## HOTEL INFORMATION & ULTRA ALL INCLUSIVE CONCEPT DETAILS
## (valid from 01 april to 31 october)

| | | | |
|---|---|---|---|
| **HOTEL NAME** | ALVA DONNA EXCLUSIVE HOTEL & SPA | **LANGUAGE** | TR, ENG, DE, RU |
| **CATEGORY** | 5 Stars | **ACCEPT.CREDIT CARD** | Visa, Master Card, Cash |
| **FOUNDATION YEAR** | 2005 | **VOLTAJ** | 220 Volt |
| **LOCATION** | Belek – Boğazkent | **QUALITY DOCUMENTS** | ISO 9001:2015 - Quality Management Certification |
| **OPENING PERIODS** | All year around | | ISO 22000:2005 - Food Safety Management System |
| **LAST RENOVATION** | 2013 - GENERAL AREA | | ISO 10002:2004 - Guest Satisf. & Complaints Mn. Sys. |
| **TOTAL AREA** | 64.000 m2 | | ISO 14001:2015 - Environmental Management System |
| **TOTAL ROOM** | 724 | | OHSAS 18001 - Occupational Health and Safety System |
| **NON SMOKING ROOM** | Available | | Blue Flag |
| **PETS** | Not allowed | | Green star |
| **DISABLED ROOM** | 7 | **COMPANY NAME** | Alva Emlak Otelcilik İnş. Tic. A.Ş. |
| **TOTAL CAPACITY** | 1907 pax | **TAX OFFICE** | Serik |
| **FROM ANTALYA** | 50 km | **TAX NUMBER** | 068 087 86 40 |
| **FROM AIRPORT** | 40 km | **POSTAL ADDRESS** | Sahil Mah. Mimar Sinan Cad. Boğazkent / Belek Antalya |
| **FROM BEACH** | 0 meter | **TELEPHONE / FAX** | 90 242 731 00 25 / 731 00 91 |
| **LENGTH OF BEACH** | 300 meter | **E-MAIL** | info@alvadonna.com |
| **NEAREST HOSPITAL** | Private or State Hospital | **WEB SITE** | www.alvadonna.com |
| **FROM GOLF FIELD** | 5 km | **SALES OFFICE** | sales@alvadonna.com |
| **NEAREST TOURISM CENTER** | BELEK - 7 km | **ON-LINE RESERVATIONS** | www.alvadonna.com |

TRANSFER INFORMATION:

1- Public transport - Minibus (Dolmuş) to Antalya and center of Belek (hours are determined by the municipality)
2- Taxi - 24 hours / front of the hotel
3- Private transportation by hotel
4- Car rental - (available in the hotel)

## BEACH

| | | |
|---|---|---|
| Distance to the beach from main building | : | 150 Meters |
| Beach structure | : | Sand & pebbles , width 50 meters, Length 300 meters |
| Facilities (free of charge) | : | Sunbed, sunshade, beach towel, pier, zone +16 (only for adults) |
| Facilities (on charge) | : | VIP Pavillion |
| Food and drink | : | Pier bar, beach snack, beach bar |
| Private child & baby beach | : | Sea water pool, sunshade, sunbed |

** VIP pavillions are equipped with safe, mini bar, separate shower and sunbeds, max 4 pax are allowed . VIP

pavillions are on charge & with pre-reservation. Reservation is made by the guest relation department after the arrival.

## ROOM FACILITIES

| ROOM TYPE & INFORMATION | Total Room | m² | Max accom. | Direct sea view | Side sea view | Land view | Disabled Room | Special Price | Vip Service | Main building | Deluxe building |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Standard Room | 254 | 27 | 3 | | ✓ | ✓ | 3 | | | ✓ | |
| Deluxe standard room | 198 | 27-30 | 2+1 | | | ✓ | 4 | | | | ✓ |
| Quadruple room main building | 57 | 30 | 3+1 | | | ✓ | | | | ✓ | |
| Deluxe quadruple room | 26 | 48 | 3+1 | | | ✓ | | | | | ✓ |
| Family room | 95 | 41 | 4 | | ✓ | ✓ | | | | ✓ | |
| Deluxe family room | 30 | 41 | 4 | | | ✓ | | | | | ✓ |
| Family room bunk bed | 21 | 41 | 3+2 | | | ✓ | | | | ✓ | |
| Superior family room | 12 | 50 | 4 | | ✓ | ✓ | | ✓ | | ✓ | |
| Junior suite | 4 | 48 | 2 | | | ✓ | | ✓ | | | ✓ |
| Executive suite | 6 | 60-77 | 2 | | | ✓ | | ✓ | | | ✓ |
| Royal suite | 12 | 100-125 | 4 | | | ✓ | | ✓ | ✓ | | ✓ |
| Pasha suite | 4 | 66 | 4 | ✓ | ✓ | | | ✓ | ✓ | ✓ | |
| Sultan suite | 3 | 81 | 4 | ✓ | ✓ | | | ✓ | ✓ | ✓ | |
| Madonna suite | 1 | 175 | 2 | ✓ | | | | ✓ | ✓ | ✓ | |
| Presidental suite | 1 | 180 | 4 | ✓ | | | | ✓ | ✓ | ✓ | |
| **Grand Total** | **724** | | | | | | **7** | | | | |

| ROOM FACILITIES & AMENITIES | Balcony | Carpet | Laminat | French bed | Twin bed | Extra bed | Bunkbed | Connection door | Shower | Bathtub | Jacuzzi | Hair dryer | Telephone | TV - PLAZMA | Music&satellite | Bathrobe & slippers | Hot drinks set up | Wi- Fi | Minibar | Central A/C | Individual A/C | Safebox | Living Room |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Standard Room | ✓ | | ✓ | ✓ | ✓ | ✓ | | | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | |
| Deluxe standard soom | ✓ | | ✓ | ✓ | | ✓ | | | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | |
| Quadruple room main building | ✓ | | ✓ | ✓ | ✓ | | ✓ | | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | |
| Deluxe quadruple room | ✓ | | ✓ | ✓ | | | | | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | |
| Family room | ✓ | | ✓ | ✓ | ✓ | | | ✓ | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | |
| Deluxe family room | ✓ | | ✓ | ✓ | ✓ | | | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | |
| Family room bunk bed | ✓ | | ✓ | ✓ | ✓ | | ✓ | ✓ | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | |
| Superior family room | ✓ | | ✓ | ✓ | ✓ | | | ✓ | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | |
| Junior suite | ✓ | | ✓ | ✓ | | | | | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Executive suite | ✓ | | ✓ | ✓ | | | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Royal suite | ✓ | | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | |
| Pasha suite | ✓ | ✓ | | ✓ | | | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Sultan suite | ✓ | ✓ | | ✓ | ✓ | | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Madonna suite* | ✓ | | | ✓ | | | | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Presidental suite | ✓ | ✓ | | ✓ | ✓ | | | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

** Madonna Suite has epoxy floor
** Hot drinks set up consists of: kettle, coffee, tea, herbal tea, milk powder, sugar
** Mini bar is replenished daily (soft drinks, water, beer)

| DISABLE ROOMS | Total room | Land view | Twin bed | French bed | Laminat | Entrance door width | Coridor width in the room | Housing | Shower | Holders in the bath | Bath door width |
|---|---|---|---|---|---|---|---|---|---|---|---|
| STD room main building | 3 | ✓ | | ✓ | ✓ | 88 cm | 142 cm | 30 m² | ✓ | ✓ | 86 cm |
| Deluxe STD room | 4 | ✓ | ✓ | ✓ | ✓ | 88 cm | 142 cm | 25-27 m² | ✓ | ✓ | 86 cm |

* Handicapped rooms are for sale only on the request

## HOUSEKEEPING

| | | |
|---|---|---|
| Room cleaning | : | Daily |
| Towel changing | : | Daily |
| Bed clothes changing | : | 3 times a week |
| Bathroom amenities set up filling | : | Daily |

## POOLS

| POOLS | Area, m³ | Dept | Indoor | Outdoor | Section for kids | Heated* | Water slides | Sunbeds | Sunshade | Towel |
|---|---|---|---|---|---|---|---|---|---|---|
| Main outdoor pool | 2850 | 140 | | ✓ | | ✓ | | ✓ | ✓ | ✓ |
| Pool with water slides for adults | 380 | 110 | | ✓ | | ✓ | 5 | ✓ | ✓ | ✓ |
| Mini club pool | 80 | 35 | | ✓ | ✓ | ✓ | 1 | ✓ | ✓ | ✓ |
| Pool with water slides for kids | 85 | 70 | | ✓ | ✓ | | 3 | ✓ | ✓ | ✓ |
| SPA pool | 560 | 140 | | ✓ | | | | ✓ | | ✓ |
| Indoor pool | 250 | 140 | ✓ | | | ✓ | | ✓ | | ✓ |
| Indoor kids pool | 25 | 35 | ✓ | | ✓ | ✓ | | ✓ | | ✓ |
| Kids pool with sea water on the beach | 20 | 35 | | ✓ | ✓ | | | ✓ | ✓ | ✓ |
| Deluxe outdoor pool | 1064 | 140 | | ✓ | | ✓ | | ✓ | ✓ | ✓ |
| Deluxe kids outdoor pool | 25 | 35 | | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ |
| Deluxe indoor pool | 190 | 140 | ✓ | | | ✓ | | ✓ | | ✓ |
| Deluxe kids indoor pool | 25 | 35 | ✓ | | ✓ | ✓ | | ✓ | | ✓ |
| Deluxe Outdoor pool with Jacuzzi | 25 | 35 | | ✓ | | | | ✓ | ✓ | ✓ |

* Dates of the pools heating are defined by the hotel management.
** Some pools have cooling system. Dates of the pools cooling in the summer season are defined by the hotel management.

## ACTIVITIES & ANIMATION

| FREE OF CHARGE | | | |
|---|---|---|---|
| ✓ | Whole day entertainment | ✓ | Beach volley |
| ✓ | Evening shows | ✓ | Table tennis |
| ✓ | Live music | ✓ | Archery |
| ✓ | Concert | ✓ | Dart |
| ✓ | Water Gym | ✓ | Step aerobic |
| ✓ | Tennis court (hard surface) | ✓ | Disco |
| ✓ | Tennis equipment (rackets, ball) | ✓ | Fitness center |
| ✓ | Basketball | ✓ | Football |
| ✓ | Volleyball | ✓ | Boccia game |
| ✓ | Air rifle | ✓ | Water polo |

| ON CHARGE | | | |
|---|---|---|---|
| ✓ | Tennis court lighting | ✓ | Billards |
| ✓ | All water sports | ✓ | Game machines & Play station |
| | | ✓ | Bowling |

## FACILITIES FOR KIDS & BABIES

| FREE OF CHARGE | | | |
|---|---|---|---|
| ✓ | Mini club (4-12) & sleeping rooms | ✓ | Kids buffet (main restaurant) |
| ✓ | Kids' animation whole day | ✓ | Diet buffet (main restaurant) |
| ✓ | Outdoor playground | ✓ | Baby food in jars (main restaurant) |
| ✓ | Mini disco before evening show | ✓ | Packaged milk (main restaurant) |
| ✓ | Trampolines | ✓ | Packaged juice (main restaurant) |
| ✓ | Painting & activity area | ✓ | Microwave over (main restaurant) |
| ✓ | Outdoor pool with 1 water slide for babies (mini club) | ✓ | Blender (main restaurant) |
| ✓ | Outdoor pool with 3 water slide for kids | ✓ | Baby cot |
| ✓ | Sea water pool on the beach for kids | ✓ | Baby pot |
| ✓ | İndoor pool | ✓ | Kids bathroom step stool |
| ✓ | Cinema & movies | ✓ | High chair for babies (main restaurant) |

| ON CHARGE | | | |
|---|---|---|---|
| ✓ | Baby sitting | ✓ | Baby carriage |
| | | ✓ | Game machine |

## MEETING ROOMS

| **HALLS & SIZES** | Width | Lengt | Height | m2 | Theatre | Class | Coctail | Banket | U Shape | Foyer |
|---|---|---|---|---|---|---|---|---|---|---|
| TURKA HALL | 16,2 | 27,28 | 3,6 | 442 | 500 | 280 | 400 | 275 | 70 | ✓ |
| * TURKA 1 | 8,7 | 16,2 | 3,6 | 145 | 150 | 100 | 120 | 60 | 50 | ✓ |
| * TURKA 2 | 9,56 | 16,2 | 3,6 | 155 | 150 | 100 | 130 | 60 | 50 | ✓ |
| * TURKA 3 | 8,76 | 16,2 | 3,6 | 142 | 150 | 100 | 120 | 60 | 50 | ✓ |
| TURKA 4 | 5,8 | 10 | 2,8 | 58 | 45 | 30 | * | * | 20 | ✓ |
| FESTIVAL HALL | 8,1 | 20 | 2,8 | 162 | 220 | 110 | 150 | 100 | 50 | ✓ |
| LOUNGE 1 | 6 | 16,5 | 3,45 | 99 | 50 | 35 | * | * | 30 | ✓ |
| LOUNGE 2 | 7 | 14,75 | 3,45 | 103 | 110 | 80 | * | * | 45 | ✓ |
| LOUNGE 3 | 7 | 18,75 | 3,45 | 129,5 | 120 | 85 | 50 | 70 | 45 | ✓ |
| CINEMA | | | | | 54 Pax | | | | | ✓ |

** All meeting rooms are without columns. All meeting rooms have a foyer
** The ceiling height in Turka hall is between 3,20 m - 3,60 m
** Festival hall is not using for conference during the summer Season
** Lounge A & Lounge B are available for the guests who are waiting for early check/in or late check/out

## FOOD & BEVERAGE CONCEPT

| RESTAURANTS | | Outdoor | Indoor& A/C | Kids menu | Diet menu | Days in week | | Working hours | Thema |
|---|---|---|---|---|---|---|---|---|---|
| MAIN RESTAURANTS TOTAL 1890 pax | | | | | | | | | |
| * Panorama restaurant 1100 pax | Breakfast | ✓ | ✓ | | ✓ | 7 | Open buffet | 07:00-10:00 | International cuisine |
| | Lunch | ✓ | ✓ | | ✓ | 7 | Open buffet | 12:30-14:30 | International cuisine |
| | Dinner | ✓ | ✓ | | ✓ | 7 | Open buffet | 18:30-21:00 | International cuisine |
| * Deluxe restaurant 600 pax | Breakfast | ✓ | ✓ | ✓ | ✓ | 7 | Open buffet | 07:00-10:00 | International cuisine |
| | Late breakfast | ✓ | ✓ | ✓ | ✓ | 7 | Open buffet | 10:00-11:00 | International cuisine |
| | Lunch | ✓ | ✓ | ✓ | ✓ | 7 | Open buffet | 12:30-14:30 | International cuisine |
| | Dinner | ✓ | ✓ | ✓ | ✓ | 7 | Open buffet | 18:30-21:00 | International cuisine |
| * Bistro restaurant 140 pax | Breakfast | ✓ | ✓ | | ✓ | 7 | Open buffet | 07:00-10:00 | International cuisine |
| | Late breakfast | ✓ | ✓ | | ✓ | 7 | Open buffet | 10:00-12:00 | International cuisine |
| | Lunch | ✓ | ✓ | | ✓ | 7 | Open buffet | 12:30-14:30 | International cuisine |
| | Dinner | ✓ | ✓ | | ✓ | 7 | Open buffet | 18:30-21:00 | International cuisine |
| | Midnight snack | ✓ | ✓ | | | 7 | Open buffet | 21:30-06:00 | International cuisine |
| * Kids restaurant 50 pax | Breakfast | ✓ | ✓ | ✓ | | 7 | Open buffet | 07:00-10:00 | International cuisine |
| | Lunch | ✓ | ✓ | ✓ | | 7 | Open buffet | 12:30-14:30 | International cuisine |
| | Dinner | ✓ | ✓ | ✓ | | 7 | Open buffet | 18:30-21:00 | International cuisine |
| A'LA CARTE RESTAURANTS TOTAL 160 pax _ ON CHARGE | | | | | | | | | |
| Italian restaurant | 30 pax | | ✓ | | | 6 | A'la carte | 19:00-21:00 | Italian cuisine |
| French restaurant | 30 pax | | ✓ | | | 6 | A'la carte | 19:00-21:00 | French cuisine |
| Fish restaurant | 30 pax | | ✓ | | | 6 | A'la carte | 19:00-21:00 | Fish |
| Steak House restaurant | 30 pax | | ✓ | | | 6 | A'la carte | 19:00-21:00 | Meat |
| Chinese restaurant | 30 pax | | ✓ | | | 6 | A'la carte | 19:00-21:00 | Chinese cuisine |
| Teppanyaki restaurant | 10 pax | | ✓ | | | 6 | A'la carte | 19:00-21:00 | Japanese cuisine |
| SNACK RESTAURANTS TOTAL 430 pax | | | | | | | | | |
| A'la Turca snack | 250 pax | ✓ | | | | 7 | Open buffet | 12:30-17:00 | Snacks, light meals |
| Arena snack | 120 pax | ✓ | | | | 7 | Open buffet | 12:00-16:00 | Snacks, light meals |
| Beach snack | 60 pax | ✓ | | | | 7 | Open buffet | 12:00-16:00 | Snacks, light meals |
| Deluxe snack | 120 pax | ✓ | | | | 7 | Open buffet | 12:00-18:00 | Snacks, light meals |

** İce cream: 12:00-17:00; 18:30-21:00.

** Kumpir (potato with filling), donut, gözleme (turkish flat breads) served in the snack restaurants in the certain time.

** One time a week gala dinner & two time a week thema dinner in the main restaurant.

** A'la carte restaurants are on charge & with pre-reservation. Reservation of a'la carte restaurants is made by the guest relation department. İtalian, French, Asian, Fish a'la carte 8 EUR per person; Steak house 10 EUR per person; Teppanyaki a'la carte 25 EUR per person.

** Sea shoes & sea clothes are not allowed in the main restaurants.

** Dress code for the dinner.

** Fresh orange juice at the breakfast in the main restaurant is free of charge.

** Variety of fast food & snack & fruits are served during a day.

** Room service 24 hours is on charge.

| | Outdoor | Indoor& A/C | Days in week | Working hours | Location |
|---|---|---|---|---|---|
| BARS | | | | | |
| Cinna bar | | ✓ | 7 | 24 hours | Main building (After 24:00 only non-alcoholic beverages) |
| Deluxe lobby bar | | ✓ | 7 | 24 hours | Deluxe building |
| Festival bar | | ✓ | 7 | 09:00-16:00 | Main building (Only non-alcoholic beverages) |
| Bella pool bar | ✓ | | 7 | 09:00-24:00 | Main outdoor pool |
| Deluxe pool bar | ✓ | | 7 | 10:00-18:30 | Deluxe outdoor pool |
| Arena bar | ✓ | | 7 | 24 hours | Alva arena |
| Beach bar | ✓ | | 7 | 10:00-18:00 | Beach |
| Pier Bar | ✓ | | 7 | 10:00-24:00 | Beach |
| Double day disco bar | | ✓ | 7 | 23:30-02:00 | Main building |
| Deluxe patisserie | | ✓ | 7 | 12:30-21:00 | Deluxe building |

** Local & some import alcoholic & non-alcoholic beverages are included into the concept
** Brands of the beverages are defined by the hotel management
** Premium class alcoholic beverages are not included into the concept
** Alcoholic & non-alcoholic beverages' service in bottles is on charge

## CONCEPT FOR THE SPECIAL DAYS

| HONEYMOON CONCEPT | | | |
|---|---|---|---|
| ✓ | Fresh flower in the room on the arrival day | ✓ | Breakfast in the room one time |
| ✓ | Special room decoration on the arrival day | ✓ | Sparkling wine & fruit basket in the room on the arrival day |
| ✓ | Reservation for a'la carte restaurant | ✓ | Special discount in SPA center |
| ✓ | VIP bathroom amenities | ✓ | Greeting card |

** This package is valid free of charge for the honeymoon couples, whose arrival date to the hotel no later than 45 days after the date of marriage (marriage certificate is required).
** A'la carte reservation is valid for one restaurant&once. French, İtalian, Asian or Fish restaurants are available for reservation. Reservation of a'la carte restaurants is made by the guest relation department after arrival.
** Breakfast in the room is provided on the request & pre-reservation, once time. Pre-reservation of a'la carte restaurants is made by the guest relation department after arrival.

| WEDDING ANNIVERSARY CONCEPT | | | |
|---|---|---|---|
| ✓ | Wine & fruit basket in the room on the wedding anniversary day | ✓ | Reservation for a'la carte restaurant |
| ✓ | Greeting card | ✓ | Special discount in SPA center |

** This package is valid free of charge for couples, whose date of wedding anniversary coincides with accomodation period.
** A'la carte reservation is valid for one restaurant&once. French, İtalian, Asian or Fish restaurants are available for reservation. Pre-reservation of a'la carte restaurants is made by the guest relation department after arrival (marriage certificate is required).

| BIRTHDAY CONCEPT | | | |
|---|---|---|---|
| ✓ | Greeting card | ✓ | Small birthday cake |
| ✓ | Wine & Fruite Basket | ✓ | Reservation for a'la carte restaurant |

** This package is valid free of charge for the guests, whose birthday coincides with accomodation period.
** A'la carte reservation is valid for one restaurant&once. French, İtalian, Asian or Fish restaurants are available for reservation. Pre-reservation of a'la carte restaurants is made by the guest relation department after arrival

## OTHER SERVICES & GENERAL INFORMATION

| FREE OF CHARGE | | | |
|---|---|---|---|
| ✓ | All foods and beverages which are including in ultra all inclusive consept | ✓ | Wi-Fi / The public area and in the rooms |
| ✓ | Sauna, Turkish Bath | ✓ | Library |
| ✓ | Parking lot | ✓ | Fitness center (+ 12) |

| ON CHARGE | | | |
|---|---|---|---|
| ✓ | All beverages which are not included into ultra all inclusive consept | ✓ | VIP pavillions on the beach |
| ✓ | A'la carte restaurants | ✓ | Shops |
| ✓ | All kinds of massage | ✓ | Crossfit center |
| ✓ | Beauty center & hairdresser | ✓ | Rent a car |
| ✓ | Laundry | ✓ | Internet cafe |
| ✓ | Room service | ✓ | Telephone |
| ✓ | Doctor | ✓ | Fax |
| ✓ | Photographer | ✓ | Currency exchange |

| GENERAL INFORMATION | | | |
|---|---|---|---|
| ✓ | Check in time 14:00 _ check out time 12:00 | ✓ | Guest relations office is open 08:00-24:00 every day (at the ground floor under the reception). Direct dial from the room: 7777 (Alva Assist) |
| ✓ | Early check in & late check out is paid service and can be provided only according to the room availability | ✓ | All guests are welcomed at the lobby (Turkish, English, Russian or German) |
| ✓ | Alcoholic beverages are not served for the guests who is under 18 years old | ✓ | Welcome treats at the lobby are served 09:00-20:00 every day (Turkish delights, candy, mini cake, sparkling wine, juice or lemonade) |
| ✓ | Your valuables please keep in the safe | ✓ | Weelchair is available at the reception for urgent situations. |

**THE HOTEL MANAGEMENT CAN MAKE ANY CHANGES TO THE SERVİCES AND ACTİVİTİES OUTLİNED İN THİS CONCEPT, CANCEL THEM DEPENDİNG ON A SEASON, WEATHER CONDİTİONS, HOTEL OCCUPANCY, GUEST REQUESTS AND DİFFERENT FORCE MAJEURE WİTHOUT PRİOR NOTİCE.**