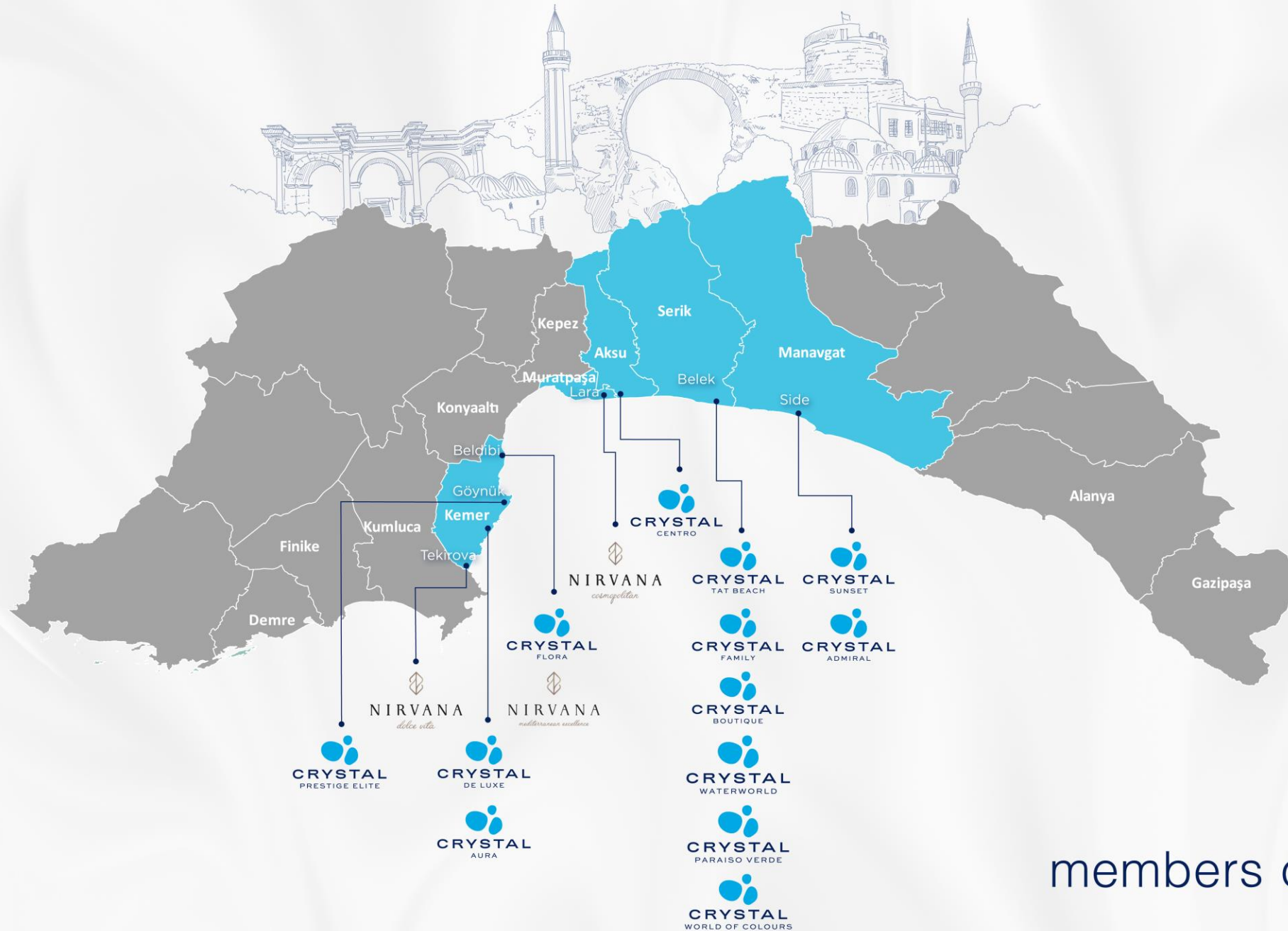




Fact Sheet | 2026



members of **KHG**

GENERAL INFORMATION



Opening Year	2008
Category	5 Star
Board	Ultimate All Inclusive
Total Area	16,000 m ²
Postal Address	Yeni mah. 501 sok. no: 9 Kemer / Antalya
Telephone and Fax	+90 242 814 75 35 / +90 242 814 75 40
E-Mail	info.deluxe@crystalhotels.com.tr
Official Website	www.crystalhotels.com.tr
Facility Buildings	The facility consists of a 6-storey main building.
Beach Features	Private pebble beach 70 m away (50 m long)

ROOM TYPES

Room Type	Number of Rooms	Total m ² and Capacity	View	Features
Standard Room	299	27 m ² / 3 guests	Land View: 141 rooms Side Sea View: 158 rooms	Standard Rooms consist of 1 bedroom and 1 bathroom and feature 1 double and 1 single bed. All rooms include a balcony, carpeted flooring, and a bathroom with shower. In-room amenities include an LCD TV, electronic safe, minibar, hair dryer, kettle, and tea-coffee set-up. Rooms are equipped in accordance with 5-star standards. (77 rooms have connecting doors and 3 accessible rooms are available.)
Standard Room with Bunk Bed	10	27 m ² / 2+2 guests	Land View	Standard Rooms consist of 1 bedroom and 1 bathroom and feature 1 double bed and 1 bunk bed. All rooms include a balcony, carpeted flooring, and a bathroom with shower. In-room amenities include an LCD TV, electronic safe, minibar, hair dryer, kettle, and tea-coffee set-up. Rooms are equipped in accordance with 5-star standards.
Family Room	41	40 m ² / 4 guests	Land View	Family Rooms consist of 2 bedrooms with a connecting door and 1 bathroom and feature 1 double bed and 2 single beds. All rooms include a balcony, carpeted flooring, and a bathroom with shower. In-room amenities include an LCD TV, electronic safe, minibar, hair dryer, kettle, and tea-coffee set-up. Rooms are equipped in accordance with 5-star standards.
Pasha Suite	3	55 m ² / 2+2 guests	Land View	The Pasha Suite features 1 living room, 1 private bedroom with a unique design, and 1 bathroom with jacuzzi bathtub and shower. The suite also includes a private terrace with jacuzzi and 1 double bed. Additional amenities include a plasma TV, DVD player, and all Standard Room features.
Sultan Suite	3	75 m ² / 4+2 guests	Land View	The Sultan Suite features 1 living room, 2 separate bedrooms with unique designs, and 2 bathrooms (one with jacuzzi bathtub and shower, the other with bathtub). The suite includes 1 double bed and 2 single beds. Additional amenities include a plasma TV, DVD player, and all Standard Room features.

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	✓
Central 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	€	Central	-	N/A	-	√	√
Standard Room with Bunk Bed	€	Central	-	N/A	-	√	√
Family Room	€	Central	√	N/A	-	√	√
Pasha Suite	€	Central	√	N/A	√	√	√
Sultan Suite	€	Central	√	N/A	√	√	√
Standard Room	€	Central	-	N/A	-	√	√
Standard Room with Bunk Bed	€	Central	-	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.

SPECIAL CONCEPT FOR OUR SUITE ROOM TYPES

We are at your service with our new concept, specially designed for guests who book our Sultan Suite and Pasha Suite room types.

- Online Check-In
- Turn Down Service
- Champagne, fruit plate, and luxury snacks on arrival day
- Rich mini bar and imported bottled alcoholic beverages
 - Kettle, tea and coffee set
 - Breakfast in the room (once)
- Unlimited à la carte restaurant use
 - Content-rich amenities
 - Free laundry service
 - 25% discount at the SPA

RESTAURANTS



Outlets	Operating Hours	Concept	Reservation
Panaroma Restaurant	07:00 - 11:00 12:30 - 14:30 18:30 - 21:30	Breakfast Lunch Dinner	-
Late Night Snack Restaurant	23:00 - 07:00	Snack service from late dinner until breakfast	-
Italian À La Carte Restaurant	18:30 - 23:00	Italian Cuisine	-
Italian Snack À La Carte	12:00 - 18:00	Pizzas & pastas & salads	-
Turkish À La Carte Restaurant	18:30 - 23:00	Turkish Cuisine	-
Latin American À La Carte Restaurant	18:30 - 23:00	Latin American Cuisine	-
Fish À La Carte Restaurant	18:30 - 23:00	Seafood	-
Beach Snack Service	11:00 - 18:00	Selection of quick snacks	-
Lagoon À La Carte Snack	11:00 - 16:00	Selection of quick snacks	-
Gözleme House	11:00 - 18:00	Handmade gözleme (various types)	-

BARS AND PATISSERIE



Outlets	Operating Hours	Concept
Lobby Lounge Bar	10:00 – 00:00	Local and imported alcoholic and non-alcoholic beverages
Lagoon Pool Bar	24 Hours	Local alcoholic and non-alcoholic beverages
Lagoon Pool Bar	14:00 – 16:30	Ice cream service
Beach Bar	10:00 – 18:00	Beer and soft beverages
Saphire Disco Bar	23:00 – 02:00	Local alcoholic and non-alcoholic beverages
Lobby Patisserie	11:00 – 23:00	Selection of baked goods, desserts, cakes and cookies
Patisserie Ice Cream	11:00 – 23:00	Ice cream service

ULTIMATE ALL INCLUSIVE FOOD AND BEVERAGE SERVICES

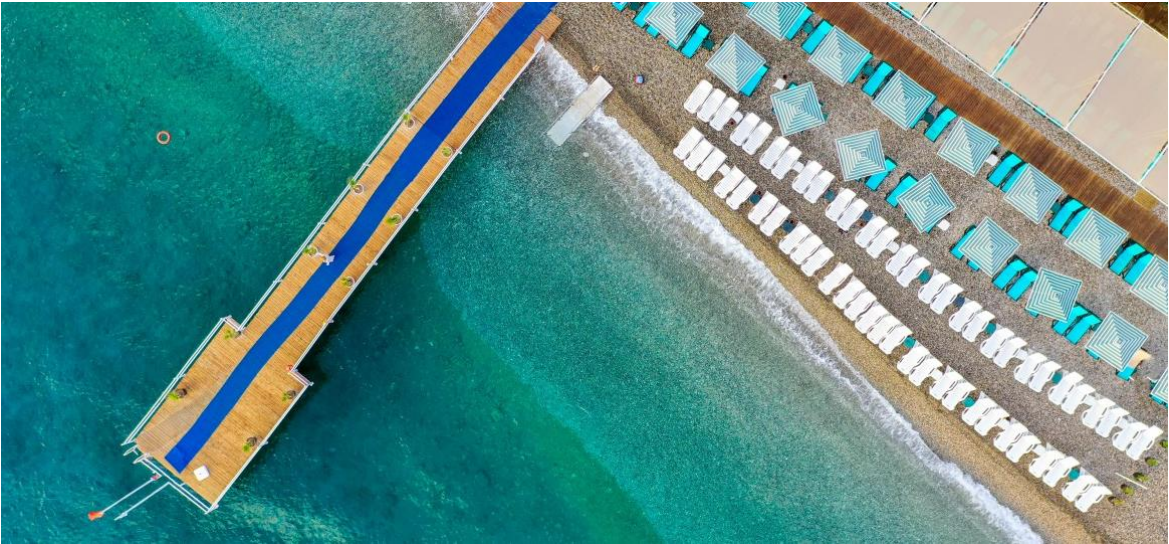
Services	
Traditional palace sherbet and carrot cezerye served upon arrival	✓
Minibar (replenished once per day)	✓
Beverage service included in the concept at lunch and dinner	✓
Grilled specialties, pizza, pide, hamburgers, and similar snacks served all day in snack restaurants	✓
Breakfast, lunch, and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

€ = Extra Charge

✓ = Included

BEACH FACILITIES



Beach Facilities	
Beach	Pebble
Blue Flag Certification	√
Number of Wooden Piers	1
WC, Showers on the Beach, and Changing Cabins	√
Lifeguard Service	√

√ = Included

POOLS



Pools	
Main Pool	750 m ²
Slide Pool	100 m ² (3 slides)
Kids Pool	40 m ²
Spa Relax Pool	60 m ²
Indoor Pool (adult)	140 m ²
Indoor Pool (child)	30 m ²

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.

Slides are suitable for guests aged 10 and over. Children aged 8-10 can use them under parental supervision.

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

CRISPY MINI CLUB (10:00 – 23:00)



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

€ = Extra Charge
√ = Included

SPA WELLNESS



Services	
Indoor Swimming Pool	✓
Spa Relax Area	€
Sauna	✓
Turkish Bath	✓
Steam Room	✓
Jacuzzi	€
Massage	€
Turkish Scrub and Foam Massage	€
Spa and Beauty Center	€
Male and Female Hairdresser	€

€ = Extra Charge
✓ = Included

ENTERTAINMENT ACTIVITIES



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

√ = Included

SPORTS ACTIVITIES



Services	
Tennis Court	√
Outdoor Basketball Court	√
Indoor Basketball Court	√
Beach Volleyball	√
Fitness Center	√ (07:00 – 21:00)
Step and Aerobic	√
Water Polo and Aqua Aerobics	√
Table Tennis	√
Darts	√
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	√
Electric Vehicle Charging Station	2 pcs / €
Telephone, Fax and Photocopy Services	€
Laundry (dry cleaning, washing, ironing and tailoring)	€
Transfer Services	€
Car Rental and Stroller Rental	€
Medical Service	€
Shopping Area (leather shop, market, boutique, jewelry)	€

€ = 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

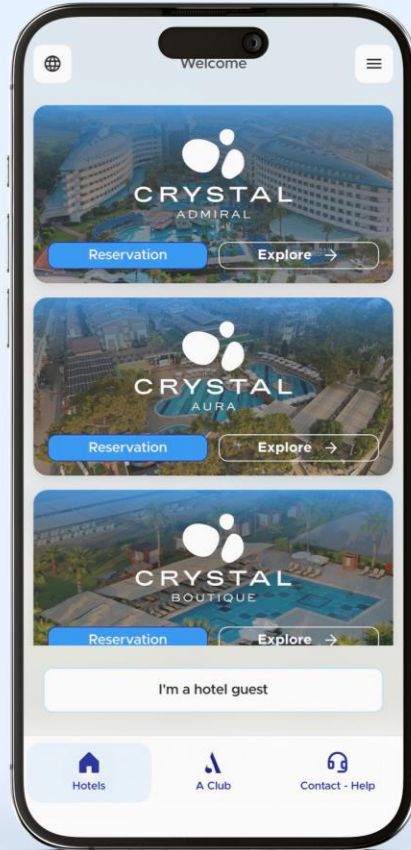
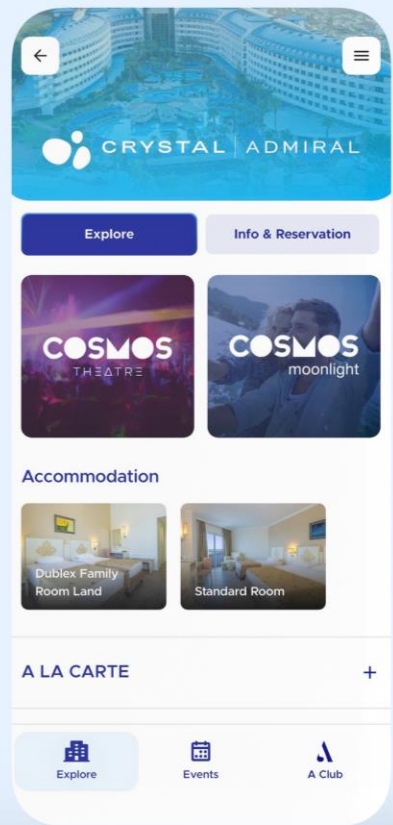
ISO 14001 Environmental Management System

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. 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.
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