PRIME BEACH OTEL FACTSHEET 2024

OVERVIEW

Reception
Reception is at your service for 24 hours. You can reach Reception by dialing 9. If you request a room change from our hotel you should contact the reception between 10:00-12:00.Rooms cannot be guaranteed as they are dependent on availability. Cash machines (ATM) can be found directly opposite the Hotel. There is a taxi station to the left of the hotel.

Check-in and Check-Out
Check-in to our rooms begins at 14:00. Due to this reason, our guests have to make their check-out at 12:00. Guests who want to make a late check out may consult with Reception staff the same day of their departure and may stay until 18:00 by paying the room charge. LATE CHECK OUT IS AVAILABLE ON REQUEST AND SUBJECT TO AVAILABILITY

Services & Prices
Laundry service is available as an extra charge
Laundry bags and price lists are available in the room and also from Reception
Baby cots are free on request – please enquire at Reception
Photocopy facility is available as an extra charge – please enquire at Reception
Late Check out is available as an extra charge

Safe Deposit Box
You may use your room's safe deposit box free of charge. Our hotel does not take any responsibility or liability of lost property which is not in the safe deposit box. Please leave your safe deposit box door open before checking out.

Medical Assistance
A medical officer is available for first-aid cases at the hotel. Please contact the medical officer or reception if you have need of a Doctor. Doctor call-outs, visits and treatments are charged as extra. Prescriptions written by the Doctor, also charged.

Pharmacy
You will be informed of the nearest pharmacy by the staff at Reception in your need. Local pharmacies are open between 09:00-18:00 and Monday to Saturday. On Sunday, there are Duty Pharmacies available. You may see the open Pharmacies info on every Pharmacy door. Please be aware that a pharmacy does not have any authority to prescribe or to diagnose an illness due to law. We recommend that you buy medicine which is prescribed by the doctor.

Internet Access
At Prime Beach,
Wireless Internet Connection ''WI-FI'' is free. You can connect to the internet in general areas of the hotel. Wi-Fi is available in general areas only. You can get information about the internet password from the reception.

Pool & Beach

The pools are open from 08:00-19:00. After this time they are cleaned and chlorinated each day. Please do not use after 19:00

Please check the depth markings around the pool edge before use

Supervise all children at all times around the pools – all babies must wear swim nappies\pants

All guests needs to wear proper swimwear.

Do not use the White Hotel towels for the pool or the beach

The Indoor Pool located in the Spa Centre is open 09.00-19.00 Monday-Sunday. All guests under 16 must be accompanied and supervised by an adult over the age of 18 years.

- Outdoor pool (1) 08:00 – 19:00
- Outdoor pool (2) 08:00 – 19:00
- Indoor pool 09:00 – 19:00
- Children pool 08:00 – 19:00
- Water Slides During the day 10: 00-12: 00/13:00-15: 00 16:00-18:00
- Beach (private)
- Pool & Beach Towels
- Sunbed & Parasol

In case of faeces or vomiting in the pool, the pool is closed for 2 hours for cleaning due to the health and hygiene procedures. For this reason, the hotel cannot be held responsible for closed pools.

All guest must follow the instructions around the hotel and obey rules & regulations written on the warning notices inside hotel grounds.

Restaurants

Prime Beach is an all-inclusive Hotel and food is available self-service buffet style except for the A La Carte

During breakfast and lunch time, there is no take-away service for our customers who will check-out before the scheduled restaurant hours or who will join tours\excursions.

The A La Carte Restaurants is open between Mid-May to until the end of September. Please contact Reception to make your reservation as soon as possible.

We DO NOT provide Breakfast or Lunch boxes for early departure

**Food Production is made from only one kitchen in our hotel. We do not have an allergen-free kitchen. For this reason, we cannot prepare and service special food selections for allergy sufferers (gluten-free, lactose-free, vegan, vegetarian, etc.). Therefore, the hotel cannot be held responsible for any complications that may occur.

**Our hotel does not prepare and serve special food selection for babies or children

**Food Court & Open Food Stations may be closed due to heavy weather conditions

Bars & Night Club

In accordance with current laws, alcohol is not served to our guests under the age of 18. The hotel is not responsible for guests under the age of 18 who consume alcohol and any problems that may occur.

TV Information

At Prime Beach we have channels in different languages.

3rd: 3rd party Busıness

Market 3rd

Open 09.00-21.00

For all of your holiday essentials, phone cards, extra drinks and confectionary visit the Market located at Aqua Pool side

Photographer 3rd

Professional photography service is provided in our hotel for a fee.

ACTIVITIES

Daily activities

You can follow the daily activities from the animation information sign and see the place and time.

Collective activity on the ground is carried out in accordance with the rules of social distance.

The entertainment program may vary depending on the weather conditions

Fitness Center

Fitness Center 24 hours No professional trainer, all guests must use the equipment's at their own risk

Spa/ Turkish Bath/ Beauty Lounge

- Turkish Bath 10:00 – 17:00 Guests under 16 must be accompanied by a responsible adult aged 18 and above
- Sauna 10:00 – 17:00 No guests under 16 are allowed into the Sauna unless accompanied by a responsible adult over 18 years. Guests under 12 are not permitted in Sauna
- Indoor pool 09:00 – 19:00
- Massage, scrub and other cures (3rd) : Extra
- Beauty Lounge (3rd) : Extra

**It is not recommended for guests with health problems, those who have undergone previous surgery or have back problems to use massage or other therapy services. The hotel is not responsible for any problems that may arise.

Entry into the Turkish bath and sauna is free of charge however availability on places must be confirmed at the Spa Centre Reception

ATTENTION: SPA, photographer, doctor, hairdresser, market, jeweler and similar services are not related with the hotel administration. Therefore the hotel is not responsible for the price and quality of services that you may purchase with in the hotel.

Kids Club

You and your child\children are most welcome to join in all activities provided for them, you are responsible for them
Check out the Entertainment Board for days, times and locations of these free of charge activities.
There could be age restrictions depending on the activities for children.

Local Transportation

You may use the local transportation (Dolmus) to visit the inner city and the local spots. Vehicles pass by the bus stop on the main road in every 20 minutes.

Taxi

Receptionists will assist you in the need of a taxi.
Please ask about your destination and the price with the taxi driver before the trip. Attention, Our hotel is not responsible for any problems that may arise between hotel guests and Taxi Company.

Police Procedure

In the Hotel, it has no legal responsibility with respect to any disputes that may arise between the guests. The guests may, if they desire, personally apply to the police stations or prosecutor's office and take legal action to complain about guest(s) because of a matter in dispute. And if the guest behaves in an intemperate way, acts violently and insults another guest in the hotel, etc., the hotel may notify the agency and call police and make a complaint. The hotel reserves its right to request the agency to remove the guest who cause nuisance up at the hotel. Events and accidents are recorded in the facility and information is given to the related agencies. CCTV images about the events and accidents are not given or shown to any 3rd Parties because of the Personal Data Protection Law and Hotel procedures.

Travelife & Set-Up & Room Cleaning



Every day millions of gallons of water are used to wash towels that have been used only once-please help us make a difference in saving water and reducing the use of detergents in our environment.
A towel hanging up says 'I will use again', a towel on the bathroom floor says 'Please exchange'

Thank you for your understanding…

Room cleaning : Daily
Linen Change : Every 3rd day
Towel Change : Every 3rd day & When required

Mini-bars are restocked twice a week with water and juice. Dial '9' on telephone for Reception.
Check-out time for all rooms is 12.00 (midday) unless a late-check-out has been arranged.

Directory

You can access the general information about our hotel and the rules you need to follow in terms of Health & Safety from the directory information folder in the rooms.

Check-Out Day **CHECK- OUT TIME IS 12 NOON.**
All good things must come to an end so we wish to send you home stress free and rested. Please share your thoughts with us by completing the Guest Survey Form. Please leave your safe deposit box door open before leaving your room, give your room key-card to Reception, settle your bill and keep your luggage in the luggage room.

Prime Beach Hotel Management has the right to change any information, data and content featured above.
Intentional activation of the fire alarm or damage in your Hotel room will be charged to your Hotel bill and you will be removed from the hotel.
You may contact Reception, Guest Relations or your Travel Agency Representative with your feedback and concerns.
Your feedback is highly valuable for us. Prime Beach Hotels wish you a happy holiday.

CONTACT US

HOTEL NAME	Prime Beach Hotel
CLASS (Local)	5*
ADRESS	Cumhuriyet Bulvarı No:35 Siteler/Marmaris/Muğla TURKEY
TELEPHONE	
WEB SITE	**www.primebeachhotel.com**
E-MAIL	**info@primebeachhotel.com**