✓	✓			✓	✓	✓
Indoor kids pool	18	30	✓		✓	✓		✓		✓

\*\* Dates of the pools heating are defined by the hotel management.

**ACTIVITIES & ANIMATION**

FREE OF CHARGE

✓ Whole day entertainment	✓ Beach volley
✓ Evening shows	✓ Table tennis
✓ Live music	✓ Air rifle
✓ Concert	✓ Dart
✓ Water Gym	✓ Step aerobik
✓ 9 Tennis court (hard surface)	✓ Disco
✓ Basketball	✓ Fitness center
✓ Volleyball	✓ Football
✓ Water polo	✓ Boccia game

ON CHARGE

✓ Tennis court lighting	✓ All water sports
✓ Tennis equipment (rackets, ball)	✓ Game machines

**FACILITIES FOR KIDS & BABIES**

FREE OF CHARGE

✓ Mini club (4-12) & Kids' animation whole day	✓ Kids buffet (main restaurant)
✓ Outdoor playground, painting & activity area	✓ Diet buffet (main restaurant)
✓ Mini disco before evening show	✓ Baby food in jars (main restaurant)
✓ Trampolines	✓ Packaged milk (main restaurant)
✓ Cinema & movies	✓ Packaged juice (main restaurant)
✓ Aqua Tower- Interactive kid's water slides pool (6 slides for kids & 3 slides for babies)	✓ Microwave oven (main restaurant)
✓ Outdoor pool with 1 water slide for kids	✓ Blender (main restaurant)
✓ Sea water pool on the beach for kids	✓ Baby cot, Baby pot
✓ Indoor pool	✓ High chair for babies (main restaurant)

ON CHARGE

✓ Baby sitting	✓ Baby carriage
	✓ Game machine

FOOD & BEVERAGE CONCEPT

RESTAURANTS		Outdoor	Indoor & A/C	Kids menu	Diet menu	Days in week		Working hours	Thema
MAIN RESTAURANTS TOTAL 1438 pax									
* Meander restaurant 360 pax	Breakfast		✓	✓	✓	7	Open buffet	07:00-10:00	International cuisine
	Lunch		✓	✓	✓	7	Open buffet	12:30-14:30	International cuisine
	Dinner		✓	✓	✓	7	Open buffet	19:00-21:30	International cuisine
	Midnight snack		✓	✓	✓	7	Open buffet	24:00-06:00	International cuisine
* Tigris restaurant 280 pax	Breakfast		✓	✓	✓	7	Open buffet	07:00-10:00	International cuisine
	Late breakfast		✓	✓	✓	7	Open buffet	10:00-11:00	International cuisine
	Lunch		✓	✓	✓	7	Open buffet	12:30-14:30	International cuisine
	Dinner		✓	✓	✓	7	Open buffet	19:00-21:30	International cuisine
* Outdoor restaurant 1100 pax	Breakfast	✓		✓	✓	7	Open buffet	07:00-10:00	International cuisine
	Lunch	✓		✓	✓	7	Open buffet	12:30-14:30	International cuisine
	Dinner	✓		✓	✓	7	Open buffet	19:00-21:30	International cuisine
A'LA CARTE RESTAURANTS TOTAL 395 pax _ ON CHARGE									
Vivaldi restaurant	100 pax	✓	✓			6	A'la carte	19:00-22:00	Italian cuisine
Sushi restaurant		✓				6	A'la carte	19:00-22:00	Japanese cuisine
The Mariner fish restaurant	100 pax	✓	✓			6	A'la carte	19:00-22:00	Fish menu
Sofra Turkish restaurant	120 pax	✓				6	A'la carte	19:00-22:00	Turkish cuisine
SNACK RESTAURANTS TOTAL 750 pax									
Arena snack restaurant	750 pax	✓				7	Open buffet	12:00-18:30	Snacks, light meals
Pool snack restaurant	500 pax	✓		✓	✓	7	Open buffet	12:00-18:00	Snacks, light meals

\*\* Ice cream 11:00-18:00 / 18:30-21:30

\*\* One time in a two weeks gala dinner & two time a week thema dinner in the main restaurants.

\*\* A'la carte restaurants are on charge & with pre-reservation 10 EUR per person (Vivaldi restaurant, The Mariner fish restaurant, Sofra Turkish restaurant), 20 EUR per person (Sushi restaurant). Reservation is made by 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.

\*\* Various of fast food & snacks & fruits are served during a day.

\*\* Room service 24 hours are with extra charge.

	Outdoor	Indoor & A/C	Days in week	Working hours	Location
<b>BARS</b>					
Lobby piano bar	✓	✓	7	24 hours	Main building
Pool bar	✓		7	10:00-24:00	Main outdoor pool
Arena beach bar	✓		7	10:00-24:00	Beach
Captain's bar	✓	✓	7	10:00-18:00	Relax pool
Patisserie monet		✓	7	10:00-24:00	Main building
Recharge disco bar		✓	7	23:00-01:00	Disco
Muco coffee house	✓		7	10:00-24:00	Main outdoor pool
Lobby tea house		✓	7	08:00-24:00	Main building
Vitamin bar (spa)		✓	7	09:00-18:00	SPA center

\*\* Local & 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

### MEETING ROOMS

HALLS & SIZES	Width	Length	Height	m2	Theatre	Class	Cocktail	Banket	U Shape	Foyer
Olympos	18 m	38 m	3,5 m	678	730	600	620	500	150	*
Aspendos	15 m	33 m	6 m	500	505	375	460	250	140	✓
Phaselis	10 m	15 m	6 m	150	90	63	100	60	50	✓
Myra	5 m	10 m	3 m	50	40	30	*	*	20	✓
Patara	6 m	7,5 m	3 m	45	35	26	*	*	15	✓
Perge	6 m	7,5 m	3 m	45	35	26	*	*	15	✓

\*\* All meeting rooms are without columns.

### CONCEPT FOR THE SPECIAL DAYS

HONEYMOON CONCEPT	
✓ Fresh flower in the room on c/in day	✓ Breakfast in the room one time
✓ Special room decoration on the c/in day	✓ Champagne or wine & fruit basket in the room on the c/in day
✓ Reservation for a'la carte restaurant	✓ Special discount in SPA center
✓ VIP bathroom amenities	✓ Greeting card

\*\* This package is valid free of charge for the honeymoon couples, whose arrival date to the hotel no later than 45 days after the date of marriage (marriage certificate is required). 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.

\*\* A'la carte reservation is valid for one restaurant (Vivaldi restaurant or Sofra Turkish restaurant) & once. Pre-reservation of a'la carte is made by guest relation department after arrival.

\*\* Breakfast in the room is provided on the request & pre-reservation, once time. Pre-reservation is made by guest relation department after arrival.

WEDDING ANNIVERSARY CONCEPT			
✓	Wine & fruit basket in the room on the wedding anniversary day	✓	Reservation for a'la carte restaurant
✓	Greeting card	✓	Special discount in SPA center

\*\* 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 relation department of the hotel after arrival.

\*\* A'la carte reservation is valid for one restaurant (Vivaldi restaurant or Sofra Turkish restaurant) & once. Pre-reservation is made by guest relation department after arrival (marriage certificate is required).

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

\*\* 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 (Vivaldi restaurant or Sofra Turkish restaurant) & once. Pre-reservation is made by guest relation department after arrival (marriage certificate is required).

### OTHER SERVICES & GENERAL INFORMATION

FREE OF CHARGE			
✓	All foods and beverages which are including in ultra all inclusive concepit	✓	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 in ultra all inclusive concepit	✓	Shops
✓	A'la carte restaurant	✓	Hair dresser
✓	All kind of massage	✓	Rent a car
✓	Beauty center	✓	Telephone
✓	Laundry	✓	Fax
✓	Room service	✓	Currency exchange
✓	Doctor	✓	Photographer

GENERAL INFORMATION			
✓	c/in time 14:00 _ c/out time 12:00	✓	Guest relations office is open 08:00-24:00 every day (near the reception).
✓	Early c/in & late c/out is paid service and can be provided only according to room availability	✓	Welcome treats at the lobby are served 08:00-18:00 every day (Turkish delights, chocolate, champagne, orange juice or lemonade)
✓	Alcoholic beverages are not served for the guest who is under 18 years old	✓	All guests are welcome at the lobby (Turkish, English, Russian or German)
✓	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.**