

HOTEL INFORMATION & ULTRA ALL INCLUSIVE CONCEPT DETAILS

(valid from 01 april to 31 october)

HOTEL NAME	ALVA DONNA BEACH RESORT COMFORT	LANGUAGE	TR, ENG, DE, RU
CATEGORY	5 Stars	ACCEPT.CREDIT CARD	Visa, Master Card, Cash
FOUNDATION YEAR	2004	VOLTAJ	220 Volt
LOCATION	Gundogdu – Manavgat	QUALITY DOCUMENTS	ISO 9001:2008 - Quality Management Certification
OPENING PERIODS	Year Around		ISO 22000:2005 - Food Safety Management System
LAST RENOVATION	2014 - GENERAL AREA		ISO 10002:2004 - Guest Satisf. & Complaints Mn. Sys.
TOTAL AREA	32.000 m2		Blue Flag
TOTAL ROOM	308		Green star
NON SMOKING ROOM	Available	PETS	Not allowed
DISABLED ROOM	3	COMPANY NAME	ALVA İnş.Emlk. Turz & Yat. Tic. Şti.
TOTAL CAPACITY	750 pax	TAX OFFICE	Serik
FROM ANTALYA	63 km	TAX NUMBER	068 087 86 40
FROM AIRPORT	55 km	POSTAL ADDRESS	Gündoğdu mevkii, RK 139, Çolaklı, Manavgat / Antalya
FROM BEACH	0 meter	TELEPHONE / FAX	90 242 763 73 00 / 763 73 09
LENGTH OF BEACH	100 meters	E-MAIL	info@alvadonna.com
NEAREST HOSPITAL	Private or State Hospital	WEB SITE	www.alvadonna.com
FROM GOLF FIELD	30 km	SALES OFFICE	sales@alvadonna.com
NEAREST TOURISM CENTER	GUNDOGDU - 0 km	ON-LINE RESERVATIONS	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 beach from main building	:	100 Meters
Beach structure	:	Sand, width 60 meters, Length 100 meters
Facilities (free of charge)	:	Sunbed, sunshade, beach towel, pier
Facilities (on charge)	:	VIP Pavillion
Food and drink	:	beach snack, beach bar

ROOM FACILITIES

ROOM TYPE & INFORMATION	Total Room	m ²	Max accom.	Direct sea view	Side sea view	Land view	Disabled Room	Special Price	Vip Service
Standard Room (LV & SSV)	244	27	3		✓	✓	✓		
Family room (LV & SSV)	62	34	4		✓	✓			
Royal suite	2	85	4	✓				✓	✓
Grand Total	308								

ROOM FACILITIES & AMENITIES	Balcony	Carpet	Laminat	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 replenished daily (soft drinks, water, beer)

DISABLE ROOMS	Total room	Land view	Twin bed	French bed	Carpet	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 ²	✓	✓	86 cm

** Handicap 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 filing	:	Daily

POOLS

POOLS	Area, m ²	Dept, 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	✓		✓	✓		✓		✓
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	✓ Archery
✓ Tennis court (hard surface)	✓ Dart
✓ Water Gym	✓ Step aerobik
✓ Tennis equipment (rackets, ball)	✓ Disco
✓ Tennis court lighting	✓ Fitness center
✓ Basketball	✓ Football
✓ Volleyball	✓ Boccia game
ON CHARGE	
✓ All water sports	✓ Bowling
✓ Billard	✓ 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
✓ High chair for babies (main restaurant)	✓ Baby carriage (under a deposit)
ON CHARGE	
✓ Baby sitting	✓ Game machine

MEETING ROOMS

HALLS & SIZES	Width	Length	Height	m ²	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	Thema
MAIN RESTAURANTS TOTAL 1070 pax									
* Horizon restaurant 550 pax	Breakfast	✓	✓	✓	✓	7	Open buffet	07:00-10:30	International cuisine
	Dinner	✓	✓	✓	✓	7	Open buffet	18:30-21:00	International cuisine
* Big Hut 400 pax	Lunch	✓	✓	✓	✓	7	Open buffet	12:30-14:30	International cuisine
* The Bistro 120 pax	Late breakfast	✓	✓	✓	✓	7	Open buffet	10:30-12:00	International cuisine
	Midnight snack	✓	✓	✓	✓	7	Open buffet	21:00-05:00	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
SNACK RESTAURANTS TOTAL 120 pax									
The Bistro snack	120 pax	✓				7	A'la carte	24 hours	Snacks, light meals

- ** Ice cream 12:00-24:00 every day
- ** Various of fast food & snack, waffle, gözleme (turkish flat breads) & fruits are served during a day 12:00-16:00
- ** 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 7 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
The Bistro	✓	✓	7	24 hours	Main building
Phoenix disco		✓	7	22:30-03:00	Main building
Lounge bar	✓	✓	7	16:00-24:00	Main building
Mediterranean beach bar	✓		7	10:00-18:00	Beach
The Zone		✓	7	18:00-24:00	Main building
White horses pool bar	✓		7	10:00-18:00	Outdoor pool
Sisha house	✓		7	10:00-24:00	Main building

- ** Local & some import alcoholic & non-alcoholic beverages are included in concept
- ** Brands of the beverages are defined by the hotel management
- ** Premium class alcoholic beverages' are not included in concept
- ** Alcoholic & non-alcoholic beverages' service in bottles is on charge

CONCEPT FOR THE SPECIAL DAYS

HONEYMOON CONCEPT

✓	Fresh flower in the room on the arrival day	✓	Breakfast in the room one time
✓	Special room decoration on the arrival day	✓	Sparkling wine & fruit basket in the room on the arrival 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).

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

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

WEDDING ANNIVERSARY CONCEPT

✓	Wine & fruit basket in the room on the wedding anniversary day	✓	Special discount in SPA center
✓	Greeting card		

** This package is valid free of charge for couples, whose date of wedding anniversary falls into accomodation period (marriage certificate is required).

BIRTHDAY CONCEPT

✓	Greeting card	✓	Wine & fruit basket in the room
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** This package is valid free of charge for the guests, whose birthday falls into accomodation period.

OTHER SERVICES & GENERAL INFORMATION

FREE OF CHARGE

✓	All foods and beverages which are including in 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 in ultra all inclusive concept	✓	VIP pavillions on the beach
✓	A'la carte restaurant	✓	Shops
✓	All kind of massage	✓	Hair dresser
✓	Beauty center	✓	Rent a car
✓	Laundry	✓	Internet cafe
✓	Room service	✓	Telephone
✓	Doctor	✓	Fax

✓	Photographer	✓	Currency exchange
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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 the 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.