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Dear Guests,

Welcome to the Paloma Family Club.

As Paloma Group, we are glad to host you in one of our hotels. During your stay, our staff will be in attention to make your holiday more enjoyable and unforgettable by offering you the highest service quality.

This document is prepared in order to let you reach all the hotel services and facilities faster and easier .

We wish you a lovely holiday.

Reception

Our reception will be at your service 24 hours a day for exchange currency, your office needs, wake up calls and information about the hotel or the surrounded area. You can get in contact with the reception by dialing '0' from the telephones in your room. For use Safe box, you can get information from the reception.

Check In – Check Out

The check – in time for our hotel has been determined as 14:00. In order to let us prepare the room for our next guest on time, we kindly ask you to leave your room on your departure day at latest 12:00.

We can keep your luggage at the reception in case you need time for your departure. Our guests who would like to keep their rooms after 12:00 can use their rooms by paying the related fee and depends on the availability.

Valuable Belongings

Our hotel management is not responsible for the belongings lost that our guest bring along with. For your valuable belongings, you can use the safe boxes located in our reception by paying the related daily fee.

Visitors

You can host your friends who come to visit you in our hotel by informing the reception staff and for a fee.

Internet

Wireless connection is available at the reception side and the common areas. You can refer to the reception staff for wireless passcode.

Doctor

Please get in contact with the reception staff in case you need a service for a doctor or a nurse . Kindly be inform that the doctor service is provided by a special clinic and subject to a fee.

Room Services

Your rooms are being cleaned daily between 08:00 – 18:30 while your sheets and towels are changed every third day. If you do not want us to enter your room, please use the ' Do not disturb' card hanging on the door handle. It is not allowed to use the bath towels provided outside your room. Laundry and ironing services are subject to a fee, please ask to the reception staff in case you need.

Technical Services

Please inform the reception staff for any technical issues occurred in your room to be fixed as soon as possible. Our room keys are also serving as the energy keys, please put the key into the socket located at the entrance of the room. In order to use the air condition, be sure that the doors and windows are closed.

All Inclusive Food Service

Open Buffet Breakfast: 08:00-10:30

Open Buffet Lunch:13:00-14:30

Open Buffet Dinner:19:30-21:30

Snacks: 12:30-15:00

Ice Cream:15:00-16:30

Coffee Break:17:00-18:00

Night Soup : 23:30 – 00:30

All Inclusive Drink Service

Paloma Bar : is open between hours 10:00.am -22:00.pm

Pool Bar: is open between hours 10:00.am-01:00.am

All inclusive beverage service is between hours 10:00.am and 00:00.am

An unlimited amount of hot drinks (coffee, tea, herbal tea), an unlimited amount of soft drinks (water, cola, fanta, sprite, mineral water, fruit juices,kids cocktail, alcohol free cocktails), alcoholic drinks (rakı, local vodka, local gin, local wine, local beer, viski, tequila, 3 favourite cocktails) are being served as free of charge.

All import drinks, turkish coffee, fresh fruit juices and all drinks served after 23:00 are being charged as extra.

Activities

Wi fi (General Area)

Snack Bar

Pool Bar

Evening entertainment (2 times a week)

Sunbeds on the beach. (Private)

Baby Sitting*

Daily tours*

Pool

Mini Club

Car Renting*

Water Slide (10:30-12:30 / 14:30-16:30)

Alacarte Restaurant (free once a week)

(*) These activities are subject to a fee and depends on seasonal conditions.

Other Information

Please do not bring food and beverage into your room.

In order to avoid of possible injuries, we are using polycarbonate glasses around the pool area. Please do not use the room towels provided around the pool area.

The pools are open between 08:00 and 19:00.

Except this hours, daily pool maintenance is being done and it is forbidden to enter the pools.

In case of a power failure, the generator moves in automatically, if the failure keeps going. please inform the reception staff.