

















Opening Year	2008
Last Renovation	2014
Operating Season	Summer
Category	5 Star
Board Basis	Ultimate All Inclusive
Total Area	16.000 m ²
Address	Yeni mah. 501 sok. no 9 KEMER/ANTALYA

Telephone	+ 90 242 814 75 35
Fax	+ 90 242 814 75 40
E-mail	info.deluxe@crystalhotels.com.tr
Official Website	www.crystalhotels.com.tr
Facility Building Blocks Number	6-storey Main Building
Beach Location and Length	Private beach, 50 m
Location	Located in Kemer city center, 56 km from Antalya Airport, 38 km from Antalya city center





Room Location	Standard Room	Standard Room with Bunk bed	Family Room	Pasha Suite	Sultan Suite	
Side Sea View	158					****
Land View	141	10	41	3	3	CRYSTAL DE LUXE RESORT & SPA KEMER / ANTALYA



Number of Rooms

Room Location

m2

Features

Standard Room consists of 1 bedroom and 1 bathroom. Rooms have 1 double + 1 single bed. Maximum occupancy - 3 persons.

All rooms have balcony, carpet floor and shower in the bathroom. Room are equipped with; LCD TV, electronic safe box, minibar and hair dryer. Rooms equipment corresponds to 5-star comfort.

(77 rooms with connecting doors and 3 rooms for disabled guests available)









Number of Rooms

Room Location

m₂

Features

Located on 1,2,3,4 floors.

27 m²

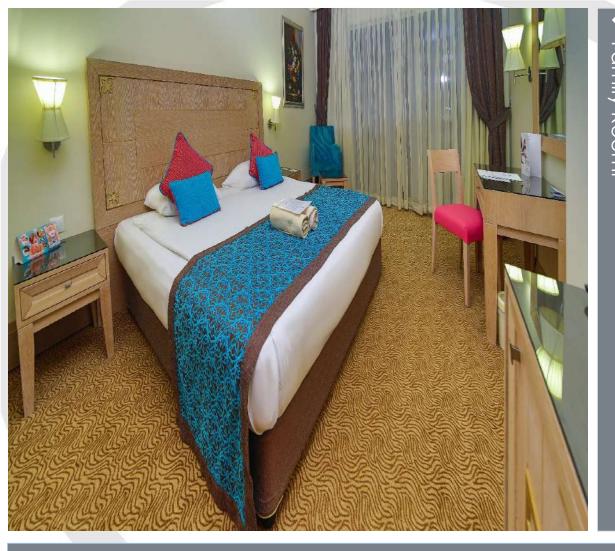
Standard Room with Bunk Bed consists of 1 bedroom and 1 bathroom. Rooms have 1 double + 1 bunk bed. Maximum occupancy – 2+2 persons.

All rooms have balcony, carpet floor and shower in the bathroom. Room are equipped with; LCD TV, electronic safe box, minibar and hair dryer. Rooms equipment corresponds to 5-star comfort.

10











Number of Rooms	Room Location	m ₂	Features
41	Located on 1 floor	40 m²	Family Room consists of 2 bedrooms (with connecting door) and 1 bathroom. Rooms have 1 double + 2 single bed. Maximum occupancy - 4 persons. All rooms have balcony, carpet floor and shower in the bathroom. Room are equipped with; LCD TV, electronic safe box, minibar and hair dryer. Rooms equipment corresponds to 5-star comfort.







Number of Rooms Room Location m2 Features

Located on 1 floor

3

75 m²

Sultan Suite consists of 2 separate bedrooms with exclusive and unlike decorations, 1 living room and 2 bathrooms (one with Jacuzzi, bathtub and shower, and the other with bathtub). Suite Rooms have 1 double + 2 single beds. Maximum occupancy – 4+2 persons. The Suite is equipped with Plasma TV, DVD Player and has all Standard Room features available.





Number of Rooms

3

Room Location

m₂

Features

Located on 1 floor

55 m²

Pasha Suite has exclusive and unlike decoration and consists of 1 bedroom, 1 living room, 1 bathroom with Jacuzzi and shower. The Suite has a terrace with Jacuzzi. Suite Rooms have 1 double bed. Maximum occupancy – 2+2 persons.

The Suite is equipped with Plasma TV, DVD Player and has all Standard Room features available.

Pasha Suite Terrace and Jacuzzi

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	-	√	-
Standard Room with Bunk Bed	€	Central	One time *	-	N/A	-	*	-
Family Room	€	Central	One time *	√	N/A	-	√	-
Pasha Suite	€	Central	One time *	√	N/A	√	√	√
Sultan Suite	€	Central	One time *	✓	N/A	~	✓	~

€ = 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)

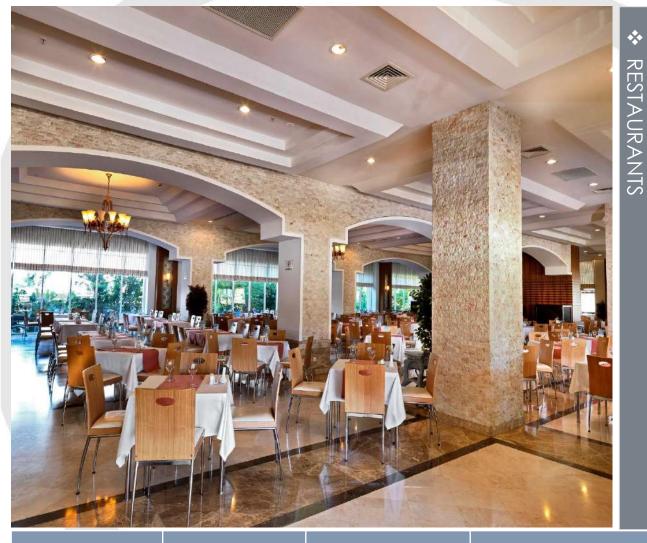
Baby crib (upon request)

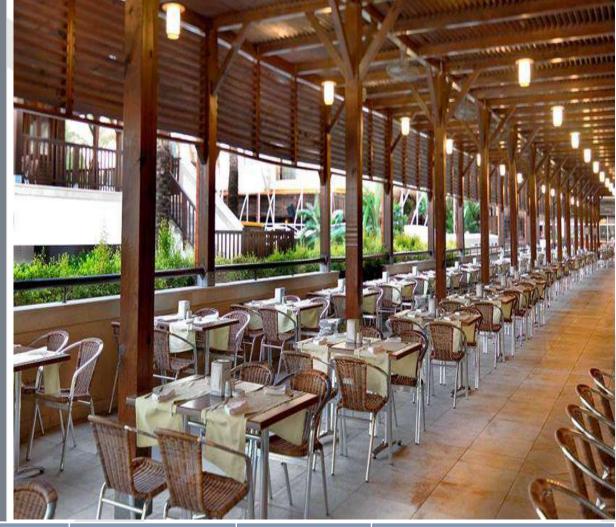
Baby pot (upon request)

STANDARD EQUIPMENT IN ALL ROOMS

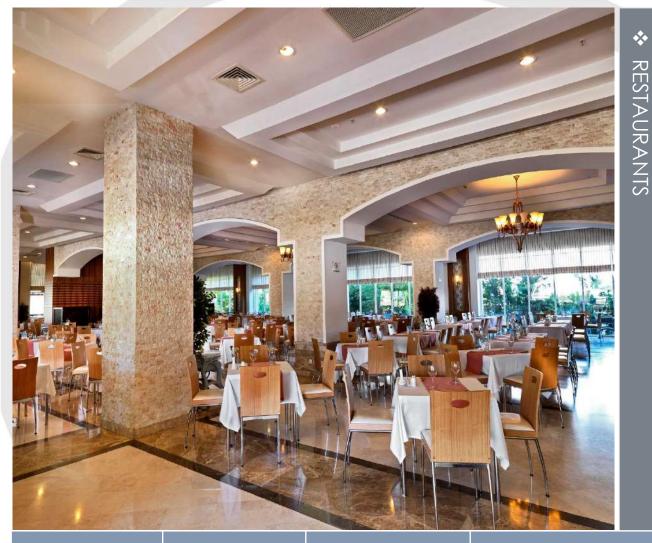
Electronic Safe Box

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 Bathroom and Room	Slippers
Central Air-conditioning System	





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



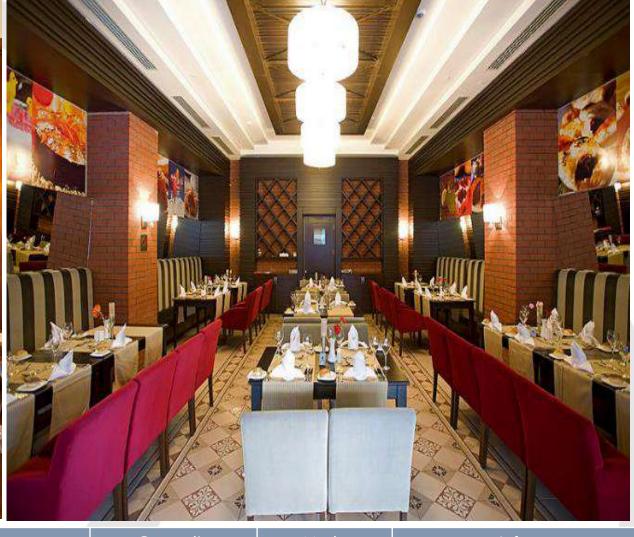


Outlet	Concept	Concept Details	Service Hours		Capacity	Music	Info
	Kids	Lunch	12:00	13:00			Without Reservation
Main Restaurant	Open Buffet	Dinner	18:00	19:30	800	Central	Free

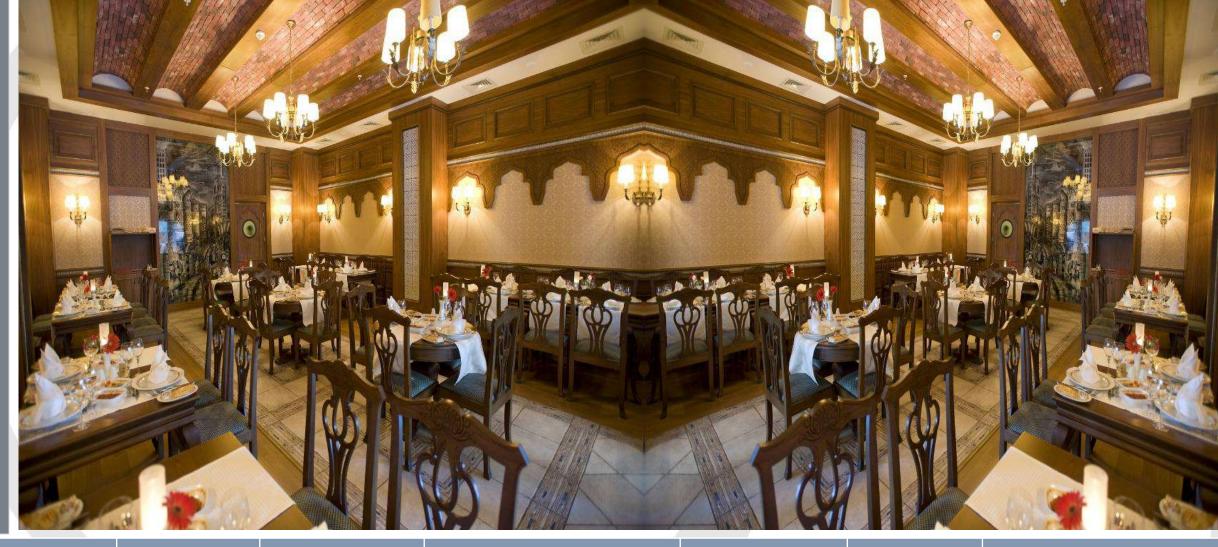


Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
La Fiesta Restaurant	24 Hours	Late Snack Restaurant	21:30	07:00	35	Central	Food service from Late Dinner until Breakfast





Outlets	Concept	Concept Details	Service	Hours	Capacity	Music	Info
Italian A la Carte	A la Carte	Italian Cuisine			35		With Reservation
Turkish A la Carte		Turkish Cuisine	18:30	21:30	35	Central	Free



Outlets Concept Concept Details Service Hours Capacity Music Info

Fish A la Carte

A la Carte

Sea Food

18:30

21:30

35

Central

With Reservation
Extra Charge







Outlets Concept Concept Details Service Hours Capacity Music Info

Lobby Patisserie Patisserie Patisserie 11:00 23:00 100 Central Bakery Offerings, Cakes Assortment and Ice Cream





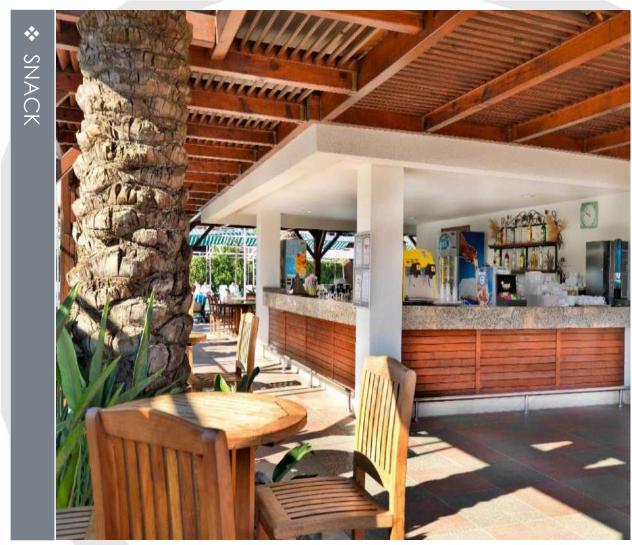
Outlets Concept Concept Details Service Hours Capacity Music Info

Pool Snack Restaurant Snack Service 11:00 18:00 Snack

200 Central

Gözleme House Gözleme 11:00 17:00

Various Kinds of Handmade Gözleme





Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Beach Snack	Snack	Snack Service	11:00	17:00	100	Central	





Outlets	Concept	Concept Theme	Service	Hours	Capacity	Music	Info
Lobby Bar	Beverage	Indoor Drink Menu	10:00	23:59	100	Central	Local and Imported Alcoholic and Non- Alcoholic Drinks
Cafe Turca		Hot Drink Menu	10:00	22:00			Hot Drinks

BARS







Outlets	Concept	Concept Details	Servic	e Hours	Capacity	Music	Info
Pool Bar	Beverage	Outdoor Drink Menu	00:00	23:59	100	Central	Local and Imported Drinks





Outlets	Concept	Concept Details	Service	e Hours	Capacity	Music	Info
Beach Bar	Beverage	Beach Drink Menu	10:00	18:00	50		Beer and Soft Drinks
Detox Bar	beverage	Detox Drink Menu	10:00	18:00	50	Central	Fresh Vegetable and Fruit Drinks

BARS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Disco Bar	Beverage	Outdoor Drinks Menu	23:00	02:00	100	Central	Local Alcoholic and Non-Alcoholic Drinks







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 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 Ultimate All Inclusive

Local & Healthy Ultimate 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.





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.



Standard Free Services

FOOD & BEVERAGE 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	Some of A la Carte Restaurants
Various handmade foods served in Snack Restaurants	

Standard Free Services

FOOD & BEVERAGE 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 VSOI 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)
1 Use of A la Carte Restaurant for every 7 nights of stay	All A la Carte Restaurants for stays of 6 nights or less
Thematic buffet presentations, including Turkish cuisine once a week	





POOLS	DEPIH	1112
OUTDOOR POOL	140 cm	750
WATERSLIDE POOL	110 cm	100
KIDS POOL	30 cm	40
INDOOR POOL	140 cm	140
INDOOR KIDS POOL	30 cm	30
SPA POOL	140 cm	60







Indoor pool heating system is operated between November 01 - March 31, water temperature is between 26 $^{\circ}$ - 28 $^{\circ}$ C.









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)
- Mini Disco
- •Mini Cinema

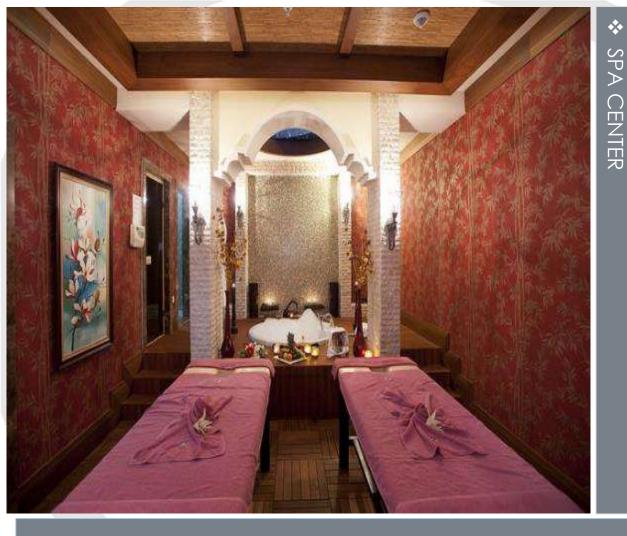
- •Playground (outdoor) •Mini pool and activity equipments
- Baby stroller (paid)
- •Learning games and activities, shows for children



Mini Club services are provided for children between the ages of 4 - 12.







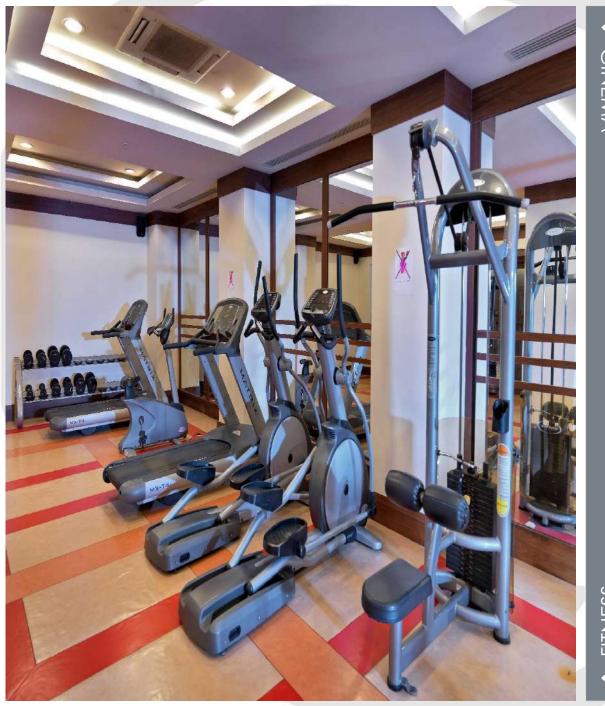


Free Services

- Indoor Swimming Pool
- Relax Area
- 2 x Sauna (different temperature)
- Turkish Bath
- Steam Room

Paid Services

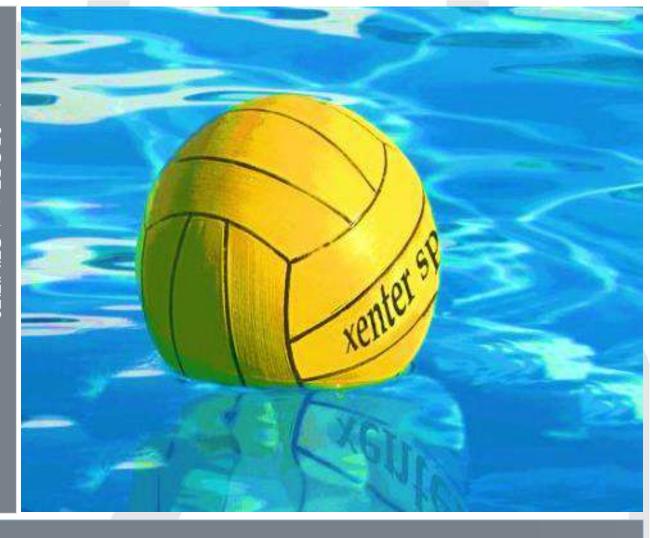
- Spa Center
- Skin and Body Care
- Hairdresser and Beauty Salon
- Massage, Peeling, Köpük
- Jacuzzi
- Spa Havuzu



CINEMA FITNESS







Free Services

- Tennis court (1) with hard surface
- Boccia, darts, aerobics, streching, Aqua Aerobics, air riffle
- Beach volleyball, basketball, table tennis
- Fitness

Paid Services

- . Tennis court lighting and tennis equipment
- Motorized and non-motorized water sports (canoe and pedalo,
- Banana, parasailing, ringo)



Meeting Roo	om Size	Height	Area m2	Theatre Layout	Class Layout	U- Layout	Banquette – Gala	Cocktail Layout
A	7,30 x 14,50	4,5 m	106 m²	90	45	25		90
В	7,30 x 14,50	4,5 m	106 m²	90	45	25		90
С	10,9 x 14,50	4,5 m	160 m²	120	75	35		120
A+B	14,6 x 14,50	4,5 m	212 m²	170	100	55	90	170
B+C	18,2 x 14,50	4,5 m	264 m²	220	125	65	90	220
A+B+C	25,9 x 14,50	4,5 m	376 m²	300	150		180	300
D	7,8 x 10,60	3,3 m	82 m²	60	25	20		
Cinema	6,35 x 7,40	2,5 m	47 m²	55	47			

Our hotel has a 300-person capacity Ballroom, which can be divided into three sections.

Ballroom is equipped with the latest technology products

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 Max Style





IMPORTANT INFORMATION

Quality Management Systems: ISO 9001 Quality Management System

ISO 50001 Energy Management System

ISO 10002 Customer Satisfaction Management System

ISO 14001 Environmental Management System ISO 45001 Occupational Health and Safety 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 or 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 DE LUXE RESORT & SPA

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

www.crystalhotels.com.tr



http://acente.kilithg.com/

You can download Kilit Hospitality Group Mobile Application



on your IOS and ANDROID mobile phones.



