



► SUMMER 2022 FACT SHEET



**KHG** a member of Kilit Hospitality Group



Opening Year	1997
Operating Season	Summer
Category	5 Star
Board Basis	Ultimate All Inclusive
Total Area	53.000 m <sup>2</sup>
Address	Göynük Mah. Başkomutan Atatürk Cad. No:139 Kemer / Antalya

Telephone	+ 90 242 824 97 97
Fax	+ 90 242 824 97 27
E-mail	info.flora@crystalhotels.com.tr
Official Website	www.crystalhotels.com.tr
Facility Building Blocks Number	3-storey Bungalows
Beach Location and Length	Private beach, 900 m



❖ ROOM TYPES AND NUMBER OF ROOMS



Room Location

Standard Room

Standard Large Room

Family Room

Deluxe Family Room

Deluxe Family Room with  
Bunk Bed

Sea / Side Sea View

Land / Pool View

190

168

70

75

20



Number of Rooms

Room Location

m<sup>2</sup>

Features

190

Land View  
Located on 1, 2 floor

19 m<sup>2</sup>

Room equipment includes laminate floors, card lock system, central air-conditioning, safe box, LCD TV, satellite TV and music broadcast, mini bar, direct telephone, smoke detector, shower, telephone and hair dryer in bathrooms. Maximum occupancy - 2 persons.



❖ Standard Room Floor Plan





Number of Rooms	Room Location	m <sup>2</sup>	Features
168	Land View Located on 1, 2 floor	21 m <sup>2</sup>	Room has all features of Standard Rooms available. Maximum occupancy - 3 persons.



Number of Rooms	Room Location	m <sup>2</sup>	Features
70	Land View Located on 3 floor	37 m <sup>2</sup>	Room consists of 2 separate bedrooms (1 double bed + 2 single beds) with connecting door. Family Room has parquet flooring and all features of the standard room available. Maximum occupancy - 4 persons.



❖ Family Room Floor Plan





Number of Rooms

Room Location

m<sup>2</sup>

Features

75

Land View  
Located on 1, 2 floor

40 m<sup>2</sup>

Room has 2 bedrooms (connecting door), 1 bathroom. Room equipment includes wood-like flooring, card lock system, 2 split air-conditioners, LCD TV, satellite TV and music broadcast, mini bar, safe box, direct telephone, fire alarm and extinguishing system, shower, telephone and hair dryer in bathrooms. Maximum occupancy - 4 persons.



Number of Rooms

Room Location

m<sup>2</sup>

Features

20

Land View  
Located on 2 floor

40 m<sup>2</sup>

Room has 2 bedrooms (connecting door), 1 bathroom. Room equipment includes wood-like flooring, card lock system, 2 split air-conditioners, LCD TV, satellite TV and music broadcast, mini bar, safe box, direct telephone, fire alarm and extinguishing system, shower, telephone and hair dryer in bathrooms. Maximum occupancy - 4+1 persons.



## ❖ 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	€	Split	One time *	-	N/A	-	✓	-
Strandard Large Room	€	Split	One time *	-	N/A	-	✓	-
Family Room	€	Split	One time*	✓	N/A	-	✓	-
Deluxe Family Room	€	Split	One time*	✓	N/A	-	✓	-
Deluxe Family Room with Bunk Bed	€	Split	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 Door Lock System

Large Single or Double Bed

Fire Alarm

Balcony

Electronic Safe Box

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

Appropriate Air-conditioning System in Every Room

❖ RESTAURANTS



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



❖ RESTAURANTS



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





**EAT** ✦ **NON STOP**  
*enjoy your meal*

Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Snack  
Restaurant

24 Hours

Late Snack  
Restaurant

21:30

07:00

200

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

18:30

21:30

70

Central

With Reservation

Free

Turkish A la Carte

Turkish Cuisine





Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Fish A la Carte

A la Carte

Sea Food

18:30

21:30

50

Central

*With Reservation  
Extra Charge*





Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Barbeque  
A la Carte

A la Carte

Kebab Varieties

18:30

21:30

50

Central

*With Reservation  
Free*





Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Pool Snack

Snack

12:00

18:00

*Fast Food Service*Fast Food  
Service

200

Central

Beach Snack (Club)

A la Carte

12:00

16:00

*Fast Food Enriched with Traditional Dishes*





Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Crystal Coffee &amp; Patisserie

Patisserie

Snack

11:00

22:00

200

Central

Bakery Offerings, Cakes Assortment and Ice Cream





Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Gözleme House	Snack	Gözleme	11:00	17:00	100	Central	<i>Various Kinds of Handmade Gözleme</i>
Buffalo Garden		Hamburger	11:00	17:00			<i>Hamburger / Hot Dog Sandwich</i>



❖ BARS



Outlets	Concept	Concept Details	Service Hours		Capacity	Music	Info
Garden Pub	Beverage	Indoor Drink Menu	18:00	23:59	150	Central	Local and Imported Alcoholic and Non-Alcoholic Beverages
Beach Bar		Indoor Drink Menu	09:00	18:00	90		Local and Imported Alcoholic and Non-





❖ BARS



Outlets	Concept	Concept Details	Service Hours	Capacity	Music	Info
Lobby Bar	Beverage	Indoor Drink Menu	10:00	23:59	Central	Local and Imported Alcoholic and Non-Alcoholic Beverages
Pool Bar		Outdoor Drink Menu	10:00	23:59		





Outlets	Concept	Concept Theme	Service Hours		Capacity	Music	Info
Cafe Turca	Beverage	Hot Drink Menu	18:00	23:59	100	Central	Hot Drinks
Detox Bar		Detox Drink Menu	10:00	18:00	50		Fresh Vegetable and Fruits Drinks





Outlets

Concept

Concept Details

Service Hours

Capacity

Music

Info

Disco Bar

Beverage

Outdoor Drink Menu

23:00

02:00

250

Central

*Local Alcoholic and Non-Alcoholic Beverages*





❖ SPECIAL DAYS & ORGANIZATIONS



**FREE SERVICES** **PAID 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.

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.

**LOCAL**  **HEALTHY**

*food & drinks*



## 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)
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	





**14 PAVILIONS**

Pavilions are offered for daily rent at a certain fee, basing on availability. Full Minibar and fruit basket service available.





## 12 PAVILIONS

Pavilions are offered for daily rent at a certain fee, basing on availability. Butler service, full minibar, fruit basket and wine service are available.





❖ BEACH & 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 Club Bar  
Poolside and beach umbrellas  
Sun beds, beach towels





❖ SWIMMING POOLS



POOL	Depth cm	m2
MAIN POOL	140	550
KIDS POOL	35	44
AQUA POOL	120	440
KID'S AQUA	40	255



❖ MEETING ROOMS



Meeting Room	Size m	Height m	Area m2	Theatre	Class	U Layout	Banquet	Cocktail
Ephesus	15 m*15m	2,5 m	225 m2	120	90	2x40	80	150

Our meeting room with a foyer area has a capacity of 200 persons and can meet any demands with its state-of-the-art technical equipment and modern infrastructure.





❖ 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 Cinema

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





Daily Activities

Beach Volleyball

Karaoke

Night Shows

Live Music Bands

Indoor Fitness

Themed Parties & Gala Night

Backgammon, Chess, Card Games etc.

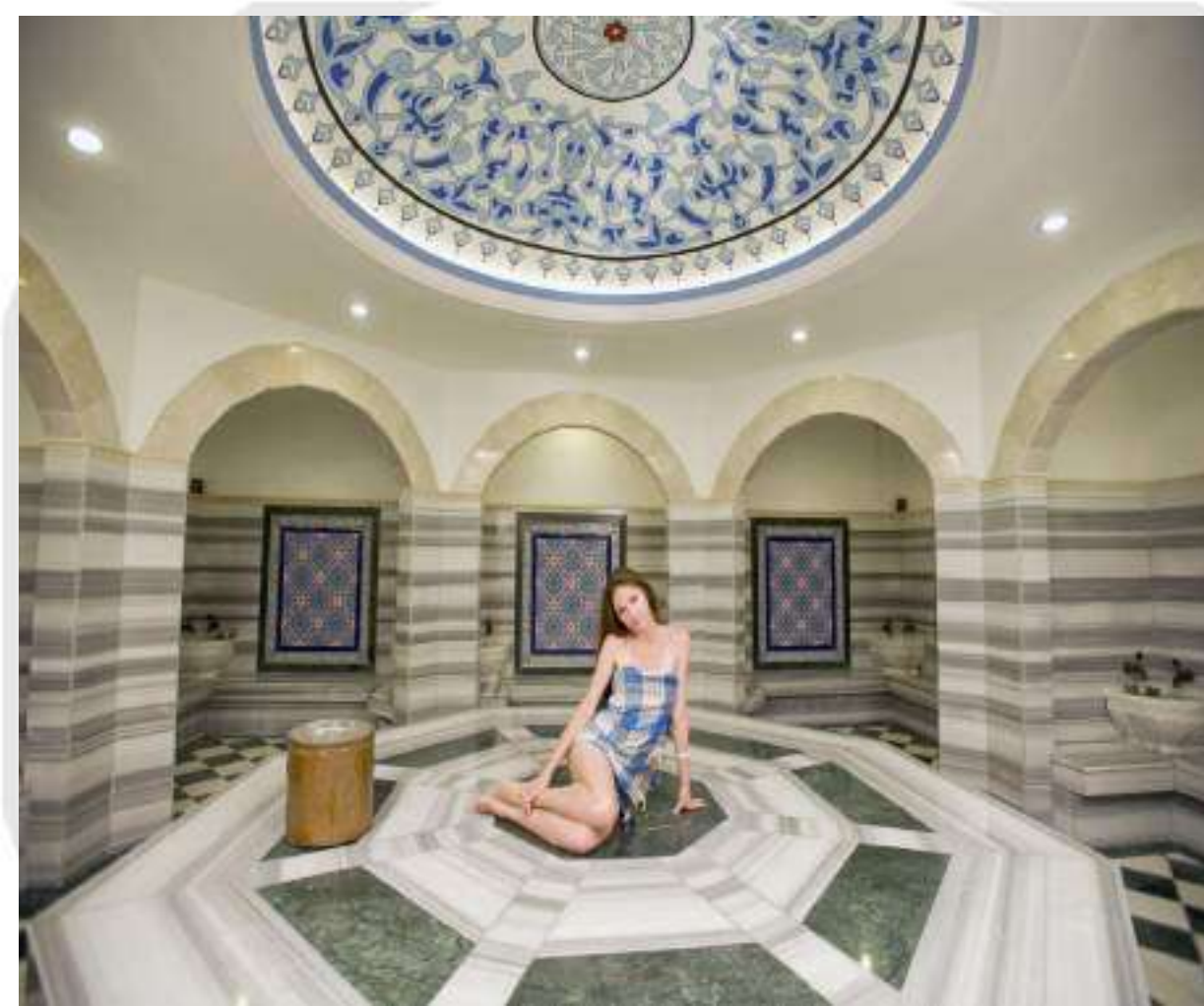
Squash

Water Sports

Books & Magazine Corner

Tennis (Hard Surface)





❖ SAUNA & TURKISH BATH & SPA



## Free Services

Relax area  
Sauna,  
Turkish bath,  
Steam room

## Paid Services

Massage and VIP massage rooms  
Skin and body care,  
Hairdresser and beauty salon  
Peeling, foam



❖ SPORT & ACTIVITIES



## Free Services

Tennis court (1) and table tennis  
Boccia, darts, aerobics, stretching, Aqua Aerobics,  
Beach volleyball, Fitness center

## Paid Services

Tennis equipment and court lighting,

Motorized and non-motorized water sports (canoe and pedalo, Jet ski, banana, parasailing, Ringo, surfing and windsurfing (certificate is mandatory))

## 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

Bathrobe can be provided to the room upon request



## 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 14001 Environmental Management System
  - ISO 50001 Energy Management System
  - ISO 10002 Customer Satisfaction 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 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](http://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.
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