CRYSTAL
HOTELS

Döşemealtı
Korkuteli
Kepez
Serik
Aksu
Manavgat
İbradı
Akseki
Belek
Side
Konyaaltı
Gündoğmuş
Elmalı
Belpınar
Göynük
Kemer
Kumluca
Alanya
Finike
Tekirova
Kaş
Demre
Gazipaşa
CRYSTAL
NIRVANA

GENERAL INFORMATION

Opening Year	1993
Category	5 Star
Board	Ultimate All Inclusive
Total Area	101.000 m2
Post Address	Kadriye - Serik - Antalya
Telephone & Fax	+90 242 710 26 00 /+90 242 725 44 17
E-Mail	info.tatbeach@crystalhotels.com.tr
Official Website	www.crystalhotels.com.tr
Facility Structures	The facility consists of a main building.
Beach Properties	Private, 300 m beach

ROOM TYPES

Room Type	Number	Total m2 & Capacity	View	Features
Standard Room	349	23 m2 / 3 Pax (Land / Sea / Side Sea)	Land / Side Sea / Sea View	Room floors are laminated parquet (ceramic floor in some rooms) and all rooms have card lock system, central air conditioning, satellite TV and music broadcast, mini bar, safe, direct telephone, fire alarm and extinguishing system, wireless internet connection. The bathroom has a shower cabin, telephone and hair dryer.
Standard Room Quadrupel	77	23 m^2 / 3+1	Land View	Room floors are laminated parquet (ceramic floor in some rooms) and all rooms have card lock system, central air conditioning, satellite TV and music broadcast, mini bar, safe, direct telephone, fire alarm and extinguishing system, wireless internet connection. The bathroom has a shower cabin, telephone and hair dryer.
Standard Room with Bunkbed	46	28 m^2 / 3+2	Land View	All the features of standard rooms are available. All rooms have card lock system, central air conditioning, satellite TV and music broadcast, mini bar, safe, direct telephone, fire alarm and extinguishing system, wireless internet connection. The bathroom has a shower cabin, telephone and hair dryer.
Family Room	49	31 m^2 / 4 Pax	Land View	2 bedrooms, 1 bathroom and all the features of standard rooms are available. All rooms have card lock system, central air conditioning, satellite TV and music broadcast, mini bar, safe, direct telephone, fire alarm and extinguishing system, wireless internet connection. The bathroom has a shower cabin, telephone and hair dryer.

ROOM STANDARDS & ROOM SERVICES

Electronic Door Lock System	Daily room cleaning (from 08:00 to 16:00 every day)
Fire Alarm	Daily linen and towel change
Electronic Safe	Daily mini bar replenishment (once per day - from 08:00 to 16:00)
National and International HD Broadcasts	Child bathtub (on demand)
Mini Bar	Child potty (on demand)
LCD TV	Baby bed (on demand)
Music Broadcast (From TV Channels)	
Cartoon Channels	
WC, Shower Cabin, Bathroom	
Direct Dial Telephone in Bathroom and Room	
Central Air Conditioning System	
Large Single or Double Bed	
Balcony	
Balcony Hanger	
Hair Dryer	
Make-up Table and Mirror	
Bath Amenities Set & Bath Towels & Slippers	
Free Wi-Fi Connection	

CONCEPT TABLE ACCORDING TO ROOM TYPES

Room Type	Room Service	Split / Central AC	Use of A'la Carte	2 TVs	Turn Down	Bathrobe	Slippers	Tea-Coffee Set
Standard Room	€	Central	Once *	-	N/A	-	√	√
Standard Room Quadrupel	€	Central	Once *	-	N/A	-	√	√
Standard Room with Bunk Bed	€	Central	Once *	-	N/A	-	√	√
Family Room	€	Central	Once *	√	N/A	-	√	√

€ = Services with Extra Charge √ = Free of Charge Services NA = Non-available Services

* A'la Carte dinner can be used once, for a minimum stay of 4 nights or more.

Crystal Hotels is proud to present new innovations in comfort and culinary delights for the 2025 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 an extraordinary experience.

RESTAURANTS

RESTAURANT	OPERATION HOURS	CONCEPT	Reservation
Main Restaurant	07:00 - 11:00 12:30 - 14:30 18:30 – 21:30	Breakfast Lunch Dinner	-
Sultan Bar	24 Hours	A’la Carte Service from Menu	-
Sultan Bar	19:00 – 22:00	Sushi Service	-
Italian Alacarte	18:30 – 23:00	Italian Cuisine	-
BBQ Alacarte	18:30 – 23:00	Turkish Cuisine	-
Fish Alacarte	18:30 – 23:00	Seafood	-
Mexican Alacarte	18:30 – 23:00	Mexican Cuisine	-
Snack Restaurant	11:00 - 16:00	"Quick and Tasty Snack Varieties"	-
Burger House	12:00 – 18:00	Burger Menü	-
Gözleme House	11:00 - 18:00	Gözleme Service	-
Take Away Snack	11:00 – 17:00	"Quick and Tasty Snack Varieties"	-

BARS & PATISSERIE

OUTLET	OPERATION HOURS	CONCEPT
Irish Bar	18:00 – 02:00	Premium Bar Service
Lobby Bar	08:00 – 00:00	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Lobby Terrace Bar	16:00 – 00:00	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Detox Bar	10:00 – 16:00	Detox Menu
Pool Bar	10:00 – 00:00	Domestic Alcoholic and Non-Alcoholic Beverages
Coffee House	10:00 – 00:00	Hot – Cold Coffees, Turkish Coffee, Tea
Sunset Beach Bar	10:00 – 18:00	Beer Varieties, Soft Beverages
Disco Bar	23.00 – 02:00	Domestic Alcoholic and Non-Alcoholic Beverages
Savour Patisserie	11.00 - 23.00	Ice Cream, Dessert Varieties

ULTIMATE ALL INCLUSIVE FOOD & BEVERAGE SERVICES

Traditional Palace Sherbet and Cezerye with Carrots during Welcome	√
Table service in some units	√
Mini bar (replenished once a day)	√
Beverage service included in the concept at lunch and dinner	√
Grill types, pizza, pita, hamburger and similar snack foods, served in Snack restaurants all day long	√
Breakfast, lunch and dinner services in open buffet concept in the main restaurant	√
Fresh production daily bakery products servings in patisseries	√
International Regional Coffees	√
Various handmade food servings at Snack Restaurants	√
24-hour beverage service	√
Diet Foods in the Main Restaurant	√
Vegetarian Food in the main restaurant	√
Regional Themed Foods in the main restaurant	√
Kids Buffet	√
Ice cream service	√
Some Alacartes	√

ULTIMATE ALL INCLUSIVE FOOD & BEVERAGE SERVICES

A'la Minute food production in some units	√
Fresh cut fruit and delicatessen presentations at the buffet	√
Fresh daily bakery products	√
Beverage menus in all bars	√
For stays of 4 nights or more, 1 time use of Alacarte Restaurant	√
Thematic buffet presentations, including once a week Turkish cuisine	√
Freshly Squeezed Vegetables, Fruit Juices and Energy drinks	Extra Charge
All bottled alcoholic products, all special local and foreign wines and champagnes, Premium alcoholic drinks (10 and 12 years and above VSOP, XO Cognacs)	Extra Charge
All wine, champagne and special food orders are served with an extra charge in Alacarte Restaurants. (Excluding Table Wine)	Extra Charge
24-hour room service	Extra Charge
Organizations such as special meals etc., at determined special locations in the facility	Extra Charge
Special Day Celebrations (Wedding Anniversary and Birthday Cake)	Extra Charge
All Alacarte Restaurants for stays of 3 nights or less	Extra Charge

BEACH STRUCTURE

Beach	Sand and pebble
Blue Flag Certificate	√
WC, Showers on the beach, Changing cabins	√
Pavilion	Extra Charge (10 pcs)
Lifeguard Service	√
Non-Smoking Zones on the Beach	√

POOLS

Main Pool	600 m²
16+ Pool	276 m²
Aquapark Pool	110 m² - 3 Slides
Heated Indoor Pool	144 m²
Kids Pool	70 m²

*All pools are closed between 20:00 - 08:00 for cleaning works and guest safety. There is no heating in the indoor pool between April 1st and October 31st.
*Free of charge: Pool bar services - Snack Restaurant services - Fixed shades at the pool, sun loungers, beach towels - Lifeguard service

CRISPY MINI CLUB (10:00 – 23:00)	
Mini club (04-12 years old)	√
Teen club (13-16 years old)	-
Mini disco	√
Mini cinema	√
Playground (open air)	√
Mini pool and activity equipment	√
Developmental games and activities	√
Shows for children	√
Stroller service	Extra Charge

SPA WELLNESS	
Indoor Swimming Pool	√
Sauna	√
Turkish Bath	√
Steam Room	√
Jacuzzi	√
Massage	Extra Charge
Pouch / Foam	Extra Charge
Spa and Beauty Center	Extra Charge

ENTERTAINMENT ACTIVITIES	
Daily activities	√
Evening shows	√
Live music (on certain days of the week)	√
Disco	√
Billiards	Extra Charge
Game machines	Extra Charge
Golf (with reservation)	Extra Charge

SPORT ACTIVITIES	
Tennis court	√
Basketball court	√
Beach volleyball	√
Fitness center	√ (07:00 – 21:00)
Table tennis	√
Water ball / Aquaerobic	√
Darts	√
Mini golf	√
Outdoor Fitness	√
Tennis court lighting and tennis equipment	Extra Charge

GENERAL SERVICES

Wake up service	√
Message services	√
Parking service (Open / Indoor / Limited Parking Space)	√
Baggage carrying personnel	√
Telephone, fax, photocopy	Extra Charge
Laundry (washing, ironing)	Extra Charge
Transfer services	Extra Charge
Car rental, Stroller rental	Extra Charge
Doctor's Office	Extra Charge
Shopping Center (Shops) - Leather Shop / Market / Boutique / Photographer / Textile / Hairdresser	Extra Charge

SPECIAL DAYS & ORGANIZATIONS

Special service for honeymooners; Express Check-in, sparkling wine, Fruit basket, Room decoration in accordance with the theme, Special A la Carte Reservation for an evening you prefer (special table decoration) and a'la carte breakfast for a day you choose, Upgrade to a higher category room according to the availability of the hotel, In-room Special setups, symbolic honeymoon cake, Flowers and special design gifts

** For the package to be valid, the date of marriage must not be older than 6 months (based on check-in date). It is obligatory to present a marriage certificate at the entrance.

For guests who have a birthday / wedding anniversary, celebration card, wine, fruit plate, decorated table in the restaurant are free of charge; cake presentation on birthdays requires extra charge.

ENVIRONMENTAL APPLICATIONS

MEASURES WE IMPLEMENT AGAINST GLOBAL WARMING IN OUR HOTELS
Natural Gas Usage
Waste separation
Use of recycled materials
Use of energy saving system in rooms
Use of electricity-saving lighting and sensors
Use of sensors and aerators for water saving
Solar Energy Use

FOR OUR DISABLED GUESTS

Our facility has special rooms for our disabled guests. The hotel areas are arranged to suit our disabled guests, and there are elevators that allow access to our pools. There is also a disabled sun lounger area on our beach that is reserved specifically. For our visually impaired guests, there are warnings written in Braille alphabet in our elevators. The facility manages an operation that can meet all the needs of our disabled guests.

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 a food allergy are required to inform the Guest Relations upon their check-in. Otherwise, the Hotel Management is not responsible for any problems that may arise.
According to the laws of the Republic of Turkey dated 19.05.2008, smoking is prohibited in indoor areas of general use.
Pets are not accepted in our facility.
Check-in time is 14:00 and departure time is 12:00. Even if the room is delivered on time by the guest, use of the facility services after 12:00 is subject to an extra fee.
Dress codes may apply in some restaurants and bars on the property. (Dinner buffet and A la Carte Restaurants)
The operating hours of the air conditioning are automatically adjusted by the automation system in accordance with the outside weather conditions in order to provide maximum comfort.
Tobacco products and alcoholic beverages are not served / sold to guests under the age of 18.
Alcoholic beverages are not served in bottles.
Alcoholic beverages are not served at breakfast.
An electric kettle is used in the rooms and it is obligatory to read and approve the operating instructions.
Our guests with health risks are not served alcohol.
Preparatory work carried out during the season opening and closing may be delayed due to adverse weather conditions.
The beach opening date is determined by the hotel management in accordance with the weather conditions.
The hotel management reserves the right to make changes unilaterally in all services and hours in the fact sheet due to unexpected reasons such as Pandemic, weather conditions etc.
The days on which restaurants and bars will be closed can be changed by the hotel management, depending on weather conditions and reservation requests.
It is not appropriate for hygiene and safety to take food, beverages and equipment from food and beverage units to outside areas.
Bath amenities are given daily according to the number of people.
The information letter containing the general rules of the facility is declared to all guests during check-in, by their signature.
Regarding sunbeds that are occupied for a long time without being used, hotel officials may take the items from the sunbeds and bring them to be empty.
Fishing and hunting are prohibited within the swimming limits.
Motorized watercraft cannot be used within the swimming limits.
All consumables, amenities, towels, mini bar contents, cosmetic products presented in the rooms are served as part of the all-inclusive package for daily use within the facility. It is not appropriate to take these materials out of the facility.
Water sports service is not a property of the hotel. The hotel does not have the right to impose sanctions on issues such as providing / not providing service, service hours / conditions and equipment, in regards to water sports.
The right of the hotel management to make unilateral changes regarding the services and information in this guide is reserved.
Our current concept is always published on our crystalhotels.com.tr website. Tour Operators and Agencies accept that these currently published concepts are valid within the scope of contracts and that they will update this information simultaneously in their sales and marketing channels.
Crystal Hotels does not accept responsibility for the outdated content on the websites of Agencies and Tour Operators.

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