

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

HOTEL NAME	ALVA DONNA EXCLUSIVE HOTEL & SPA	LANGUAGE	TR, ENG, DE, RU
CATEGORY	5 Stars	ACCEPT.CREDIT CARD	Visa, Master Card, Cash (PayPass is not accepted)
FOUNDATION YEAR	2005	VOLTAJ	220 Volt
LOCATION	Belek – Boğazkent	QUALITY DOCUMENTS	ISO 9001:2015 - Quality Management System
OPENING PERIODS	All year around		ISO 22000:2018 - Food Safety Management System
LAST RENOVATION	2020 – Rooms in the main building, general area		ISO 10002:2018 - Guest Satisfaction Management System
TOTAL AREA	64.000 m2		ISO 10002:2004 - Guest Satisf. & Complaints Mn. Sys.
TOTAL ROOM	728		Safe Tourism Certificate
NON SMOKING ROOM	Available		Blue Flag
PETS	Not allowed		Green Star
DISABLED ROOM	7	COMPANY NAME	Alva Emlak Otelcilik İnş. Tic. A.Ş.
TOTAL CAPACITY	1907 pax	TAX OFFICE	Serik
FROM ANTALYA	50 km	TAX NUMBER	068 087 86 40
FROM AIRPORT	40 km	POSTAL ADDRESS	Boğazkent Mah. Mimar Sinan Cad. No:5-12 / Belek /Serik/Antalya
FROM BEACH	0 meter	TELEPHONE / FAX	90 242 731 00 25 / 731 00 91
LENGTH OF BEACH	300 meter	E-MAIL	info@alvadonna.com
NEAREST HOSPITAL	Private or State Hospital	WEB SITE	www.alvadonna.com
FROM GOLF FIELD	5 km	SALES OFFICE	sales@alvadonna.com
NEAREST TOURISM CENTER	BELEK - 7 km	ON-LINE RESERVATIONS	www.alvadonna.com

TRANSFER INFORMATION:

- 1- Public transport - Minibus (Dolmuş) to Antalya and center of Belek (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	:	150 Meters
Beach structure	:	Sand & pebbles , width 50 meters, Length 300 meters
Facilities (free of charge)	:	Sunbed, sunshade, beach towel, pier, zone +16 (only for adults)
Facilities (on charge)	:	VIP Pavillion
Food and drink	:	Pier bar, 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 ²	Max accom.	Direct sea view	Side sea view	Land view	Disabled Room	Special Price	Vip Service	Main building	Deluxe building
Standard Room Land View	189	27	3			✓	3			✓	
Standard Room Side Sea View	69	27	3		✓	□				✓	
Deluxe standard room	198	27-30	2+1		✓	✓	4				✓
Quadruple room main building	57	30	3+1		✓	✓				✓	
Deluxe quadruple room	26	48	3+1		✓	✓					✓
Family room	99	41	4		✓	✓				✓	
Deluxe family room	30	41	4		✓	✓					✓
Family room bunk bed	21	41	3+2		✓	✓				✓	
Superior family room	12	50	4		✓	✓		✓		✓	
Junior suite	4	48	2	✓	✓	✓		✓			✓
Executive suite	6	60-77	2		✓	✓		✓			✓
Royal suite	12	100-125	4		✓	✓		✓	✓	□	✓
Sultan suite	3	81	4	✓	✓			✓	✓	✓	□
Madonna suite	1	175	2	✓				✓	✓	✓	□
Presidential suite	1	180	4	✓				✓	✓	✓	□
Grand Total	728						7				

ROOM FACILITIES & AMENITIES	Balcony	Carpet	Laminat	French bed	Twin bed	Extra bed	Bunk bed	Connection door	Shower	Bathtub	Jacuzzi	Hair dryer	Telephone	TV - PLAZMA	Music&safelife channels	Bathrobe & slippers	Hot drinks set up	Wi- Fi	Minibar	Central A/C	Individual A/C	Safebox	Living Room
Standard Room LV & SSV	✓		✓	✓	✓	✓			✓			✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Deluxe standard room	✓		✓	✓		✓			✓			✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Quadruple room main building	✓		✓	✓	✓		✓		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Deluxe quadruple room	✓		✓	✓					✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Family room	✓		✓	✓	✓			✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Deluxe family room	✓		✓	✓	✓			✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Family room bunk bed	✓		✓	✓	✓		✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Superior family room	✓		✓	✓	✓			✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Junior suite	✓		✓	✓					✓			✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Executive suite	✓		✓	✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Royal suite	✓		✓	✓	✓			✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Sultan suite	✓		✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Madonna suite*	✓			✓					✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Presidential suite	✓	✓		✓	✓			✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

** Madonna Suite has epoxy floor

** 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	Laminat	Entrance door width	Corridor width in the room	Housing	Shower	Holders in the bath	Bath door width
STD room main building	3	✓		✓	✓	88 cm	142 cm	30 m²	✓	✓	86 cm
Deluxe STD room	4	✓	✓	✓	✓	88 cm	142 cm	25-27 m²	✓	✓	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
Bathroom amenities set up filling	:	Daily

POOLS

POOLS	Size, m³	Depth, cm	Indoor	Outdoor	Section for kids	Heated*	Water slides	Sunbeds	Sunshade	Towel
Main outdoor pool	2850	140		✓		✓		✓	✓	✓
Pool with water slides for adults	380	110		✓		✓	5	✓	✓	✓
Mini club pool	80	35		✓	✓	✓	1	✓	✓	✓
Interactive kid's water slides pool	190	35		✓	✓	✓	7+3	✓	✓	✓
Outdoor SPA pool	560	140		✓				✓		✓
Indoor pool	250	140	✓			✓		✓		✓
Indoor kids pool	25	35	✓		✓	✓		✓		✓
Kids pool with sea water on the beach	20	35		✓	✓			✓	✓	✓
Deluxe outdoor pool	1064	140		✓				✓	✓	✓
Deluxe kids outdoor pool	25	35		✓	✓			✓	✓	✓
Deluxe indoor pool	190	140	✓			✓		✓		✓
Deluxe kids indoor pool	25	35	✓		✓	✓		✓		✓
Deluxe Outdoor pool with Jacuzzi	25	35		✓				✓	✓	✓

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

** Some pools have cooling system. Dates of the pools cooling in the summer season are defined by the hotel management.

ACTIVITIES & ANIMATION

FREE OF CHARGE			
✓	Whole day entertainment	✓	Beach volley
✓	Evening shows	✓	Table tennis
✓	Live music	✓	Archery
✓	Concert	✓	Dart
✓	Water Gym	✓	Step aerobic
✓	Tennis court (hard surface)	✓	Disco
✓	Tennis equipment (rackets, ball)	✓	Fitness center & Crossfit Saloon
✓	Basketball	✓	Football
✓	Volleyball	✓	Boccia game
✓	Air rifle	✓	Water polo

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

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 (mini club)	✓	Microwave oven (main restaurant)
✓	Outdoor Interactive kid's pool with 10 water slides	✓	Blender (main restaurant)
✓	Sea water pool on the beach for kids	✓	Baby cot
✓	Indoor pool	✓	Baby pot
✓	Cinema & movies	✓	Kids bathroom step stool
✓	Kids' snack (outdoor)	✓	High chair for babies (main restaurant)
		✓	Baby carriage (upon the deposit & on the real availability)

ON CHARGE			
✓	Baby sitting	✓	Game machine

MEETING ROOMS

HALLS & SIZES	Width	Length	Height	m2	Theatre	Class	Cocktail	Banket	U Shape	Foyer
TURKA HALL	16,2	27,28	3,6	442	500	280	400	275	70	✓
* TURKA 1	8,7	16,2	3,6	145	150	100	120	60	50	✓
* TURKA 2	9,56	16,2	3,6	155	150	100	130	60	50	✓
* TURKA 3	8,76	16,2	3,6	142	150	100	120	60	50	✓
TURKA 4	5,8	10	2,8	58	45	30	*	*	20	✓
FESTIVAL HALL	8,1	20	2,8	162	220	110	150	100	50	✓
LOUNGE 1	6	16,5	3,45	99	50	35	*	*	30	✓
LOUNGE 2	7	14,75	3,45	103	110	80	*	*	45	✓
LOUNGE 3	7	18,75	3,45	129,5	120	85	50	70	45	✓
CINEMA					54 Pax					✓

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

** The ceiling height in Turka hall is between 3,20 m - 3,60 m

** Festival hall is not using for conference during the summer Season

** Lounge A & Lounge B are available for the guests who are waiting for early check/in or late check/out

FOOD & BEVERAGE CONCEPT

RESTAURANTS		Outdoor	Indoor& A/C	Kids menu	Diet menu	Days in week		Working hours	Thema
MAIN RESTAURANTS TOTAL 1890 pax									
* Panorama 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	18:30-21:00	International cuisine
* Deluxe restaurant 600 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	18:30-21:00	International cuisine
* Bistro restaurant 140 pax	Late breakfast	✓	✓		✓	7	Open buffet	10:00-11:30	International cuisine
	Midnight snack	✓	✓			7	Open buffet	21:30-06:00	International cuisine
	Kids lunch buffet	□	✓	✓		7	Open buffet	12:30-14:30	International cuisine
	Kids dinner buffet	□	✓	✓		7	Open buffet	18:30-21:00	International cuisine
A'LA CARTE RESTAURANTS TOTAL 160 pax _ ON CHARGE									
Italian restaurant	30 pax		✓			6	A'la carte	19:00-21:30	Italian cuisine
French restaurant	30 pax		✓			6	A'la carte	19:00-21:30	French cuisine
Fish restaurant	30 pax		✓			6	A'la carte	19:00-21:30	Fish
Steak House restaurant	30 pax		✓			6	A'la carte	19:00-21:30	Meat
Asian restaurant	30 pax		✓			6	A'la carte	19:00-21:30	Asian cuisine
Teppanyaki restaurant	10 pax		✓			6	A'la carte	19:00-21:30	Japanese cuisine
SNACK RESTAURANTS TOTAL 430 pax									
A'la Turca snack	250 pax	✓				7	Open buffet	12:30-18:00	Snacks, light meals
Arena snack	120 pax	✓				7	Open buffet	12:00-16:00	Snacks, light meals
Beach snack	60 pax	✓				7	Open buffet	12:00-16:00	Snacks, light meals
Deluxe snack	120 pax	✓				7	Open buffet	14:30-17:30	Snacks, light meals
Kids snack	N/A	✓				7	Open buffet	12:00-16:00	Snacks, light meals

** Ice cream: 10:00-18:00; 18:30-21:00.

** Kumpir (potato with filling), donut, gözleme (turkish flat breads) served in the snack restaurants in the certain time.

** One time a week gala dinner & two time a week thema dinner in the main restaurant.

** A'la carte restaurants are on charge & with pre-reservation. Reservation of a'la carte restaurants is made by the guest relation department. Italian, French, Chinese, Fish a'la carte 10 EUR per person; Steak house 12 EUR per person; Teppanyaki a'la carte 30 EUR per person.

** 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.

** Variety of fast food & snack & fruits are served during a day.

** Room service 24 hours is on charge.

	Outdoor	Indoor & A/C	Days in week	Working hours	Location
BARS					
Cinna bar		✓	7	24 hours	Main building (After 24:00 only non-alcoholic beverages)
Deluxe lobby bar		✓	7	24 hours	Deluxe building
Festival bar		✓	7	09:00-16:00	Main building (Only non-alcoholic beverages)
Bella pool bar	✓		7	09:00-24:00	Main outdoor pool
Deluxe pool bar	✓		7	10:00-18:30	Deluxe outdoor pool
Arena bar	✓		7	24 hours	Alva arena
Beach bar	✓		7	10:00-18:00	Beach
Pier Bar	✓		7	10:00-24:00	Beach
Disco bar		✓	7	23:30-02:00	Main building
Deluxe patisserie		✓	7	12:30-21:00	Deluxe building

- ** 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

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	✓	VIP bathroom amenities

- ** 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. Italian, Fish, Chinese, French restaurants are available for reservation. 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. Italian, Fish, Chinese, French restaurants are available for reservation. 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 accommodation period.
 ** A'la carte reservation is valid for one restaurant & once. Italian, Fish, Chinese, French restaurants are available for reservation. 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 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 into ultra all inclusive concept	✓	VIP pavillions on the beach
✓	A'la carte restaurants	✓	Shops
✓	All kinds of massage	✓	Crossfit center
✓	Beauty center & hairdresser	✓	Rent a car
✓	Laundry	✓	Internet cafe
✓	Room service	✓	Telephone
✓	Doctor	✓	Fax
✓	Photographer	✓	Currency exchange

GENERAL INFORMATION			
✓	Check in time 14:00 _ check out time 12:00	✓	Guest relations office is open 08:00-24:00 every day (at the ground floor under the reception). Direct dial from the room: 7777 (Alva Assist)
✓	Early check in & late check out is paid service and can be provided only according to the room availability	✓	All guests are welcomed at the lobby (Turkish, English, Russian or German)
✓	Alcoholic beverages are not served for the guests who is under 18 years old	✓	Welcome treats at the lobby are served 09:00-20:00 every day (Turkish delights, candy, mini cake, sparkling wine, juice or lemonade)
✓	Your valuables please keep in the safe	✓	Wheelchair 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.