CRYSTAL HOTELS
RESORT & SPA
KEMER • BELEK • SİDE • BODRUM

CRYSTAL SUNRISE QUEEN
LUXURY RESORT & SPA
SİDE / ANTALYA

SUMMER 2021 FACT SHEET

CRYSTAL HOTELS RESORT & SPA KEMER • BELEK • SİDE • BODRUM
AMARA WORLD HOTELS
NIRVANA HOTELS

KHG a member of Kilit Hospitality Group



CRYSTAL SUNRISE QUEEN
LUXURY RESORT & SPA
SİDE / ANTALYA





Opening Year	1997
Operating Seasons	Summer
Category	5 Star
Board Basis	Local & Healthy Ultra All Inclusive Concept
Total Area	50.000 m²
Address	Bingeşik Mevkii Kumköy Yolu Side/ Antalya Türkiye

Telephone	+ 90 242 753 47 83
Fax	+ 90 242 753 47 79
E-mail	info.sunrise@crystalhotels.com.tr
Official Website	www.crystalhotels.com.tr
Facility Building Blocks Number	4-storey Main building, 5-storey Annex building, 4 Separate Terrace blocks
Beach Location and Length	Private beach, 150 m


CRYSTAL SUNRISE QUEEN
LUXURY RESORT & SPA
SIDE / ANTALYA



ROOM TYPES AND NUMBER OF ROOMS



Room Location	Standard Room	Deluxe Terrace	Family Room	Terrace Suite	Queen Suite	Suite
Sea / Side Sea View	197	55	42	10	8	8
Garden Pool View	99		95			

CRYSTAL SUNRISE QUEEN
LUXURY RESORT & SPA
SİDE / ANTALYA

❖ Standard Room



Number of Rooms	Room Location	m2	Features
296	Available in all buildings	22-25 m²	Room equipment includes laminate flooring, card lock system, central air-conditioning, safe box, satellite Plasma TV / LCD, TV and music broadcast, mini bar, direct telephone, smoke detector, shower or bathtub, telephone and hair dryer in bathroom. Tea & coffee equipment available. Maximum occupancy – 3 persons.

❖ Standard Room Floor Plan

❖ Family Room



Number of Rooms	Room Location	m2	Features
137	Annex Building	35 - 42 m²	Room has 2 bedrooms (1 double bed + 2 single beds) with connecting door. Room equipment includes 2 satellite LCD TV and music broadcast, 1 mini bar, safe box, balcony, VRV system air-conditioning, smoke detector and direct telephone. Bathroom has shower, telephone and hair dryer. Tea & coffee equipment available. Maximum occupancy – 4 persons.



❖ Family Room Floor Plan

❖ Suite



Number of Rooms	Room Location	m2	Features
18	Main Building, Venus and Siren blocks	37 - 42 m²	Room has 1 bedroom, 1 living room, large balcony with sunbed, bathroom with shower, bathrobe and all Standard Room features available. Bedroom has laminate flooring, and living room has marble flooring. Tea & coffee equipment available. Maximum occupancy - 2+1 persons.

❖ Suite Floor Plan

❖ Special Room Types

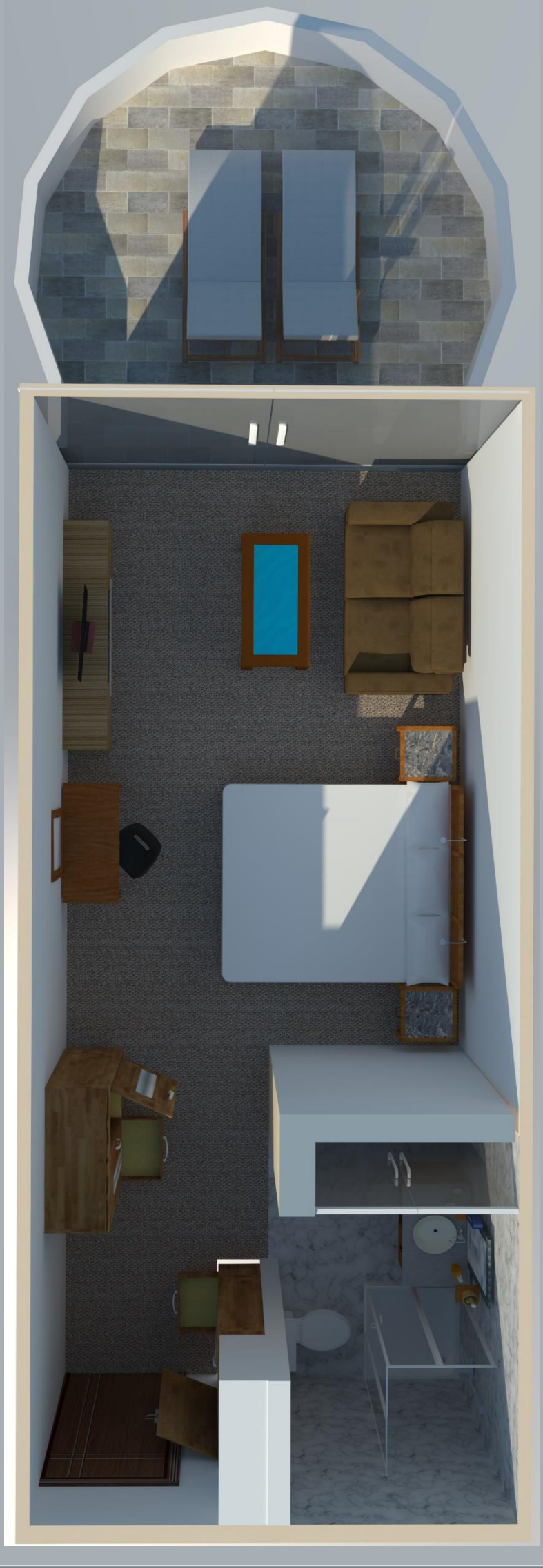


Room Location	Deluxe Terrace	Queen Suite	
Sea View	55	8	

❖ Deluxe Terrace Room



Number of Rooms	Room Location	m2	Features
55	Aphrodite and Athena blocks	28 m²	Room has large balcony with sunbed, laminate flooring, all Standard Room features and bathrobe available. Bathroom is equipped with separate bathtub and shower. Tea & coffee equipment available. (9 Honeymoon rooms available)



❖ Deluxe Terrace Floor Plan

❖ Queen Suite



Number of Rooms	Room Location	m2	Features
8	Main Building	37-42 m²	Room has 1 bedroom, 1 living room, 2 split air-conditioners, DVD player, large balcony with sunbed, bathroom with shower / shower cabin, bathrobe and all Standard Room features available. Rooms have a fabulous view. Bedroom has laminate parquet flooring, and living room has marble flooring. Exclusive handmade furniture and flower decorations in the room and balcony. Tea & coffee equipment available. Maximum occupancy - 2+1 persons. Queen Suite guests have a privilege to reserve any table at our Main Restaurant.



❖ Queen Suite Floor Plan



CRYSTAL SUNRISE QUEEN
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SİDE / ANTALYA

❖ Concept Table by Room Type

Room Type	Room Service	Split / Central Air-conditioner	A la Carte Usage	2 TV	Turn Down	Bathrobe	Slippers	Tea - Coffee Set	
Standard Room	€	Central	One time *	-	N/A	-	√	√	
Family Room	€	Central	One time *	√	N/A	-	√	√	
Deluxe Terrace	€	Central	One time *	-	N/A	√	√	√	
Suite	€	Central	One time *	√	N/A	√	√	√	
Queen Suite	€	Split	Two times *	√	√	√	√	√	√

€ = Paid Services √ = Free Services NA = Not Applicable Services

* A la Carte dinner is used once for every 7 nights of stay.

STANDARD SERVICES PROVIDED IN ALL ROOMS

Safe Box

Daily towel change

Daily sheets change

Daily room cleaning (every day between 09:00 - 16:00)

Daily minibar filling (one time per day)

Baby bathtub (upon request)

Baby crib (upon request)

Baby pot (upon request)

STANDARD EQUIPMENT IN ALL ROOMS

Electronic Door Lock System	Large Single or Double Bed
Fire Alarm	Balcony
	Balcony Hanger
National and International HD TV Channels	
Mini Bar	Hair Dryer
LCD TV	Make-up Table and Mirror
Music Broadcast (via TV channels)	Bathroom Amenities Set
Cartoon Channels	Free WiFi
WC, Shower, Bathroom	Bathroom Towels
Direct Telephone Line in Room and Bathroom	Slippers
Central Air-conditioning System	
Electronic Safe Box	

SUMMER 2021

❖WE SERVE SYSTEM

- ❖ Extended Breakfast instead of Late Breakfast
- ❖ New Snack Concepts
- ❖ New Patisserie Concept
- ❖ Late Snack Restaurant
- ❖ New Mini Bar Concept
- ❖ **Timing Arrangement** for **Comfortable Dining**
- ❖ Detox Bar



FEATURED INNOVATIONS



BabyFood (0 – 2 Years Old)

SUMMER 2021

Crispy kids world

@crispykidsworld

- ❖ Open Buffet with Kid's Corner for Our Little Guests
- ❖ Baby Food Preparation Units
- ❖ Carefully Selected Healthy Foods
- ❖ BABY CORNER



BABY CORNER

FEATURED INNOVATIONS





❖ RESTAURANTS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Main Restaurant	Open Buffet	Breakfast (Panorama Restaurant)	07:00	11:00	800	Central	*Special time arrangements for you for a comfortable dining experience.*
		Lunch (Waterfall Restaurant)	12:30	14:30			
		Dinner (Panorama Restaurant)	18:30	21:30			



RESTAURANTS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Main Restaurant	Kids Open Buffet	Lunch (Waterfall Restaurant)	12:00	13:00	800	Central	*Without Reservation*
		Dinner (Panorama Restaurant)	18:00	19:30			*Free*



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
L'Aspendos Restaurant		Late Snack Service	21:30	07:00	400	Central	*Food service from Late Dinner until Breakfast*

❖ A LA CARTE RESTAURANTS





Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
L'Aspendos Restaurant	A la Carte	Italian Cuisine	18:30	21:30	70	Central	*With Reservation*
Ehl-i Keyf Restaurant		Turkish Cuisine					*Free*

❖ A LA CARTE RESTAURANTS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Halikarnas Restaurant	A la Carte	Seafood	18:30	21:30	70	Central	*With Reservation* *Extra Charge*

❖ A LA CARTE RESTAURANTS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
La Casita Mexicana Restaurant	A la Carte	Mexican Cuisine	18:30	21:30	70	Central	*With Reservation* *Free*



❖ SNACK RESTAURANTS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Gözleme House	Snack	Gözleme	11:00	17:00	50	Merkezi	*Without Reservation* *Free*
Waffle Corner		Sweet Snacks	14:00	16:00			

❖ SNACK





Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Lobby Patisserie	Patisserie	Snack	11:00	23:00	200	Central	*Pastry and Cakes Assortment*
Sunset View Patisserie			11:00	17:00			*Pastry and Cakes Assortment*

❖ SNACK



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Phaselis Snack Restaurant	Snack	A la Carte Service	11:00	18:00	80	Central	*A la Carte Self Service*
Aqua Snack Restaurant		Fast Food Service	11:00	17:00			*Fast Food Snack Service*



❖ BARS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Lobby Bar	Beverage	Indoor Drinks Menu	00:00	23:59	250	Central	*Local and Imported Alcoholic and Non-Alcoholic Drinks*
Sunset View Bar		Indoor Drinks Menu	10:00	23:59			*Local and Imported Alcoholic and Non-Alcoholic Drinks*

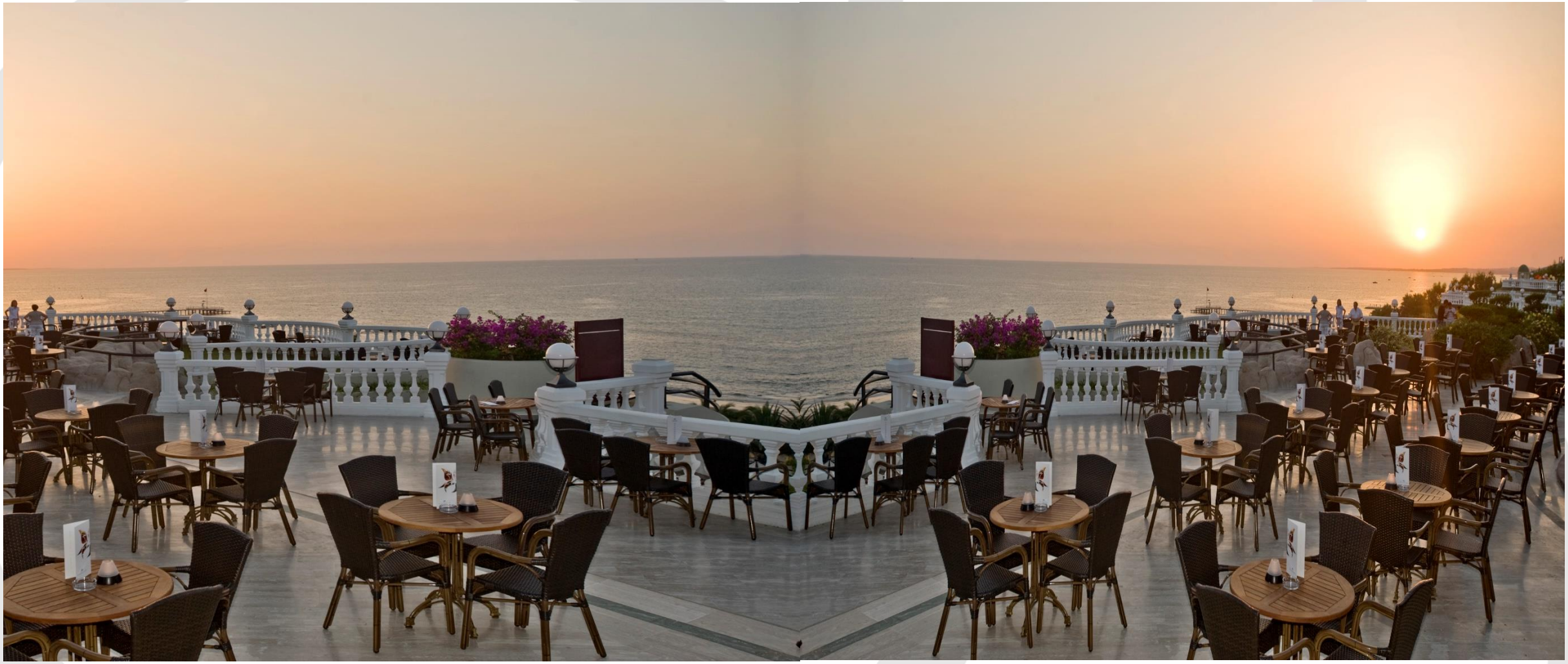


❖ BARS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Crystal Cruise Beach Bar	Beverage	Outdoor Drinks Menu	10:00	18:00	250	Central	*Local Alcoholic and Non-Alcoholic Drinks*
Side Pool Adult Bar		Indoor Drinks Menu	10:00	18:00			*Local and Imported Alcoholic and Non-Alcoholic Drinks*

❖ BARS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Crystal Bar	Beverage	Indoor Drinks Menu	10:00	18:00	250	Central	*Local and Imported Alcoholic and Non-Alcoholic Drinks*
Family Pool Bar		Outdoor Drinks Menu	10:00	17:00			*Local Alcoholic and Non-Alcoholic Drinks*



❖ BARS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Phaselis Snack Bar	Beverage	Outdoor Drinks Menu	09:00	18:00	250	Central	*Local Alcoholic and Non-Alcoholic Drinks*
Cafe Turca		Hot Drinks Menu	10:00	22:00			*Hot Drinks Menu*
Disco Bar		Outdoor Drinks Menu	23:00	02:00			*Local Alcoholic and Non-Alcoholic Drinks*



❖ SPECIAL DAYS & ORGANIZATIONS



FREE SERVICES

Special service for honeymoon couples: fast check-in, sparkling wine, fruit basket, themed room decoration, A la Carte reservation on an evening of your choice (with special table decoration) and breakfast service to the room on your preferred date, room upgrade to a higher category depending on the availability of the hotel, special setups, flowers and special designed gifts in the room.

** In order to validate the package, the date of marriage registration shall not be more than 10 months prior to arrival (basing on check-in date). It is mandatory to submit the marriage certificate upon the check-in.

PAID SERVICES

Birthday Celebration Card, Wine, Fruit Plate, Decorated Table at the Restaurant. Birthday Cakes are offered on a paid basis.

Wedding Anniversary Celebration: Wine, Fruit Plate, Decorated Table at the Restaurant. Wedding Anniversary Cakes are offered on a paid basis.

L&H Ultra All Inclusive Concept

Local & Healthy Ultra All Inclusive

- We select and present our food products standing by their authentic place of origin
- Local products are displayed with geographical tags ("Cream", "Cheese "etc.)
- We offer gluten-free bread and dough products made with healthy wheat
- Healthy and natural products are mainly used in children's and baby buffets
- Detox menu includes carefully selected vegetables and fruits that turn into a healthy drinks
- Fried products containing refined trans fat are not presented. We give our priority to healthy cooking methods throughout the facility.

LOCAL HEALTHY

food & drinks

WE SERVE
you enjoy

Dear Guests, we've prepared a new open buffet system to completely eliminate contact with food serving and service equipment.

Our Kitchen Chefs will serve the delicious food prepared for you on open buffets without touching it by means of **"WE SERVE"** system within the social distance rules.

WE SERVE
you enjoy

FOOD & BEVERAGE SERVICES

Standard Free Services	Standard Free Services
Traditional Palace Sherbet and Cezerye as a Welcome Treat	24-hour beverage service
Table service in all outlets	Dietary food at the Main Restaurant
Mini bar (refilled one time per day)	Vegetarian food at the Main Restaurant
Lunch and dinner concepts include beverage serving	Local themed food at the Main Restaurant
All-day Snack restaurants serving grill varieties, pizza, pide, hamburger and similar snack foods	Kids Open Buffet at the Main Restaurant
Main restaurant serves breakfast, lunch and dinner within an open buffet concept	Ice Cream Service
Baked fresh daily bakery products served in patisseries	Baked Potato
International and local coffee	Boiled Corn
Various handmade foods served in Snack Restaurants	Some of A la Carte Restaurants

FOOD & BEVERAGE SERVICES

Standard Free Services	Standard Paid Services
Welcome Service	Freshly squeezed vegetable & fruit juices and Energy drinks
A 'la Minute food preparation in some units	All bottled alcoholic products, all special local and import wines and champagnes, Premium alcoholic beverages (10 and 12 + years old aged VSOP, XO Cognacs)
Special section for families with children in the Main Restaurant	All wine, champagne and special meals at A la Carte Restaurants orders are served for an extra charge. (Excluding Table Wine))
Fresh cut fruit and charkuterie served at the buffet	24-hour Room Service
Baked fresh daily bakery products	Special meals and events organized in certain locations of the facility
Beverage menu in all bars	Special day celebrations (Wedding Anniversary and Birthday cakes)
Thematic buffet presentations, including Turkish cuisine once a week	All A la Carte Restaurants for stays of 6 nights or less
1 Use of A la Carte Restaurant for every 7 nights of stay	
Selection of freshly squeezed juices at breakfast buffet	



❖ BEACH AND SWIMMING POOLS



Sand, Blue Flag certified beach
WC, beach showers
Locker cabins
Lifeguards on duty throughout the day
No-Smoking zones on the beach

Pavilions and affiliated service areas (with reservation and extra charge)
Beach Bar services
Poolside and beach umbrellas
Sun beds, beach towels

PAVILLIONS



The joy is in its nature

Naturally delightful

Depending on availability, the pavilions can be rented for a daily fee.
A complete minibar setup as well as a special service for food and drinks are available



❖ PAVILIONS



4 PAVILIONS

Pavilions are available for daily rent at a certain fee, basing on availability. Full Minibar setup, special food & beverage service available

WATER SLIDES



Our facility has 3 band water slides for adults, located next to the Family Annex Building.

❖ FOR CHILDREN



We have 2 band water slides for our little guests. Snack Bar & Restaurant offers food and beverage services in water slides area.


CRYSTAL SUNRISE QUEEN



❖ SWIMMING POOLS



	SIZE	DEPTH	LOCATION
Main Pool (4 connected parts)	350 m²	100 cm – 135 cm – 155 cm	Beach side
Family Pool	303 m²	140 cm	In front of the Family Block

All pools are closed between 19:00 and 08:00 due to cleaning works and guest safety.



SWIMMING POOLS



	SIZE	DEPTH	LOCATION
Side Pool (16 +)	180 m²	150 cm	Above L'Aspendos Restaurant
Activity Pool	350 m²	155 cm	Next to the Crystal Bar

All pools are closed between 19:00 and 08:00 due to cleaning works and guest safety.

❖ SWIMMING POOLS



	SIZE	DEPTH	LOCATION
Indoor Pool	246 m²	180 cm	Next to the SPA – Shopping Center



❖ CRISPY KIDS WORLD



For our little guests ... We have created great opportunities so that they can enjoy their holidays to the fullest in an unlimited and freely way. All-day activities, Crispy Mini Club, games, designated pool, food and beverage services for children and young people ages 4-12. We have prepared many activities where they can make new friends, improve themselves, get enough of games and fun. Our kids club staff, to whom you entrust your most precious ones, show our little ones all the care they deserve and constantly watch over them. We know that the kids club is the most important department that does not admit mistakes, and for this reason, our kids club personnel in all our facilities with the concept of "Child and Family Friendly Hotel" host our little guests with this awareness Because we know that if our little guests are happy, their families are happy too. Come and present your children a fun, adventurous and unforgettable holiday!

- Mini Club (04-12 years)
- Teen Club (13-17 years)
- Mini Disco
- Mini Cİnema

- Playground (outdoor)
- Mini pool and activity equipments
- Baby stroller (paid)
- Learning games and activities, shows for children

❖ ENTERTAINMENT & ACTIVITY & SPORT



Daily activities	Beach Volleyball	Karaoke
Night Shows	Live Music Bands	Indoor Fitness
Themed parties & Gala Night	Backgammon, chess, card games etc.	Squash
Water Sports	Books & Magazine Corner	Tennis (Hard Surface)



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CRYSTALCLEAR
Spa Center





TURKISH BATH & SAUNA & SPA



Free Services

Indoor Pool
Relax area
Sauna
Turkish Bath
Steam Room

Paid Services

Massage courses and VIP Massage Rooms
Skin and body treatments
Hairdresser and beauty salon
Peeling, Foam
Ayurveda



❖ SPORT & ACTIVITIES



Free Services

Tennis court (6) with hard surface
Boccia, darts, aerobics, stretching, Aqua Aerobics
Beach volleyball, basketball, football, table tennis
Squash
Fitness room

Paid Services

Tennis court lighting and tennis equipment

Motorized and non-motorized water sports (canoe and pedalo, banana, parasailing, Ringo)

GENERAL SERVICES (Free Services)

Wake-Up Service	Mini Bar
Message Service	Guest Relations desk
Parking Lot (OUTDOOR)	Daily table reservations in the Main Restaurant for disabled guests
Luggage Carriers	Special landscaping allowing disabled guests to access any area of the facility

GENERAL SERVICES (Paid Services)

Telephone, fax, photocopy

Laundry (dry cleaning, washing, ironing and tailor service)

Shopping Center (Shops)

Transfer Services

Rent a Car, Bicycle Rental, Baby Stroller Rental

Doctor Service

Photography Service

SHOPPING CENTER

Leather Shop	Boutique	Hairdresser		
Market	Photographer	Jewelry Shop	Carpet Shop	Bag Shop

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 products and brands are used in all Food and Service offerings.
- Guests who are allergic to any food products are required to inform the Guest Relations of their situation upon entering the facility. Otherwise, the Hotel Management is not responsible for any problem that may occur.
- In accordance with the laws of the Republic of Turkey as of 19.05.2008 smoking is prohibited in general indoor areas.
- Pets are not allowed in our facility.
- Hotel Check-In time 14:00 and Check-Out time is 12:00. Even if the room is left on time, the use of the facility services after 12:00 is subject to an extra charge.
- Some restaurants and bars may have a dress code. (Dinner buffet and A la Carte Restaurants)
- Air-conditioning working hours are automatically adjusted by the automation system according to the outside weather conditions in order to provide maximum comfort.
- Alcoholic beverages, as well as tobacco products and alcohol, are not served and sold to the guests under the age of 18.
- Alcohol is not served to the guests with health risks.
- Preparatory works carried out during the opening and closing of the season may be delayed due to the weather conditions.
- The opening date of the beach is determined by the hotel management according to the weather conditions.
- The hotel management reserves the right to unilaterally make changes in all services and hours stated in the Factsheet due to pandemia, weather conditions and similar reasons beyond the control.
- Days when restaurants and bars are closed set by the hotel management may vary depending on weather conditions and reservation requests.
- In terms of hygiene and safety it is not suitable to take food, beverage and equipment out from food and beverage units to outdoor areas.
- Bath amenities are provided in accordance with the number of persons on daily basis.
- Information letter with general rules of the facility is given upon arrival to all guests against signature.
- In case if sun bed is occupied but not being used for a long time, the hotel authorized personnel may take the belongings away from the sun bed to empty it.
- Fishing and hunting within the swimming borders is prohibited.
- Motor vessels cannot be used within the swimming borders.
- All consumables, guest amenities, towels, mini bar contents, and cosmetic products provided in the rooms are served as an all-inclusive package for daily use within the facility. It is not appropriate to take these supplies out of the facility.
- The hotel management reserves the right to make unilateral changes regarding the services and information in this guide.
- Our current concept is always available on our crystalhotels.com.tr website. Tour Operators and Agencies acknowledge that currently published concepts are valid within the scope of the contracts and they will update this information simultaneously on their sales and marketing channels.
- **Crystal Hotels does not accept responsibility for out-of-date content on the web sites of agencies and tour operators.**

MEASURES AGAINST GLOBAL WARMING IMPLEMENTED IN OUR HOTELS

Natural Gas Usage

Waste sorting

Usage of recyclable materials

Usage of Energy Saver in rooms

Usage of electricity-saving lighting and sensors

Usage of sensors and aerators to save water

Solar Energy Usage



UP-TO-DATE PHOTOS, VIDEO, LOGO, FACT SHEET

CRYSTAL SUNRISE QUEEN LUXURY RESORT & SPA

You can access all up-to-date information, fact sheets, images, logos and videos from the addresses below.

www.crystalhotels.com.tr

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