SUN HEAVEN FAMILY & SPA				
	Season	2027 Summer	**Concept**	Ultra All Inclusive
	Category	5*	**Address**	Payallar mahallesi, D-400 Karayolu üzeri No: 22, Alanya
	Construction Year	1996	**City**	Antalya – Türkiye
	Renovation Date	2025	**Telephone**	0090 242 545 44 44
	Total Area	9.700 m2	**E-mail**	info@clubsunheaven.com
	General Manager	Muhterem Karslı	**Total Number of Rooms**	388
	Sales & Marketing Director		**GIATA ID**	https://giatadrive.com/4648
	Concept Validity	23.04.2027-07.11.2027	**Number of Guest Elevators**	6
	Website	www.clubsunheaven.com		

Transfer Distances	
Antalya Airport	110 km
Gazipaşa Airport	55 km
Antalya City Center	105 km
Alanya City Center	15 km
Konaklı City Center	2 km
Time Center Shopping Mall	2 km
Neva Outlet	2 km
Summer Garden Club	2,5 km
Transportation Options	VIP Transfer, Bus, Taxi
Beach	Sandy-pebble beach. There is an underpass between the hotel and the beach. Distance to the beach is 50 meters.

Spoken Languages			
Turkish	German	English	Russian

Accepted Credit Cards			
Visa	MasterCard	Eurocard	American Express

Accommodation Details

Room Type	Size	Room Features	Maximum Capacity
Standard Room & Standard Sea Side	30 m²	A: 3 single beds B: 1 double bed + 1 single bed Central air conditioning, shower/WC, hair dryer, telephone in the room and bathroom, minibar (water), tea & coffee set, safety deposit box (extra charge), hygienic laminate flooring, standard balcony.	3 adults + 1 child
Family Room	60 m²	A: 1 double bed + 4 single beds B: 2 double beds + 2 single beds Central air conditioning, shower/WC, hair dryer, telephone in the room and bathroom, minibar (water), tea & coffee set, safety deposit box (extra charge), hygienic laminate flooring, standard balcony.	6 adults + 2 child

F&B Services

Food Services

Restaurants	Activity	Service Type	Capacity	Opening–Closing
MAIN RESTAURANT	Breakfast	Open Buffet	500 (Indoor) – 350 (Outdoor)	07:00-09:30
	Late Breakfast	Open Buffet	500 (Indoor) – 350 (Outdoor)	09:30-10:00
	Lunch	Open Buffet	500 (Indoor) – 350 (Outdoor)	12:30-14:00
	Children's Buffet	Open Buffet	80 (Indoor)	12:30-14:00/19:00-21:00
	Dinner	Open Buffet	500 (Indoor) – 350 (Outdoor)	19:00-21:00
	Night Soup	Open Buffet	500 (Indoor) – 350 (Outdoor)	23:00-02:00
	Night Breakfast	Open Buffet	500 (Indoor) – 350 (Outdoor)	02:00-06:00
A'LA CARTE	Fish Restaurant	Once for stays of 7 nights or more	80 (Indoor)	19:00-21:00
Beach Snack	Food & Beverage Service	Snack Bar (Self Service)		11:00-16:00

Pool Snack	Food & Beverage Service	Snack Bar (Self Service)		11:00-16:00
Ice Cream	Ice Cream	Beach		14:00 - 16:00
Ice Cream	Ice Cream	Benjamin Bar		20:00 - 21:00
Gözleme		Benjamin Bar		11:00-16:00
Patisserie	Pastry Products	Self Service		16:00-18:00

Barlar		
Benjamin Cafe	Cold and hot local non-alcoholic drinks, beer, spirits UAI	10:00-00:00
Service Bar	Cold and hot local non-alcoholic drinks, beer, spirits UAI	During lunch and dinner hours
Pool Bar	Cold and hot local non-alcoholic drinks, beer, spirits UAI	10:30 – 02:00
Beach Bar	Cold local non-alcoholic drinks, beer UAI	10:00-18:00
Disco Bar	Cold local alcoholic drinks UAI, imported alcoholic drinks extra charge	23:30-02:00

Minibar
Water is replenished daily.

Entertainment & Sports & Health	
Free of Charge	Daytime Animation, Aerobics, Water Gymnastics, Boccia, Beach Volleyball, Table Tennis, Darts, Fitness, Evening Shows
Extra Charge	Water Sports, Doctor's Office and Health Services, Game Room

Pools & Aquaparks				
	Capacity	**Depth**	**Heating**	**Operating Hours**
Outdoor Swimming Pool 1 (He	240 m2	140 cm	Yes	08:00-19:00
Outdoor Swimming Pool 2(He	180 m2	140 cm	Yes	08:00-19:00
Outdoor Children's Pool 1	20 m2	40 cm		08:00-19:00
Outdoor Children's Pool 2	30 m2	40 cm		08:00-19:00
Indoor Pool	50 m²	140 cm		09:00-18:00

Mini Club	**Details**	**UAI**
4 –12 Age	Indoor and outdoor kids club, games, mini video, mini disco, (cookie day, face painting)	X

Conference Halls			
Hall	**Capacity**	**Classroom (pax)**	
Conference Hall 1	200 m²	**120**	eakers, jack and cables, adjustable hall lighting, projection screen, multi plu
Conference Hall 2	100 m²	**80**	

Spa & Wellness			
Opening: 08.00 – Closing: 18.00			
Free of Charge			
Relaxation Area	Indoor Pool	Beach Towel	l card must be obtained from reception for beach towels. Replacement is c
Extra Charge			
Turkish Bath, Steam Room, Sauna, Jacuzzi, Massage and Hammam Services, Facial & Body Treatments, and all products			

Honeymoon Concept
Room Decoration
Fruit Basket and Wine in the Room

Diğer Hizmetler	
Free of Charge	Iron, Beach Towel, Fitness Room, Baby Cot, High Chair, Bed Linen Change, Room Cleaning, Umbrella, Sun Lounger, Wheelchair, Potty Chair
Extra Charge	In-room Safe, Wi-Fi Throughout the Hotel, Imported and Bottled Drinks, Turkish Coffee, Freshly Squeezed Fruit Juice, Baby Stroller, Cake Orders, Laundry Services, Special Occasion Organizations, Beach Towel Change, Hookah, Hairdresser, Market, Car Rental, Airport Transfer, Taxi

GENERAL PRINCIPLES
Guests staying on an all-inclusive basis may use food and beverage services only for themselves.

Alcoholic beverage service within the facility starts at 10:30 and ends at 02:00.
The all-inclusive concept begins at 14:00 on the check-in day and ends at 12:00 on the check-out day.
Our hotel uses a wristband system so guests can benefit from the services provided and for security purposes.
Check-out time is 12:00. During check-out, room keys, guest wristbands, and towel cards must be returned to reception.
Food and beverages taken from restaurants to rooms within the facility will be charged extra.
Food and beverages requested outside the buffet, a la carte restaurant, premium/imported, bottled, and special drinks are offered at an additional char
Safety deposit boxes are available in the rooms for valuables for an extra fee. The hotel is not responsible for lost belongings.
Room cleaning is carried out daily. Towel and textile changes are made every 3 days.
When balcony doors are left open, the air conditioning automatically switches off.
The beach bar is open depending on weather conditions.
In accordance with local laws, alcoholic beverages are not served to guests under 18 years old.
Hotel management reserves the right to refuse alcohol service to guests who may harm themselves or others after excessive alcohol consumption.
Children may use pools and activity areas only under parental supervision.
Animation programs and other activities may be changed or canceled depending on weather conditions, season, and physical conditions.
Guests using the fitness center are personally responsible for any health issues related to individual exercise.
According to local laws, smoking is prohibited in indoor areas (rooms, lobby, restaurants, etc.). Violations are subject to fines imposed by local
Guests are not permitted to listen to loud music in rooms or open areas using portable devices in a way that disturbs others.
Shops operating within the facility are independently managed businesses and are not under hotel management responsibility. (However, hotel management reserves the right to supervise in case of possible issues.)
Regular pest control and disinfection procedures are carried out in our facility in accordance with international quality standards.
Pets are not allowed in our facility.
Our hotel is designed to provide accessible accommodation for guests with special needs.
The hotel’s fixed voltage is 220V