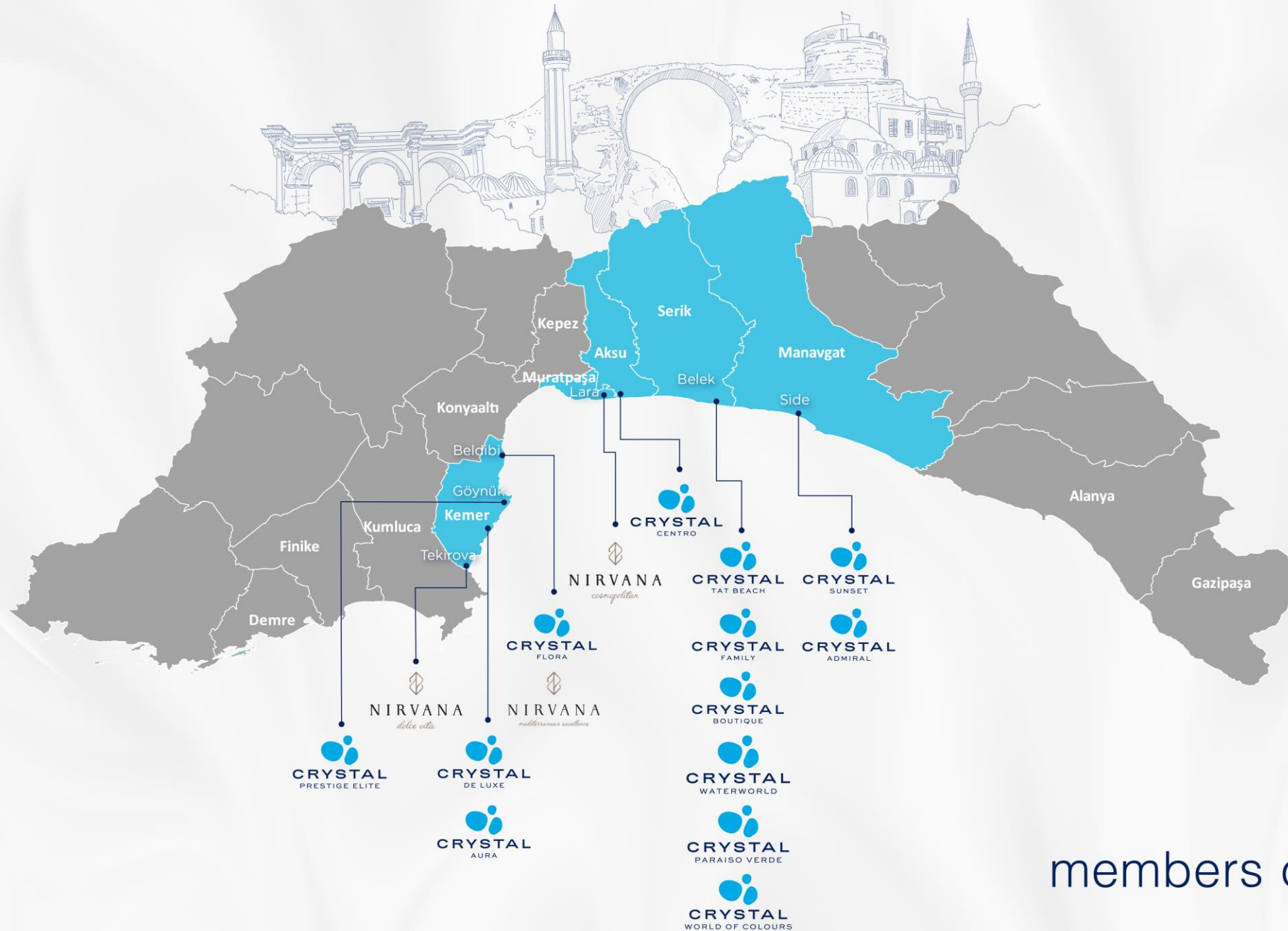






members of **KHG**

# GENERAL INFORMATION



|                    |                                                                                                               |
|--------------------|---------------------------------------------------------------------------------------------------------------|
| Opening Year       | 2004                                                                                                          |
| Category           | 5 Star                                                                                                        |
| Board              | Ultimate All Inclusive                                                                                        |
| Total Area         | 29,000 m <sup>2</sup>                                                                                         |
| Postal Address     | Atatürk Cad. Kemer / Antalya                                                                                  |
| Telephone and Fax  | +90 242 814 69 00 / +90 242 814 69 10                                                                         |
| E-Mail             | info.aura@crystalhotels.com.tr                                                                                |
| Official Website   | www.crystalhotels.com.tr                                                                                      |
| Facility Buildings | The property consists of two main building blocks (3 and 4 storeys) and a 3-storey apart hotel with 9 blocks. |
| Beach Features     | Private beach, 180 m long and 30 m wide, with a mix of sand and pebbles.                                      |

## ROOM TYPES

| Room Type                        | Number of Rooms | Total m² and Capacity   | View          | Features                                                                                                                                                                                                                            |
|----------------------------------|-----------------|-------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standard Room with Aquapark View | 26              | 18 – 24 m² / 2+1 guests | Aquapark View | The room features one bedroom with a double bed and a single bed, and one bathroom with WC. Maximum occupancy: 2 adults + 1 child.                                                                                                  |
| Standard Room                    | 291             | 18-24 m² / 2+1 guests   | Land View     | This room category features a single bedroom with one double bed and one single bed, as well as one bathroom with WC. The hotel has 4 specially designed rooms for guests with disabilities. Maximum occupancy: 2 adults + 1 child. |
| Standard Room with Sea View      | 37              | 18-24 m² / 2+1 guests   | Sea View      | The room features one bedroom with a double bed and a single bed, and one bathroom with WC. Maximum occupancy: 2 adults + 1 child.                                                                                                  |
| Standard Room with Terrace       | 8               | 24 m² / 2 guests        | Land View     | The room features one bedroom with a double bed, a large terrace, and one bathroom with WC. Maximum occupancy: 2 guests.                                                                                                            |
| Standard Room with Bunk Bed      | 83              | 24 m² / 2+2 guests      | Land View     | The room features one bedroom with a double bed and one bunk bed, and one bathroom with WC. Maximum occupancy: 2 adults + 2 children.                                                                                               |
| Family Room with Land View       | 70              | 34 m² / 4 guests        | Land View     | The room features two bedrooms with one double bed and two single beds, and one bathroom with WC. Maximum occupancy: 4 guests.                                                                                                      |
| Family Room with Bunk Bed        | 20              | 38 m² / 3+2 guests      | Land View     | The room features two bedrooms with one double bed, one single bed, and one bunk bed, and one bathroom with WC. Maximum occupancy: 3 adults + 2 children.                                                                           |

Room Types





# ROOM STANDARDS AND ROOM SERVICES



| Standards and Services                      |   |
|---------------------------------------------|---|
| Electronic Door Lock System                 | ✓ |
| Fire Alarm System                           | ✓ |
| Electronic Safe                             | ✓ |
| National and International HD TV Channels   | ✓ |
| Minibar                                     | ✓ |
| LCD TV                                      | ✓ |
| Music Broadcast (via TV)                    | ✓ |
| Cartoon Channels                            | ✓ |
| WC, Shower Cabin and Bathroom               | ✓ |
| Direct-Dial Telephone in Room and Bathroom  | ✓ |
| Split Air Conditioning                      | ✓ |
| Large Single or Double Bed                  | ✓ |
| Balcony                                     | ✓ |
| Balcony Drying Rack                         | ✓ |
| Hair Dryer                                  | ✓ |
| Make-up Table and Mirror                    | ✓ |
| Bathroom Amenities Set, Towels and Slippers | ✓ |
| Free Wi-Fi Access                           | ✓ |

# ROOM STANDARDS AND ROOM SERVICES



| Standards and Services                                  |   |
|---------------------------------------------------------|---|
| Daily room cleaning (08:00-16:00)                       | √ |
| Daily linen and towel change                            | √ |
| Daily minibar replenishment (once per day, 08:00-16:00) | √ |
| Baby bathtub (on request)                               | √ |
| Child potty (on request)                                | √ |
| Baby cot (on request)                                   | √ |

√ = Included

# CONCEPT TABLE ACCORDING TO ROOM TYPES

| Room Type                        | Room Service | Split / Central AC | 2 TV | Turndown | Bathrobe | Slippers | Tea and Coffee Set-up |
|----------------------------------|--------------|--------------------|------|----------|----------|----------|-----------------------|
| Standard Room with Aquapark View | €            | Split              | -    | N/A      | -        | √        | -                     |
| Standard Room                    | €            | Split              | -    | N/A      | -        | √        | -                     |
| Standard Room with Sea View      | €            | Split              | -    | N/A      | -        | √        | -                     |
| Standard Room with Terrace       | €            | Split              | -    | N/A      | √        | √        | √                     |
| Standard Room with Bunk Bed      | €            | Split              | -    | N/A      | -        | √        | -                     |
| Family Room with Land View       | €            | Split              | √    | N/A      | -        | √        | -                     |
| Family Room with Bunk Bed        | €            | Split              | √    | N/A      | -        | √        | -                     |

€ = Extra Charge  
√ = Included  
N/A = Not Available

Crystal Hotels is proud to present new innovations in comfort and culinary delights for the 2026 season. This year, we have significantly enhanced our approach to food, beverages, service, and comfort, carefully redesigning every aspect. With the perfect combination of comfort and indulgence, we invite you to enjoy an extraordinary experience.



# RESTAURANTS



| Outlets                  | Operating Hours                                 | Concept                                    | Reservation |
|--------------------------|-------------------------------------------------|--------------------------------------------|-------------|
| Main Restaurant          | 07:00 - 11:00<br>12:30 - 14:30<br>18:30 - 21:30 | Breakfast<br>Lunch<br>Dinner               | -           |
| Italian À La Carte       | 18:30 - 23:00                                   | Italian Cuisine                            | -           |
| Turkish À La Carte       | 18:30 - 23:00                                   | Turkish Cuisine                            | -           |
| Fish À La Carte          | 18:30 - 23:00                                   | Seafood                                    | -           |
| Turkish À La Carte Snack | 11:00 - 16:00                                   | Handmade hamburger & salad & Turkish döner | -           |
| Italian À La Carte Snack | 12:00 - 18:00                                   | Pizzas & pastas & salads                   | -           |
| Pool Snack Restaurant    | 11:00 - 16:00                                   | Selection of quick snacks                  | -           |
| Gözleme House            | 11:00 - 18:00                                   | Handmade gözleme (various types)           | -           |
| Fruit Corner             | 11:00 - 16:00                                   | Seasonal fruits & ice cream                | -           |
| Waffle & Ice Cream       | 11:00 - 16:00                                   | Ice cream varieties & waffle               | -           |
| Late Night Snack         | 23:00 - 07:00                                   | Enriched snacks                            | -           |

# BARS AND PATISserie



| Outlets             | Operating Hours | Concept                                                                 |
|---------------------|-----------------|-------------------------------------------------------------------------|
| Patisserie          | 11:00 – 23:00   | Baked presentations, pastries and ice cream                             |
| Patisserie Bar      | 10:00 – 23:00   | Hot beverages                                                           |
| Beach Bar           | 10:00 – 18:00   | Beer and soft beverages                                                 |
| Lobby Bar           | 10:00 – 00:00   | Local and imported alcoholic and non-alcoholic beverages, hot beverages |
| Aqua Bar            | 10:00 – 16:00   | Local alcoholic and non-alcoholic beverages                             |
| Disco Bar           | 00:00 – 02:00   | Local alcoholic and non-alcoholic beverages                             |
| Pool Bar            | 10:00 – 00:00   | Local alcoholic and non-alcoholic beverages                             |
| Sea Side Bar        | 24 Hours        | Local and imported alcoholic and non-alcoholic beverages, hot beverages |
| Sky Bar             | 16:00 – 00:00   | Local alcoholic and non-alcoholic beverages                             |
| Mamboo Cocktail Bar | 18:30 – 23:59   | Alcoholic and non-alcoholic cocktail menu                               |
| Sushi Bar           | 18:30 – 23:00   | Sushi varieties                                                         |

# ULTIMATE ALL INCLUSIVE FOOD AND BEVERAGE SERVICES

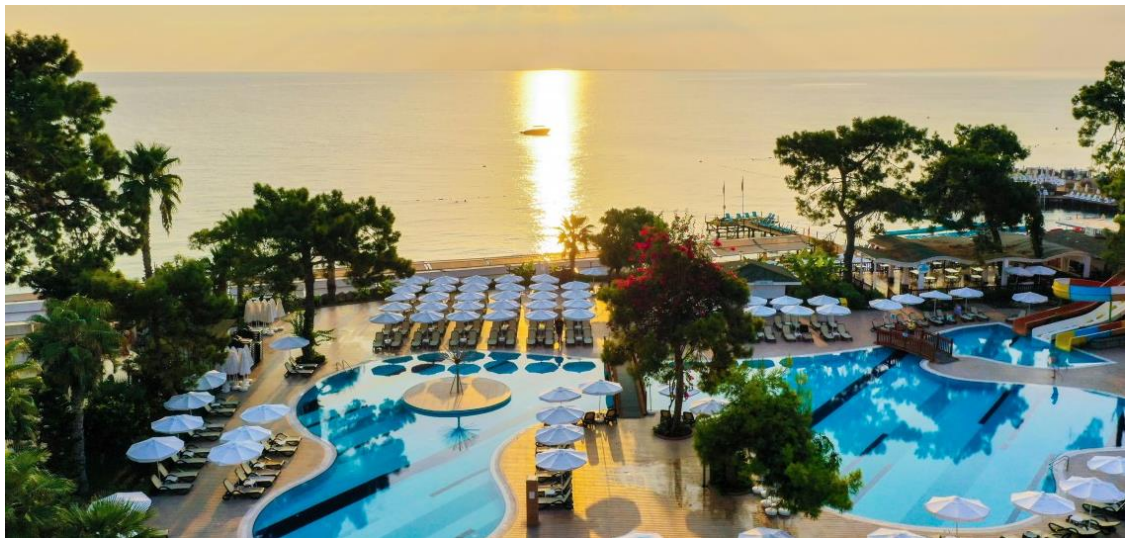
| Services                                                                                             |   |
|------------------------------------------------------------------------------------------------------|---|
| Traditional palace sherbet and carrot cezerye served upon arrival                                    | ✓ |
| Table service available in selected outlets                                                          | ✓ |
| Minibar (replenished once per day)                                                                   | ✓ |
| Beverage service included in the concept at lunch and dinner                                         | ✓ |
| Grilled specialties, pizza, pide, hamburgers, and similar snacks served all day in snack restaurants | ✓ |
| Breakfast, lunch, and dinner served in an open-buffet concept in the main restaurant                 | ✓ |
| Freshly baked products served daily in the patisserie                                                | ✓ |
| International and regional coffee selections                                                         | ✓ |
| Various handmade food specialties served at snack restaurants                                        | ✓ |
| 24-hour beverage service                                                                             | ✓ |
| Diet options in the main restaurant                                                                  | ✓ |
| Vegetarian options in the main restaurant                                                            | ✓ |
| Regional themed dishes in the main restaurant                                                        | ✓ |
| Kids' Buffet                                                                                         | ✓ |

|                                                                                                                                                                                    |   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| Ice cream service                                                                                                                                                                  | ✓ |
| Selected à la carte restaurants                                                                                                                                                    | ✓ |
| À la minute food preparation available in selected outlets                                                                                                                         | ✓ |
| Freshly cut fruit and delicatessen presentations at the buffet                                                                                                                     | ✓ |
| Fresh daily bakery products                                                                                                                                                        | ✓ |
| Beverage menus in all bars                                                                                                                                                         | ✓ |
| Themed buffet presentations, including Turkish cuisine once per week                                                                                                               | ✓ |
| Freshly squeezed vegetable and fruit juices, and energy drinks                                                                                                                     | € |
| All bottled alcoholic beverages, selected premium local and international wines and champagnes, and premium spirits (10- and 12-year-old and above, including VSOP and XO cognacs) | € |
| All wine, champagne, and special food orders at à la carte restaurants are subject to an extra charge (excluding table wine)                                                       | € |
| 24-hour room service                                                                                                                                                               | € |
| Special dining organizations and private events at selected locations within the property                                                                                          | € |
| Special day celebrations (wedding anniversary and birthday cake)                                                                                                                   | € |

✓ = Included



BEACH FACILITIES

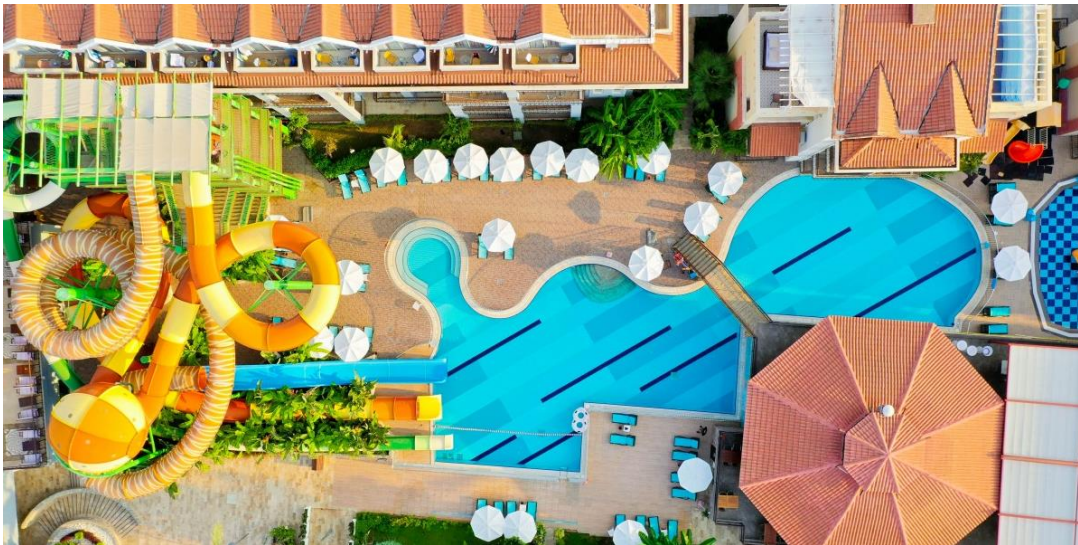


| Beach Facilities                              |                      |
|-----------------------------------------------|----------------------|
| Beach                                         | Sand and fine pebble |
| Blue Flag Certification                       | √                    |
| Number of Wooden Piers                        | 1                    |
| WC, Showers on the Beach, and Changing Cabins | √                    |
| Pavilions                                     | 7                    |
| Lifeguard Service                             | √                    |
| Non-Smoking Zones on the Beach                | √                    |

€ = Extra Charge  
√ = Included



# POOLS



| Pools               |                               |
|---------------------|-------------------------------|
| Aquapark            | 750 m <sup>2</sup> (3 slides) |
| Aquapark            | 285 m <sup>2</sup> (3 slides) |
| Activity Pool       | 750 m <sup>2</sup>            |
| Indoor Pool (adult) | 200 m <sup>2</sup>            |
| Indoor Pool (child) | 30 m <sup>2</sup>             |

All pools are closed between 20:00 and 08:00 for cleaning and guest safety. The indoor pool is not heated between April 1 and October 31.

Included: Pool bar services, snack restaurant services, fixed poolside sunshades, sun loungers, beach towels, and lifeguard service.

Guests under 120 cm in height or under 10 years of age are not permitted to use the water slides.



# CRISPY MINI CLUB (10:00 – 23:00)



| Services                               |   |
|----------------------------------------|---|
| Mini Club (for ages 4-12)              | ✓ |
| Mini Disco                             | ✓ |
| Mini Cinema                            | ✓ |
| Outdoor Playground                     | ✓ |
| Children's Pool and Activity Equipment | ✓ |
| Developmental Games and Activities     | ✓ |
| Shows for Children                     | ✓ |
| Stroller Service                       | € |

€ = Extra Charge  
✓ = Included

## SPA WELLNESS



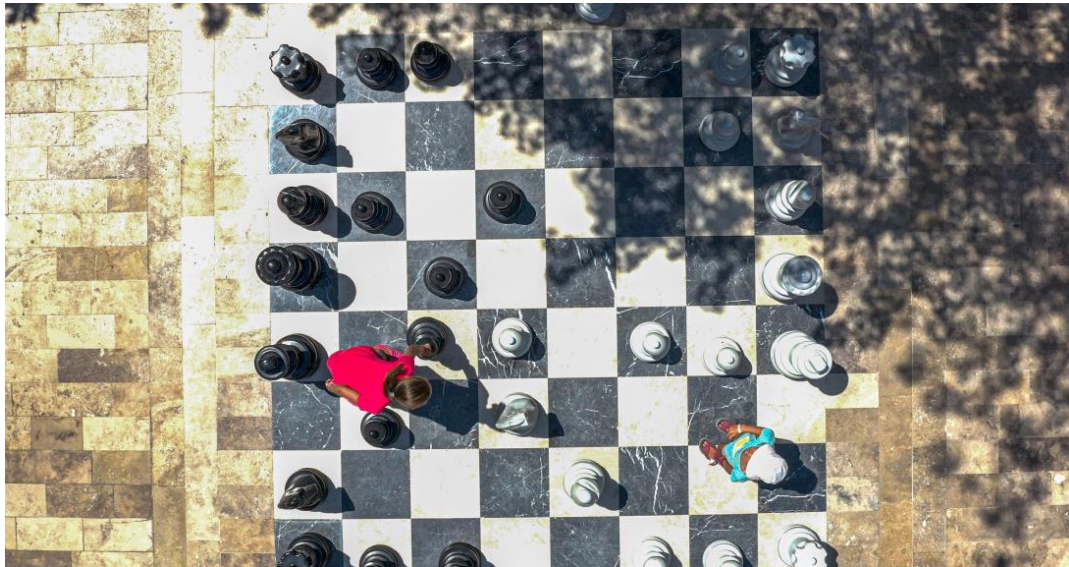
| Services                       |   |
|--------------------------------|---|
| Indoor Swimming Pool           | ✓ |
| Relax Area                     | ✓ |
| Sauna                          | ✓ |
| Turkish Bath                   | ✓ |
| Steam Room                     | ✓ |
| Massage                        | € |
| Turkish Scrub and Foam Massage | € |
| Spa and Beauty Center          | € |

€ = Extra Charge

✓ = Included



# ENTERTAINMENT ACTIVITIES



| Services                                  |   |
|-------------------------------------------|---|
| Daily Activities                          | √ |
| Evening Shows                             | √ |
| Live Music (on selected days of the week) | √ |
| Disco                                     | √ |

√ = Included



# SPORTS ACTIVITIES



| Services                                   |                   |
|--------------------------------------------|-------------------|
| Tennis Court                               | √                 |
| Basketball Court                           | √                 |
| Fitness center                             | √ (07:00 – 21:00) |
| Table Tennis                               | √                 |
| Water Polo and Aqua Aerobics               | √                 |
| Darts                                      | √                 |
| Outdoor Fitness                            | √                 |
| Tennis Court Lighting And Tennis Equipment | €                 |

€ = Extra Charge

√ = Included

# GENERAL SERVICES



| Services                                                                                |   |
|-----------------------------------------------------------------------------------------|---|
| Wake-up Service                                                                         | √ |
| Message Delivery Services                                                               | √ |
| Outdoor Parking (limited spaces available)                                              | √ |
| Baggage Assistance                                                                      | √ |
| Telephone, Fax and Photocopy Services                                                   | € |
| Laundry (dry cleaning, washing, ironing and tailoring)                                  | € |
| Medical Service                                                                         | € |
| Shopping Area (leather shop, market, boutique, photographer, textile shop, hairdresser) | € |

€ = Extra Charge  
√ = Included

## **SPECIAL DAYS AND ORGANIZATIONS**

Honeymoon Package: Express check-in, sparkling wine, fruit basket, themed room decoration, one special à la carte reservation for an evening of your choice (with special table decoration), breakfast in the room on a selected day, upgrade to a higher room category subject to hotel availability, special in-room setup, symbolic honeymoon cake, flowers, and specially designed gifts.

**\*\***The package is valid only if the wedding date is within 6 months prior to the check-in date. A marriage certificate must be presented upon arrival.

For guests celebrating a birthday or wedding anniversary, a celebration card, wine, fruit plate, and decorated restaurant table are included; cake service for birthdays is subject to an extra charge.

## **ENVIRONMENTAL PRACTICES**

### **Measures Implemented to Reduce Global Warming**

Use of natural gas

Waste separation

Use of recycled materials

Energy-saving systems in rooms

Energy-efficient lighting and sensor systems

Water-saving sensors and aerators

Use of solar energy

## **FOR OUR GUESTS WITH DISABILITIES**

Our property offers specially designed accessible rooms. Hotel areas are arranged to ensure accessibility, and elevators provide access to the pool areas. A dedicated accessible sun-lounger area is available on the beach. For visually impaired guests, Braille signage is provided in the elevators. The property operates in a way that accommodates the needs of guests with disabilities.



# IMPORTANT INFORMATION

## Quality Management Systems

ISO 9001 Quality Management System

ISO 10002 Customer Satisfaction Management System

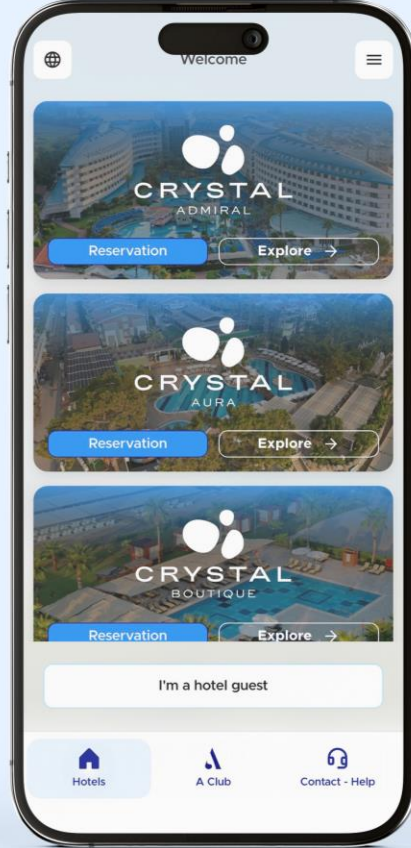
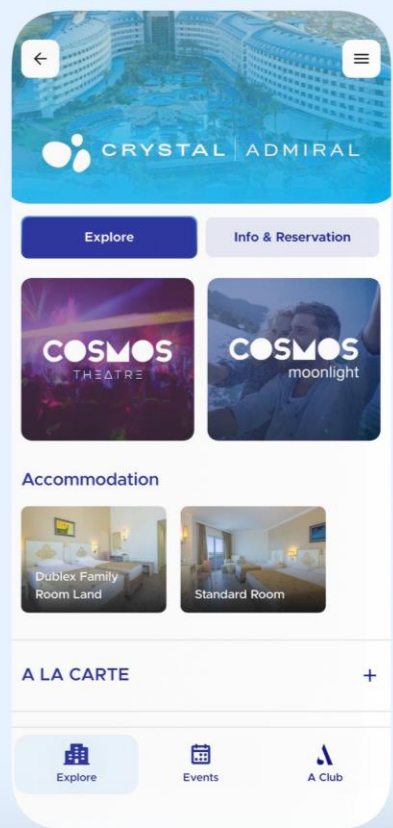
ISO 14001 Environmental Management System

ISO 45001 Occupational Health and Safety Management System

ISO 50001 Energy Management System

ISO 22000 Food Safety Management System

- Officially certified first-class quality products and brands are used in all food and service presentations.
- Guests with food allergies are required to inform Guest Relations upon check-in. Otherwise, the hotel management is not responsible for any problems that may arise.
- In accordance with the Law of the Republic of Türkiye dated 19 May 2008, smoking is prohibited in indoor public areas. Crystal Hotels also provides designated non-smoking areas outdoors for the comfort and health of our guests.
- Pets are not permitted in the property.
- Check-in time is 14:00 and check-out time is 12:00. Even if the room is vacated on time, use of facility services after 12:00 is subject to an extra charge.
- Dress codes may apply in certain restaurants and bars on the property (including the dinner buffet and à la carte restaurants).
- Air conditioning operating hours are automatically adjusted by the automation system according to outdoor weather conditions to ensure maximum comfort.
- Tobacco products and alcoholic beverages are not served or sold to guests under the age of 18.
- Alcoholic beverages are not served in bottles.
- Alcoholic beverages are not served at breakfast.
- Electric kettles are provided in the rooms; guests are required to read and follow the operating instructions.
- Alcohol is not served to guests with health risks.
- Preparatory work during the season opening and closing periods may be delayed due to adverse weather conditions.
- The beach opening date is determined by the hotel management according to weather conditions.
- The hotel management reserves the right to make unilateral changes to all services and operating hours in the fact sheet due to unforeseen circumstances such as pandemics, weather conditions, etc.
- Restaurant and bar closing days may be changed by hotel management depending on weather conditions and reservation demand.
- For hygiene and safety reasons, food, beverages, and equipment may not be taken from food and beverage outlets to outdoor areas.
- Bath amenities are provided daily according to the number of guests.
- The information letter containing the general rules of the property is presented to all guests at check-in and confirmed by signature.
- Hotel staff may remove personal belongings from unattended sunbeds to make them available for other guests.
- Fishing and hunting are prohibited within swimming areas.
- Motorized watercraft are not allowed within swimming areas.
- All consumables, amenities, towels, minibar contents, and cosmetic products provided in the rooms are intended for daily use within the property. These items should not be taken outside the property.
- Water sports services are operated by independent providers. The hotel cannot be held responsible for service provision, operating hours, conditions, or equipment related to water sports.
- The hotel management reserves the right to make unilateral changes to the services and information in this guide.
- Our current concept is always published on [crystalhotels.com.tr](http://crystalhotels.com.tr). Tour operators and agencies acknowledge that the published concept is valid within the scope of their contracts and are responsible for updating this information simultaneously in their sales and marketing channels.
- Crystal Hotels does not accept responsibility for outdated content published on agency or tour operator websites.



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