

FLORA HOTELS

SENTIDO FLORA GARDEN

HOTEL FORM – HOTEL INTRODUCTION FORM

HOTEL	FLORA GARDEN HOTELS / SENTIDO FLORA GARDEN
STAR	HIP (Highly Individual Place)
CONCEPT	HIP All inclusive, Couples Concept Adult only + 16
TYPE	S (Club Hotel)
GROUP	NIL -BELEN TURIZM
LOCATION	Kızılot Mevkii / Manavgat / Antalya/TURKIYE

INTRODUCTION

The SENTIDO Flora Garden comes with its own kilometre-long sweep of sand, which, at night, is a hotspot for loggerhead turtles. Head down here late to keep watch and, if you're lucky, you'll catch **(see)** a glimpse of them.

Just above the beach is a sea-facing swimming pool positioned to make the most of the Mediterranean views. It's edged by smart wooden decking and framed by sunbeds. A few footsteps away, you'll find a new Zen garden. This **(where)** 5,000 square-metre space comes with a tranquil waterfall and pebble pools.

The hotel rooms are located throughout the gardens in little wooden huts. They're really stylish, with dove-grey walls, purple curtains and king-size beds. By thinking of different needs of our guests we made different interesting room types. You can be informed by the reception about changing your room category.

Food-wise, you've got a choice between an international buffet restaurant and 5 specialty eateries. The buffet restaurant offers al fresco seating on a terrace that looks out to sea. The A'la Carte , meanwhile, serve seafood, steak, Turkish, grill and Teppanyaki cuisine.

Adults Only +16 – Couples Concept is a collection of contemporary, adults-only hotels. Expect things like inviting pool scenes, sophisticated décor, stylish eateries and stand out locations. Adults Only +16 – Couple Concept holidays are all about taking it easy and enjoying the relaxed atmosphere.

ROOMS

SENTIDO Flora Presidential Villa

SENTIDO Flora Senior Suites

SENTIDO Flora Queen Suites

SENTIDO Flora Romantic Rooms

SENTIDO Flora Cabana Rooms

SENTIDO Flora Deluxe Sea Rooms

- **SENTIDO Flora Deluxe Sea View Lotus Rooms**
- **SENTIDO Flora Deluxe Sea View Gardenia Rooms**

SENTIDO Flora Standard Rooms

- **SENTIDO Flora Standard Land**
- **SENTIDO Flora Standard Limited Sea View**

SENTIDO Flora Presidential Villa

In order to feel the calm wind and the unique sea view of Mediterranean, we provide you our special villa located at the east beach (on the edge of the coast) side of SENTIDO Flora Garden

- Electronic door-locking system) Garden with a full sea view
- Private Pool
- Private garden covered with special Mediterranean vegetation
- Split Air Conditioner (In all rooms both hot and cold)
- Telephone Line (National – International with extra Charge)
- Big LCD TV in the living room (SAT TV), additional TV's in bedrooms (SAT TV)
- Digital Safe Box
- Led Lightning with seven colours
- Special Orthopaedic King Size Bed in bedroom
- Changing Room
- Guest Bedroom (King size bed)
- Massage and fitness room
- Living room
- American Kitchen (Dish Washer, Microwave, Oven, Fridge, Tee and Coffee Setup, Cutlery, and equipment for dishes)
- Fire Alarm System
- Laminate Floor
- Mini bar in bedrooms (Extra Charge)
- Room Service (24 Hours, Extra Charge)
- Private Cook
- Private Butler
- Sauna
- Shower for 2 persons
- Hair Dryer and Telephone in Bathroom
- 14" LCD TV In Bathroom
- VIP Airport Transfer

It is located with full sea view.

Maximum for 4 Persons

ROOMS

SENTIDO Flora Senior Suite

We present you the SENTIDO Flora Senior Suite located at SENTIDO Flora Garden, where you can see the sunshine meeting the pool.

- Electronic Door-Locking System
- Terrace
- Split Air Conditioner (In all rooms both hot and cold)
- Telephone Line (National – International with extra Charge)
- Big LCD TV in the living room (SAT TV)
- TV in bedroom (SAT TV)
- Digital Safe Box
- Led Lightning with three colours
- King Size Bed in bedroom
- Living room
- Room Service (24 Hours, Extra Charge)
- Mini bar (Extra Charge)
- Tea and Coffee Setup
- Fire Alarm System
- Marble Floor
- Shower and WC in Bathroom
- Jacuzzi in Bathroom (hot tub)
- 14" LCD TV in Bathroom
- Hair Dryer and Telephone in Bathroom
- Sauna (2 persons in Bathroom)

ROOMS

It is located with pool view.

Maximum for 3 persons.

SENTIDO Flora Queen Suite

We located the SENTIDO Flora Queen Suite rooms for you where you can watch the amazing view of the sun meeting the sea.

- Electronic Door-Locking System
- Balcony
- Split Air Conditioner (In all rooms both hot and cold)
- Telephone Line (National – International with extra Charge)
- Big LCD TV in the living room (SAT TV)
- TV in bedroom (SAT TV)
- Digital Safe Box
- Led Lightning with three colours
- King Size Bed in bedroom
- Living room
- Room Service (24 Hours, Extra Charge)
- Mini bar (Extra Charge)
- Tea and Coffee Setup
- Fire Alarm System
- Marble Floor
- Jacuzzi (hot tub) and WC in Bathroom
- Hair Dryer and Telephone in Bathroom

ROOMS

It is located with sea and pool view.
Maximum for 3 persons.

SENTIDO Flora Romantic Rooms

SENTIDO Flora Romantic Rooms are located at the spot (on the edge of the coast) where the pure shores meet the sea and calling you for your honeymoons and romantic holiday plans. Our special fruit and wine service will be prepared on your arrival.

A Romantic Dinner will be presented to you, once for 2 persons with wine and cheese on your room's terrace during your stay.

One time romantic trial message for 15 minutes for each will be presented to you as well.

Please Note: These services are available only with at least five days accommodation.

SENTIDO Flora Romantic Rooms :

It was made of Siberian pine trees. They are with full sea view (15 meters to Sea). The rooms have a patio in front of it. A Jacuzzi, a shower and a sun bed for two persons are presented to you on the patio. Additionally two sunbeds and sunshade belonging to you are placed in front of the patio.

ROOMS

- Electronic Door-Locking System
- Patio
- Split Air Conditioner (In all rooms both hot and cold)
- Telephone Line (National – International with extra Charge)
- LCD TV (SAT TV)
- Digital Safe Box
- Led Lightning with three colours
- King Size Bed
- Tea and Coffee Facilities
- Mini bar (Extra Charge)
- Room Service (24 Hours, Extra Charge)
- Fire Alarm System
- Laminate Floor
- Jacuzzi (not heated) and Shower on Patio
- Shower and WC in Bathroom
- Hair Dryer and Telephone in Bathroom

It is located with full sea view.

Maximum for 2 persons.

SENTIDO Flora Cabana Rooms

SENTIDO Flora Cabana Rooms are located at the spot (on the edge of the coast) where the pure shores meet the sea and calling you for your honeymoons and romantic holiday plans. Our special fruit and wine service will be prepared on your arrival.

A Romantic Dinner will be presented to you, once for 2 persons, with wine and cheese on your room's terrace during your stay.

One time romantic trial message for 15 minutes for each will be presented to you as well.

Please Note: These services are available only with at least five days accommodation.

SENTIDO Flora Cabana Rooms :

ROOMS

It is located on ground floor at two stories building and has a private small garden in front of its patio. They are with full sea view (15 meters to Sea). A Jacuzzi to you on the patio. Two sunbeds and sunshade belonging to you are placed in front of the patio.

- Electronic Door-Locking System
- Terrace
- Split Air Conditioner (In all rooms both hot and cold)
- Telephone Line (National – International with extra Charge)
- LCD TV (SAT TV)
- Digital Safe Box
- Led Lightning with three colours
- King Size Bed
- Tea and Coffee Facilities
- Mini bar (Extra Charge)
- Room Service (24 Hours, Extra Charge)
- Fire Alarm System
- Marble Floor
- Jacuzzi on Terrace (not heated)
- Jacuzzi in Bathroom (hot tub)
- Shower and WC in Bathroom
- Hair Dryer and Telephone in Bathroom
- 14" LCD TV in Bathroom

It is located with full sea view.
Maximum for 2 persons.

SENTIDO Flora Deluxe Sea View Lotus Rooms

We present you the SENTIDO Flora Deluxe Sea View Lotus Rooms where you can have peace by watching the endless blue of Mediterranean sea with the unique Mediterranean vegetation.

- Electronic Door-Locking System
- Balcony
- Split Air Conditioner (In all rooms both hot and cold)
- Telephone Line (National – International with extra Charge)
- LCD TV (SAT TV)
- Digital Safe Box
- Led Lightning with seven colours
- French Bed
- Room Service (24 Hours, Extra Charge)
- Mini bar (Extra Charge)
- Tea and Coffee Set up
- Fire Alarm System
- Marble Floor
- Shower and WC in Bathroom
- Hair Dryer and Telephone in Bathroom

ROOMS

It is located with full sea view.
Maximum for 2 persons.

SENTIDO Flora Deluxe Sea View Gardenia Rooms

Now you are staying at SENTIDO Flora Deluxe Sea View Gardenia rooms where you can see the different blue colours of Mediterranean sea with the Mediterranean vegetation from your garden.

- Electronic Door-Locking System
- Own private garden
- Split Air Conditioner (In all rooms both hot and cold)
- Telephone Line (National – International with extra Charge)
- LCD TV (SAT TV)
- Digital Safe Box
- Led Lightning with three colours
- French Bed
- Sofa Bed
- Room Service (24 Hours, Extra Charge)
- Mini bar (Extra Charge)
- Tea and Coffee Setup
- Fire Alarm System
- Marble Floor
- Shower and WC in Bathroom
- Hair Dryer and Telephone in Bathroom

ROOMS

It is located with full sea view.
Maximum for 3 Persons

ROOMS

SENTIDO Flora Standard Rooms

- **SENTIDO Flora Standard Land**
- **SENTIDO Flora Standard Limited Sea View**

We have located the ground floor bungalows made of Siberian pine trees with unique Mediterranean nature for your comfort.

- Electronic Door-Locking System
- Balcony or Terrace
- Split Air Conditioner (In all rooms both hot and cold)
- Telephone Line (National – International with extra Charge)
- LCD TV (SAT TV)
- Digital Safe Box
- Led Lightning with three colours
- French Bed
- Room Service (24 Hours, Extra Charge)
- Mini bar (Extra Charge)
- Fire Alarm System
- Laminate Floor
- Shower and WC in Bathroom
- Hair Dryer and Telephone in Bathroom

It is located with land or partial sea view.
Maximum for 3 persons.

Restaurants

Our main goal here is to cater every and each one of tastes of the whole world with our menus prepared especially and tastefully. Our Hotel serves individually to each guest. Our guest can benefit breakfast, late-breakfast, lunch, dinner, and midnight snacks with special prepared menus and local beverages in our all-inclusive concept in our hotel. The local non-alcoholic drinks are in all inclusive concepts between 07.00 and 24.00, the local alcoholic drinks are in all inclusive concepts between 10.00 and 24.00 in all our bars. All the special drinks on menu and bottles are also with extra charge and all drinks after 24.00 are with extra charge. We have one main restaurant (which is) called magnolia restaurant where you can also find our diet or vegetarian buffet.

F&B

	<u>Meal</u>	<u>Food Style</u>	<u>Location</u>
07.00 – 10.00	Breakfast	Open Buffet	Magnolia Restaurant
10.00 – 11.00	Late Breakfast	Open Buffet	Magnolia Restaurant
11.00 – 12.00	Patisserie	Limited Buffet	Patisserie Area
12.30 – 14.30	Lunch	Open Buffet	Magnolia Restaurant
13.00 – 17.00	Snack	Snack Menu	Snack Restaurant (Anatolia Restaurant)
19.15 – 21.30	Dinner	Open Buffet	Magnolia Restaurant
19.30 – 21.30	Dinner	A la Carte	Steak House Restaurant
19.30 – 21.30	Dinner	A la Carte	Teppanyaki Restaurant
19.30 – 21.30	Dinner	A la Carte	Iskorpit (Fish) Restaurant
19.30 – 21.30	Dinner	A la Carte	Anatolian Restaurant (Snack Restaurant)
00.00 – 06.00	Midnight Snack	Open Buffet	Magnolia Restaurant
11.00 – 17.00	Patisserie	A'la Carte	Patisserie Area
12.00 – 17.00	Pancake	A La Carte	Pancake House (West Beach)

*** Hotel Management reserves the right changes the places and the times.

*** The changes that may occur you will be notified in advance.

F&B**Magnolia Restaurant**

Our main dining area The Magnolia Restaurant offers an array of food to suit every palate. There are many different international dishes to be found here along with some of the more traditional Turkish food. We can cater for every taste including any special requirements i.e healthier options, vegetarian dishes and many more. You will not be disappointed and your only worry will be what to choose!

Snack Restaurant

You can choose the dishes from menus in our Snack Restaurant. We are presenting you a wide menu for your taste and A La Carte Service is provided.

Patisserie

Cakes, Ice Cream and Cookies services are calling you to Patisserie area.

Turkish Pancakes

We present you delicious Turkish pancakes with many assortments of fillings.

Room Service

Our room service menu was prepared exactly for your taste. We are providing this service 24 hours. (One of our extra services)

A' La Carte Restaurants

We have 4 a la Carte restaurants in 3 different places in our hotel.

Steak House Restaurant

Amazing presentations of Latin and North America's Kitchens are prepared for our precious guests. Reservation is required. (One of our extra services)

Teppanyaki Restaurant

The Teppanyaki Restaurant is one of the most talked about things at SENTIDO Flora Garden. With unforgettable flavours from the Far East and intimate setting around the grill, this makes it a great place to meet new people and let the conversation flow whilst our specially trained chef cooks your meal with all fresh ingredients in front of your eyes! A spectacular show to watch, experience and taste. Reservation is required (one of our extra services)

Anatolian Restaurant

We are inviting you to our Anatolian Restaurant to taste our traditional Turkish and Ottoman tastes such as grill and delicatessen dishes. Reservation is required. (service fee applies)

Iskorpit Fish Restaurant

We are inviting you to Iskorpit Fish Restaurant to taste different sea food choices. Reservation is

<p>F&B</p>	<p>required. (service fee applies)</p> <p>Romantic Dinner</p> <p>We can take care of any special occasions you may have during your stay such as birthdays, celebrations, anniversaries, or anything else you would like to celebrate.</p> <p>The exclusive dinner presentation and the sound of the waves on the pier will make the perfect finishing touch for any special occasion. (One of our extra services)</p>																											
<p>F&B</p>	<p>Bars</p> <p>Our bars where you can answer to your thirst under the hot Mediterranean weather:</p> <table border="0"> <tr> <td>Blue Bar</td> <td>19:00 - 23:00</td> <td>At Beach Area</td> </tr> <tr> <td>Piano Bar</td> <td>24 Hours</td> <td>At Lobby Area (after midnight 00:00 it's extra)</td> </tr> <tr> <td>VIP Lounge</td> <td>16.00-23.00</td> <td>At Lobby Area</td> </tr> <tr> <td>Pool Bar</td> <td>10.00-19.00</td> <td>At Main Pool Area</td> </tr> <tr> <td>Beach Bar</td> <td>10.00-17.00</td> <td>At West Beach Area</td> </tr> <tr> <td>Pamukkale Bar</td> <td>10.00-18.00</td> <td>At Relax Pool Area</td> </tr> <tr> <td>Pamukkale Bar</td> <td>21.00-23.00</td> <td>At Relax Pool Area</td> </tr> <tr> <td>Snack Bar</td> <td>12.00-17.00</td> <td>At East Beach Area</td> </tr> <tr> <td>Karaoke Pub</td> <td>23.00-02.00</td> <td>At Relax Pool Area (chargeable)</td> </tr> </table> <p>Blue Bar</p> <p>The SENTIDO Blue Bar is an ideal place to relax in comfort and make contact with other hotel guests. Have a wonderful end to the day with a tasty drink in the SENTIDO Blue Bar.</p> <p>Piano Bar & VIP Lounge</p> <p>While drinking your drinks at lobby area, you can experience joyful moments with the sunset and the sound of piano that will take you far away.</p> <p>Pool Bar</p> <p>The ones who want to feel another kind of bar feeling on the spot where sun shine meets the pool and reflects. Pool Bar is the place to be.</p> <p>Snack Bar</p> <p>You can enjoy your drinks on the spot where the cold water of Mediterranean meets the golden beach.</p> <p>Beach Bar</p> <p>Here you can enjoy your drinks in beach bar where the sound of shore dances with seagulls.</p>	Blue Bar	19:00 - 23:00	At Beach Area	Piano Bar	24 Hours	At Lobby Area (after midnight 00:00 it's extra)	VIP Lounge	16.00-23.00	At Lobby Area	Pool Bar	10.00-19.00	At Main Pool Area	Beach Bar	10.00-17.00	At West Beach Area	Pamukkale Bar	10.00-18.00	At Relax Pool Area	Pamukkale Bar	21.00-23.00	At Relax Pool Area	Snack Bar	12.00-17.00	At East Beach Area	Karaoke Pub	23.00-02.00	At Relax Pool Area (chargeable)
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<p>F&B</p>	<p>Pamukkale Bar If you would like to have peace while drinking you drinks, Pamukkale is the place to be.</p> <p>Karaoke Pub Want to dance the night away, The Karaoke Pub is where music and dance hit the climax.</p>
<p>SPA & FITNESS CENTRE</p>	<p>SENTIDO Flora Garden Spa (09.00-19.00)</p> <p>By having this facility we have a will be able to provide you with a more healthy and higher standard life style. Our spa was designed with the gift given us by nature itself extra for you in an extraordinary way to refresh your body and soul. In the spa the following special treatments are available such as far east massages peppered with the detailed Zen philosophy, Sultan treatments, holistic therapies, beauty treatments with natural products. Additionally you can enjoy a taste of the far east by having a massage in one of our open air at our Bali houses or by enjoying the more traditional Turkish bath and Sauna all done by our highly qualified therapists. All massage and special peeling services are with extra charge.</p> <p>For reservations to SENTIDO Flora Garden Spa you can contact our reception.</p> <p>SENTIDO Flora Garden Fitness Center (07:00 – 19.00)</p> <p>Should you wish to keep in a good shape during your holiday, SENTIDO Flora Garden Fitness Centre is fully accessible to use along side our professional fitness team.</p>
<p>ACTIVITIES</p>	<p>Entertainment</p> <p>Every day of your holiday will be shaped in to a beauty of uniqueness. Our animation department prepared amazing surprises. Of an evening we have Music performance, karaoke nights, beach parties and much more are awaiting you. Following the night events, should you want to carry on enjoying the fun, we have entertainment continuing with international music playing in karaoke pub till 02.00am.</p> <p>Beaches</p> <p>We have an 850 meter long beach where we have plenty of daily activities; we also have a pier for special dinners where you will get to experience those unforgettable memories.</p> <p>Swimming Pools</p> <p>We aim to make your holiday unforgettable with two different pools we designed especially for our guests.</p>

Sport Activities

SENTIDO Flora Garden provides you different sport kinds for you to spend a day more efficiently: yoga, aqua gym, Pilates, tennis, basketball, table tennis, beach volley, fitness centre and darts.

Tennis

We provide our guests two tennis courts to benefit sport programs and activities. You can make the reservations and borrow the equipment at our reception desk. If you would like to play tennis at the evening, floodlight service is one of our activities with extra charge.

ACTIVITIES

Activities with Extra Charge

- Fresh pressed orange juice
- Anatolian Restaurant; we have a service fee regulation
- Iskorpit Fish Restaurant; we have a service fee regulation
- Steak House Restaurant; we have a full charge regulation
- Teppanyaki Restaurant; we have a full charge regulation
- Export drinks.
- Energy drinks.
- Room Service
- Mini-bar Service
- Special Dinner Service
- Laundry Service
- Mail, Taxi, Telephone Services
- Floodlighting for tennis courts.
- Massages and Turkish Bath massages (kese) services.
- Shopping on shopping street.
- Medical Services

ACTIVITIES WITH EXTRA CHARGE

Flora Garden Hotels

Vision & Mission & Institutional Values

Vision

Being known as a trade mark which makes a difference in the tourism sector as Flora Garden Hotels staff and guests by improving it without reducing the quality.

Mission

For the daily changing tourism perception we aim to fulfil all our guests' expectations. To provide services with the concept in mind shaped through the need and wishes according to guest requirements. Presenting every and each our resource effectively efficiently and with high quality to our guests looking for a service with high quality and a holiday fitting to their need.

**VISION
&
MISSION**

Our Values

- **Genuineness**
We are always genuine to ourselves and to our guests; we know the vital differences that a smile can make.
- **Hospitality**
We provide a round the clock service to ensure that our guests have every kind of help and let them know that we care for them.
- **Environment**
We are very sensitive about the environment. We try to be as environmentally friendly where ever possible to create a difference in the current climate.
- **Solution Orientated**
We produce constructive alternatives against the issues by asking the right and strong questions and analysing our resources.
- **Trust**
We put trust, love, and respect in to every level of our services.
- **Satisfaction**
We aim provide the 100% satisfaction of our guests and employees.
- **Empathy**
We are empathetic with our communications, both with guests and our working colleagues.
- **Quality**
We aim to protect our standards of quality in every level of our services.
- **Innovativeness**
We are creative and always open to new ideas
- **Team Work**
We respect each individual for difference in thinking and work with many ideas as a collective. The success of the company belongs to all of us as a whole.
- **We Are Open To Critics**
We accept all forms of feedback from our guests as it enables us to make improvements in the future and to make help avoid any problems may have the potential to reoccur. Feedback both good and bad is what enlightens us and makes us thrive to become the best at what we do.

SENTIDO Flora Garden Achieves Prestigious Travelife Gold Award

SENTIDO Flora Garden in Manavgat-Antalya -TURKEY has just achieved a prestigious Travelife for Hotels & Accommodations Gold award. Travelife – the international sustainability certification scheme – assesses a property’s performance in managing their social, environmental and economic impacts.

The labeling scheme helps hotels cut costs and increase sales, by improved sustainability.

To gain a Travelife Gold certification the hotel must meet their 150 sustainability criteria. This includes environmental issues, such as minimizing their waste and use of energy, water and chemicals.

As well as taking positive action on social issues, such as employee welfare, working with the local community, child protection and human rights. They must also show how they are helping to support local businesses and protect local traditions and wildlife.

CERTIFICATES

ENVIRONMENT

Energy

SENTIDO Flora Garden has reduced its energy use by using renewable energy, installing low-energy lighting, ensuring that in-room air conditioning is set to a minimum temperature / has an automatic switch off, use of natural day-light and shading.

Waste

Flora Garden SENTIDO recyclable material, refillable containers, has developed a major reduction in minimizing waste by using waste consumed by the program.

Water

SENTIDO Flora Garden uses various methods to save water, including the technologies installed in guest rooms or public areas, such as dual flush toilets, low-flow shower heads and taps, night-time watering of gardens to avoid unnecessary water evaporation and drip irrigation system.

As well as these day-to-day environmental measures, the hotel goes further to protect the environment by beach/sea/woodland clean-ups, sponsoring wildlife protection, encouraging its guests to get involved in conservation activities.

The hotel measures its performance regularly to monitor the impact of its sustainability efforts,

report on results and plan improvements.

Supporting People

Travelife certification shows that the hotel is committed to treating people fairly and with respect. As well as providing good working conditions for staff and investing in its employees by providing regular training, SENTIDO Flora Garden aims to be an active member of the local community. The hotel supports local people by giving money to local charities, providing access to hotel facilities to local people, consulting the local community on projects and issues affecting them.

Local Economy and Business

SENTIDO Flora Garden also tries to support the local community from an economic perspective by buying food/other services from local suppliers or encouraging its guests to visit local restaurants, markets and attractions so that they have an opportunity to spend money and support the local economy.

Communications with Guests

SENTIDO Flora Garden also tries to involve guests in their sustainability activities, such as encouraging guests to recycle whilst they are staying in the hotel, organizing beach clean-up events, running a towel and linen re-use service to help save water or informing them about protected areas.

A key reason for tourism businesses to care about sustainability is to help protect the unique natural and cultural characteristics of their resort, so it continues to attract tourists in the future. SENTIDO Flora therefore serving local food, offering language lessons, providing information on local customs, heritage sites/places of cultural interest, restaurants, or places to buy locally-made goods or souvenirs.

For more information on The SENTIDO Flora Garden's sustainability achievements, see our profile page on the Travelife Collection website: <http://www.travelifecollection.com/hotel/834>

CERTIFICATES



CERTIFICATES

Iso Certificates

ISO-14000 ISO-14000 Environmental Management



The ISO 14000 family addresses various aspects of environmental management. It provides practical tools for companies and organizations looking to identify and control their environmental impact and constantly improve their environmental performance. ISO 14001:2004 and ISO 14004:2004 focus on environmental management systems. The other standards in the family focus on specific environmental aspects such as life cycle analysis, communication and auditing.

The benefits of using ISO 14001:2004 can include:

- Reduced cost of waste management
- Savings in consumption of energy and materials
- Lower distribution costs
- Improved corporate image among regulators, customers and the public

ISO 22000:2005 Food Safety

ISO 22000:2005 specifies requirements for a food safety management system where an organization in the food chain needs to demonstrate its ability to control food safety hazards in order to ensure that food is safe at the time of human consumption. It is applicable to all organizations, regardless of size, which are involved in any aspect of the food chain and want to implement systems that consistently provide safe products. The means of meeting any requirements of ISO 22000:2005 can be accomplished through the use of internal and/or external resources.

ISO 22000:2005 specifies requirements to enable an organization:

- To plan, implement, operate, maintain and update a food safety management system aimed at providing products that, according to their intended use, are safe for the consumer,
- To demonstrate compliance with applicable statutory and regulatory food safety requirements,
- To evaluate and assess customer requirements and demonstrate conformity with those mutually agreed customer requirements that relate to food safety, in order to enhance customer satisfaction,
- To effectively communicate food safety issues to their suppliers, customers and relevant interested parties in the food chain,

- To ensure that the organization conforms to its stated food safety policy,
- To demonstrate such conformity to relevant interested parties, and
- To seek certification or registration of its food safety management system by an external organization, or make a self-assessment or self-declaration of conformity to ISO 22000:2005.

ISO 10002:2014 Customer satisfaction



ISO 10002:2014 provides guidance on the process of complaints handling related to products within an organization, including planning, design, operation, maintenance, and improvement. The complaints-handling process described is suitable for use as one of the processes of an overall quality management system.

ISO 10002:2014 addresses the following aspects of complaints handling:

- Enhancing customer satisfaction by creating a customer-focused environment that is open to feedback (including complaints), resolving any complaints received, and enhancing the organization's ability to improve its product and customer service;
- Top management involvement and commitment through adequate acquisition and deployment of resources, including personnel training;
- Recognizing and addressing the needs and expectations of complainants;
- Providing complainants with an open, effective, and easy-to-use complaints process;
- Analyzing and evaluating complaints in order to improve the product and customer service quality;
- Auditing of the complaints-handling process;
- Reviewing the effectiveness and efficiency of the complaints-handling process.

ISO 9001:2008 Quality Management

ISO 9001:2008 specifies requirements for a quality management system where an organization:

- Needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and
- Aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

CERTIFICATES

This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement.

Using ISO 9001:2008 helps ensure that customers get consistent, good quality products and services, which in turn brings many business benefits.

Our Awards



OUR AWARDS



SENTIDO Flora Garden has achieved to earn „The Certificate of Excellence “on Trip Advisor with its services and the unique place.



SENTIDO Flora Garden achieves to take its place as “Very Good” in Holidaycheck due to the highly individual service and the unique holiday comfort.



SENTIDO Flora Garden has achieved to be the one of the most recommended hotels on Zoover.



SENTIDO Flora Garden has been nominated as „Best Partners Award “with its unique services and high individual concept.

OUR AWARDS

SENTIDO Flora Garden achieved the special „Blue Award“ by TUI Nordic.

SENTIDO Flora Garden Environment Awards



Travelife

Travelife is an international sustainability certification scheme. It helps its 1,300 hotel members around the world improve their environmental, social and economic impacts cost-effectively. Hotels that meet the Travelife standard are formally recognized with a Travelife award to promote their achievements.

Travelife has been designed by the travel industry as an affordable and fair system that helps hotels and accommodations to improve their sustainability.

To achieve a Travelife award and become certified hotels must become a Travelife member and prove they meet the Travelife assessment criteria. They will then receive a Travelife Gold award, an award plaque and the right to use the Travelife certification mark to showcase their sustainability achievements to their customers.

OUR AWARDS

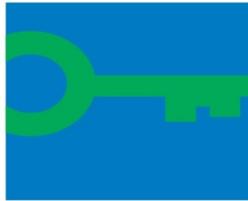


Blue Flag

The Blue Flag is a voluntary eco-label awarded to more than 4000 beaches and marinas in 48 countries across Europe, South Africa, Morocco, Tunisia, New Zealand, Brazil, Canada and the Caribbean.

The Blue Flag works towards sustainable development of beaches and marinas through strict criteria dealing with Water Quality, Environmental Education and Information, Environmental Management, and Safety and Other Services.

The Blue Flag Program is owned and run by the non-government, non-profit organization the Foundation for Environmental Education (FEE).



The Green Key

Green Key

Green Key is an eco-label awarded to more than 2,200 hotels and other sites in 45 countries worldwide.

Green Key is a non-governmental, non-profit, independent Program. It is recognized and supported by the World Tourism Organization and UNEP.

Green Key is presently the largest global eco-label for accommodation and has a national administration centre in each participating country.

Green Key aims to :

- Raise the awareness of leisure establishment staff and guest ,
- Increase the use of sustainable methods of operation and technology,
- Run ecologically sound and responsible businesses, and thereby
- Reduce resource, energy usage



Green Star

The green Star is a environment award as a result of following the criteria of Culture and Tourism Ministry under the concept of "Resorts being sensitive for environment" Project that was started by the Ministry of Culture and Tourism Turkish Republic.

How to receive it?

- In Resorts that want to win the green star; followings have to be ready: environmental policy and action plan, all the activities that resort is doing for these plans (Electricity consumption, water consumption, gas waste, detergent consumption, studies regarding benefiting sun and wind energy, minimizing the food

waste, separating and reusing the organic and non-organic waste, the activities for recycling, etc.) and a report about these.

- Necessary paperwork and the for the person in charge in the resort who will apply the action plan has to be prepared
- Environmental friendly water waste plan, a letter by a authority in charge
- The necessary documents about the environmental friendly social organizations, the co-operation with these organizations, and about the studies they both participated.

Goal:

- Saving water
- Increasing the productivity of energy
- Decreasing the amount of waste and the consumption of environmental harmful material
- Encouraging the use of renewable of energy sources

POLICIES

Environment Policy

Flora Garden Hotels Environmental Policy

Flora Garden Hotels management are committed to environmental protection and strive to reduce our property's operational impacts on the environment. Recognizing the impacts that tourism places on natural resource availability and climate change, Flora Garden Hotels will ensure responsible waste management, avoid pollution, incorporate energy saving devices where possible, and encourage customers to respect and participate in our efforts to minimize the environmental impacts of the hotel.

Through our environmental policy our goals are:

- To ensure we comply with all applicable environmental laws and regulations
- To measure our environmental performance against our objectives and targets, making sure that we regularly review our progress and look for ways to continuously improve
- To train our staff on our environmental commitments, so that they understand the role they play in delivering our objectives and targets
- To invite our guests to support our efforts to reduce our environmental impacts

To achieve our environmental goals and studies we will:

- Provide a safe and healthful workplace and ensure that personnel are properly trained and have appropriate safety and emergency equipment.
- We aim to reduce our energy consumption, water consumption and the amount of waste every year by managing awareness activities

- Conserve natural resources by reusing and recycling materials, purchasing recycled materials, and using recyclable packaging and other materials
- Put in place a plan to protect and conserve the nesting sites of endangered species whose habitat is located nearby the hotel and encourage our guests to take an interest
- Ensure the responsible use of energy throughout our business, including conserving energy, improving energy efficiency, and giving preference to renewable over non-renewable energy sources when feasible
- Every employee and every contractor on Flora Garden Hotels premises is expected to follow this policy and to report any environmental, health, or safety concern to Flora Garden Hotels management. Managers are expected to take prompt action.

POLICIES

LOCAL SITES AND BUILDINGS

How can you protect local sites or buildings?

I'm worried that a local archaeological site or historic building is going to be affected by a proposed development

What can I do?

Local authorities try to make decisions on planning applications within strict time limits, (typically eight weeks from submission for ordinary applications) so time is of the essence. However, if you are concerned that an archaeological site or historic building is under threat there are a number of steps you can take. Comment on a planning application All developers must apply for planning permission to the local planning authority before their proposal can go ahead. As part of the public consultation process, local planning authorities will publicize all planning applications they receive. This will involve notifying residents of proposals affecting their neighbourhood and posting a notice on or near the site. Some authorities will also advertise the proposal in the local newspaper. The application details will normally be posted on their website which is often the quickest way to find out what is current. Once the planning proposal is made public anyone can comment on it within a set time limit (typically 21 days). Comments can be made to the local planning authority in writing, and in some cases online (via the local authority's public access planning portal). If a number of people share your views you can submit a petition or joint letter. Although the local planning authority is not bound to act on all comments it receives, their officers will take public comments into account in their planning decision. Highlighting your concerns about the historic environment in this way can be worthwhile. Comments will be most effective if they are well informed and can be shown to have broad support.

If you find that the site or building that you want to protect is not designated and you have reasons to believe it should be, you can nominate it to the relevant conservation body. Get a site or building on the local Historic Environment Record. If a site or building is not appropriate for national designation it can still be protected within the planning system. Local authorities keep their own local records of historic assets. Historic Environment Records (HERs) contain details on local heritage assets, both designated and non-designated and inform planning decisions involving the historic environment. In addition, many planning authorities keep lists of historic buildings and archaeological sites of local significance. These local lists are used to identify aspects of the historic environment that should be considered in planning permission decisions. It may be possible to search your local Historic Environment Record online. To nominate a heritage asset for inclusion in a HER or local list you can get in touch with the Historic Environment/Conservation Officer or Archaeologist at your local planning authority. They may also be interested in any new information you might have about a historic building or archaeological site. Conservation Areas Local authorities also designate Conservation Areas, containing areas of special architectural or historic interest and distinctive character. Any development involving demolition in a Conservation Area will require special consent. To propose Conservation Area contact the Historic Environment/Conservation Officer at your local planning authority.

POLICIES

How can I protect an archaeological site or area against future development?

Getting a site nationally designated, or registered on your local Historic Environment Record should protect it from future development, even if it is not yet under threat. Even if development goes ahead, the fact that the site is on the Record will mean that it is taken into account and properly investigated.

How can I protect an archaeological site or area against agriculture or forestry damage?

If the site or building is on the local Historic Environment Record then it should be included in any management plans drawn up by the farmer or land owner. To propose a site or inclusions in the Historic Environment Record, get in touch with your Local Authority Archaeologist.

Scheduled Monuments Firstly, find out if the site is designated as a Scheduled Monument. If so, works in the vicinity will require consent from the relevant Government Department. Schemes and grants Schemes and grants managed by a range of organizations exist to protect the rural Historic Environment. By alerting the Local Authority Archaeologist to a previously unknown site, or to a known site which you believe to be at risk, you may enable them to negotiate a management plan with the owner that will protect the archaeology.

I'm concerned that a site or building is being damaged by neglect - what can I do?

National agencies maintain registers of Heritage at Risk. These identify and record buildings or sites

in danger and open the way for the relevant bodies to negotiate with the owner about conservation.

- Look to see if the site or building is designated, so, the local authority can take action directly. Owners of listed buildings are not obliged by law to maintain their property in a good state of repair, although it is in their interests to do so. Local authorities can, however, take action to secure repair when it becomes evident that a building is being allowed to deteriorate. This includes serving Urgent Works Notices and Repairs Notices.
- Get in touch with your local planning authority, even if the site or building is not designated. Let your planning authority know your concerns. It may be that they already have plans for it, or they may be encouraged to develop them.
- Join, or start, a local society. Local civic societies exist across the country, supported by Civic Voice, as do archaeological, heritage, and history groups. Many of them campaign on matters of importance to their members. You may be able to suggest that they campaign to protect the threatened site or building.
- Volunteer with a preservation trust, or try and establish your own. These trusts seek to rescue a building or site by acquiring it and conducting essential repairs, before selling it on.

POLICIES

Social Community Quality Health and Safety Policy Statement

SENTIDO Flora Garden Social Community Quality Health and Safety Policy Statement

SENTIDO Flora Garden, fully committed to quality systems ISO 9001, ISO 22000, ISO 10002, ISO 14001 and we have those certifications.

We value our guests and employees, people and the wider environment equally and committed to maintain high standards in support of these initiatives. We develop and update our health and safety policies continuously to ensure that we are maintaining a safe and secure environment for our guests, employees and suppliers.

We in Flora Garden Hotels believe that we can differ and therefore we are committed to:

- Encourage creative thinking and reward it by implemented daily pacts.
- Cooperate with all regulatory authorities and bodies promoting and implementing best practices. ADA Facilities Flora Garden Hotels respects that every single Guest has different needs and we aim to make Hotel facilities accessible and especially available to all our guests in accordance with the Disability Discrimination Act. Therefore, we provide accessible car parking, accessible and portable entrance, accessible WC, accessible Sun-Deck and adapted bedrooms and Toilets.

Purchasing

In Flora Garden Hotels, supplies as fresh products, wine, meet, bread, fresh Beer, local refreshments, are purchased from local traders, showing commitment to eco-friendly products and suppliers, while cutting down on needless travel and fuel emissions. This will help reduce CO2 emissions from transportation of products from international destinations. Wherever possible, we pay our suppliers within the credit terms they request.

Promotion of Responsible Tourism

In the Area Through the meetings, forums, continuous seminars and personal contacts, we are able to promote alternative solutions in Tourism in order to create opportunities for greater economic and social benefits for the residential and business community. We encourage our guests to go on excursions to see local people, and discover more about their local traditions.

Employment

The teamwork of our Hotel staff and the quality of service offered to guests are vital pieces of our business. The local culture of our country is a crucial part of the process of making Flora Garden Hotels a successful Hotel.

By developing local talents can be an effective strategy on creating initially loyalty, responsibility within the Hotel, boosting the level of services willing to provide to our guests. Moreover, recruiting local people as employees has a positive effect to the yearly employee turnover. The hotel is COMMITTED to provide a healthy, hazard free environment for all of its employees, subcontractors, visitors and guests. The health and safety policy should be reviewed at least annually, or more frequently if required (i.e. after an accident) to ensure that it is both adequate and effective.

POLICIES

Conclusion

Before even the completion of the Hotel, our vision is the preservation of the natural environment, the continuation of our cultural heritage and the conservation of social responsibility. The Management and the Staff of Flora Garden Hotels is dedicated to uphold all the best practices in favor of a better future and a healthy tourism.

PROTECTING ENVIRONMENT WHILST MAKING A DIFFERENCE

What we do to protect the environment

Flora Garden Hotels aims to be a pioneer with environmental in tourism. It aims to achieve its goals by making a difference in this sector with environment and sustainability activities. We keep on by raising our goals as an environmental resort every day. Some of the activities we do to reach our goals:

- Creating new methods every year for minimizing the amount of waste.
- Following the up-to-date official environment policies and integrating these innovations to our policies.
- Saving water and power by installing equipment to rooms and the general areas(Sensors, aerators etc.)
- All the electronic devices are chosen as environment friendly devices and only the energy saving devices are used.
- All devices are maintained and checked regularly.
- Solar power is used for supplying the hotels hot water.
- Energy saving bulbs are used in all rooms and areas.
- Drop watering system for watering the suitable garden areas is used.
- Energy savers are used in rooms for reducing the energy consumption.
- A special sensor is placed on balcony doors for air conditioning. Air conditioner won't work with the balcony door open.
- Conduction cards in rooms are placed for changing sheets and towels.
- Internal writings work not with printed papers but through emails.
- Our personal are trained constantly about consumption of water and energy.

POLICIES

- We have counseling contracts with professional companies for environment consulting.
- We use only eco-friendly products on our alteration and maintaining projects.
- The sustainability of certificates and awards is achieved with internal audits and controls periodically.
- Different activities are organized every year for making our guests and personal aware about environment.

What can You do about our Environment Protection Activities?

- You can choose the public transportation for your trips.
- By informing us about a water leak you notice you can support us to protect the natural resources.
- By removing the energy card in your room when you don't need the electricity, You prevent the unnecessary energy consumption and contribute the nature.
- While shaving or brushing your teeth you can make it possible to save unnecessary water consumption.
- You can choose to take shorter and cooler showers, this will help on water consumption and also electricity
- On cooler weather condition days we advise you to benefit from weather than using the air conditioner.
- You can save energy by not switching your lights on during the day time.
- Please do not throw the magazines or papers to the trash, you can help us to protect the environment by throwing these into the recycling box in general areas.
- You can leave the books you wouldn't like to take with you in our library in VIP Lounge, and take the ones you would like to take from library.
- Please do not throw the empty batteries into bins, there is a special battery waste disposal bin in the reception area.
- Throw the glass bottles and plastic bags to recycle trash in general areas, these are located around the hotel and help you to recycle much easier.
- By changing the beach towels as needed you can make it possible to reduce water consumption and chemicals and help us about our environment protection projects.
- You can decide when your towels and sheets should be changed. Please follow the information of the information cards in your room.

- We ask you kindly to inform us about the water or energy consumption you notice in your room or general areas.

HOTEL PET POLICY

SENTIDO Flora Garden is a pet friendly, the hotel that understands pets are an extension of your family. That's why our hotel doors open to our guests with four-legged friends. We gladly welcome our guests traveling with small pets and dogs at all property. (subject to local laws)

The following represent our pet friendly hotel policy:

POLICIES

- Service pet accompanying people with disabilities are always accepted.
- Pets must weigh less than 5 kg in order to stay in the room.
- Pets must not be left unattended in the public areas which are closed to private pet sections.
- A pet fee of 30.00 € is required for each pet for per night (Payment must be made before check in).
- Pet must be fully trained and appropriately restrained by guest during the stay.
- Pet must be healthy and all injections and health controls must be done properly.
- Pet owner must have international pet passport (EU Passports for pets) for registration at the hotel.
- Pet must be kept on a leash in the hotel.
- Pets must not be left unattended. If guest requires a pet-sitter or pet supplies, they should contact the reception with advance notice.
- Pets are not allowed in any food and beverage outlets, health club beach and pool areas of the hotel. This exclusion does not apply to guide dogs.
- Guests are responsible for cleaning up after their pet on hotel property and in the neighbourhood.
- Any disturbances such as barking must be prevented so that other guests are not disturbed.
- Guests are responsible for all property damages and/or personal injuries resulting from their pet.
- Guests agree to indemnify all damages as a result of the guest's pet.
- The hotel reserves the right to charge guest's account commensurate to the cost of such damages.

ANTALYA

Antalya

When King Attalos first set eyes on Antalya he dubbed it "Paradise on Earth". Its fertile soil and natural harbour made it ideal for settlers throughout the ages. Antalya has had an extremely chequered history. The Persians, Alexander the Great, The Romans the Arabs and many more have all left their mark on the area over the centuries but no one more so than King Attalos of Pergamon who in 159 B.C.gave the region its name Attalia, from which we derive the modern name Antalya.

Those days of glory began to fade however during the Byzantium period at the turn of the 3rd century A.D. with the fall of Constantinople as the capital of East Rome.

Later the Arab invasions with their plundering and pillaging signalled the final demise of these great cities. And in 1207 the regions of Antalya and Alanya came to be associated with the Selchuks.

Antalya and its environs enjoyed a golden era in the first and second centuries A.D., reflected in the magnificence and multitude of cities to be found at that time of which Side and Aspendos in the east and Phaselis, Olympos and Xanthos in the west are just a few.

Today the city of Antalya is again reliving a golden age. It has been transformed into a cultural and touristic hub with much on offer to satisfy the discerning visitor - whether it's a guided tour through ancient ruins, a fun packed family holiday or just a romantic boat trip on the sea. Whatever it is you are looking for Antalya has it all.

The Mosque with **Fluted Minarets** which is the symbol of the city, the **Murat Pasha Mosque**, **Tekeli Mehmet Pasha Mosque**, the **Kaleici** (Inner Citadel) District, where the old Antalya houses are located, the Ataturk and Karalioglu parks where various exotic Mediterranean plants are grown, the **Hadrianus Gate**, the **Ataturk and the Archaeological Museums** are worth seeing. The Lara beach to the east and the Konyaalti beach to the west of the city are ideal for swimming. Besides these beaches, there are also two water parks in Antalya in which various water games are played.

Among the interesting places in the vicinity of the city of Antalya are the **Upper and Lower Duden Falls**, **Kursunlu Falls**, **Saklikent**, which is a winter sports centre, **Gulluk Mountain National Park**, with its famous ancient city of **Termessos and Karain Cave** which was a settlement place in the

Stone Age.

SIDE

Side

When you turn South at the 75 th km. of Antalya - Alanya main road a nice avenue winding through hotels and houses for about 3 km and situated on a peninsula about 1000 m long and 400 m. wide, it fulfilled its duty as a commercial port. Naturally, Side used to be one of the most important trade centers in the antiquity and now it is one of the most popular holiday resort in Turkey.

According to Strabon the ancient geographer, side was first established in the 7 th cen. B.C. as a trade colony of the Aegean city Kyme near Izmir But the merchants took up the local language, Side took the name "Side" meant pomegranate, the fruit symbolizing abundance and fertility. Like the other Pamphylian cities in general, Side was ruled by Lydia in the sixth cent. B.C. and Persia after 547-546 B.C.

The coins minted in here prove that Side had at least an internal independence. Alexander the Great conquered Side in the first year of the great campaign on Asia in 334 B.C. and was introduced to Hellenistic culture. After his death the empire was shared by generals (323-304). The Southern Turkey, including Side changed hands quite often , especially between the Ptolemaic dynasty of Egypt (301-215) and the Seleucid dynasty of Syria (2 nd cent B.C) after the apameia peace agreement between the Romans and the defeated Syrian kingdom, but Pergama could not gain a complete control over Side. King Attalos of Pergama founded a new city, Attaleia (Antalya) as a commercial rival to Side and others on the South coast. At the turn of century Side was a slave-trade center in the hands of Pirates. It was only the Romans who stopped piracy on the eastern Mediterranean and let the southern Anatolian cities in (Cilicia, Pamphylia and Lycia) prosper again in peace and safety 78 B.C. Pamphylia was attached to the province of Galatia by emperor Augustus in 25 B.C. when all the provinces in the Roman empire were re-organised.

Side lived its second birth and wealthy period until 5th and 6th cen. A.D as a Pamphylian city that was placed sometimes in Galatia, sometimes in Lycia. Especially its active role in the slave trade enabled this semi-independent city to gain wealth and most of the structures in ruins at present were built during this period of time. Side felt the necessity

of repairing the defensive walls in the second half of 3rd cent. A.D because of the successive attacks by the highlanders from the north. Furthermore, they built an inner wall right through the city in 4th cent A.D. Unfortunately these precautions were not enough to secure those great days again and Side started declining.

In 1985 the migrants came to Side from Cretan Island and the little village that is the heart of side today, was once the half of the peninsula. The extraordinary architecture with village houses of side, called once „Selimiye“, has become an important tourism centre.

SIDE

Side in Mythology

One day, According to the Anatolian Mythology, The God Taurus takes her youngest daughter Side, who had been The Goddess of nature and abundance, to the valley of the River Manauwa (Manavgat) for picking up flowers and making wreaths with the Nymphes (water-fairies) While picking up flowers and dancing with the Nymphes, Side, suddenly sees a tree with thin branches having shiny leaves and colourful flowers and breaks off a branch, to take it to her little daughter. As she breaks the branch off it starts bleeding. Actually, Side realizes that the tree is not a real one it is a Nymph who has escaped from some wicked human beings and taken the shape of a tree. She is so sorry and so scared that she wants to go away, but she can't. She is stuck and she feels that her feet are buried in ground. Then her body changes into a form of a tree. The Nymphes are sad and they start crying. The Nymphes are sad and they start crying. The fresh roots of Side are watered with the of Nymphes. Side says that it was her fault and ask the Nymphes to take a message to her little daughter The message is as follows; From now on I'll be the symbol of nature, life and abundance with my blood-red rich fruit, I ask you to take my daughter here from time to time, to play in my shade. And warn her not to pick flowers and never damage trees on earth; because any of those trees could be a Goddess. This is why the peninsula of Side full of pomegranate trees .

Manavgat

Manavgat

The foundation of Manavgat is not known for certain, but can be estimated to around B.C. 200-150. It is understood from early documents, that the river provided cargo and human transportation from the very first centuries till recent years.

Between 400s and 500s Manavgat played a big role for people's settlement. It is understood that the river was still being used as a popular way of transportation in Manavgat during this period of time, but Manavgat was not widely known as a residential area until shortly after the Malazgirt war when the Nomads moved in to area.

The history of the town is known to be very old and it is believed that the name Manavgat comes from the word "Munouwa" which means Temple of Mother Goddess in the old language of Luwi. The place was supposed to be used as the sacred area for the Ancient cities of Seleukeia and Side over different periods of time.

Manavgat became a village of Turkish Republic at 1923. The town Manavgat, which is located 72 km far from the province Antalya and founded on the plain that lies on both sides of the River Manavgat. The city centre is 4 km far from the shore of the Mediterranean. Manavgat was the name of the region from north Taurus mountains, to South Mediterranean and to its river. The Northern part of the town that is bordered by the Taurus Mountains is covered with beautiful forests. The river Manavgat, which flows through the town, gives the plain fertility and richness.

The Manavgat Waterfall and its delta are the most important natural riches of the town. The other natural beauties of the region in the South are the Sorgun Forest with pine trees and the lake "Titreyengöl", which was formed by alluvions that filled the delta of the River Manavgat. In the Northern part of the river Manavgat there are the Lake of Oymapinar and Manavgat Dams. The Dams and its surroundings have a unique beauty.

The plain of Manavgat, which is 2500 m² and is the most fertile plain of the province Antalya. Manavgat is suitable for growing cotton, wheat, barley and 45 different kinds of fruit and vegetables. Fruit and vegetables growing in greenhouses is an important form of farming in the region and in recent years the greenhouse flowering has drastically improved. It is also where Trout are bred in some parts of the river, meaning that all sorts fresh food can be locally sourced and provided.

LOCAL CULTURE

LOCAL CULTURE

Getting to know the country you are visiting is an important part of every holiday. In fact when we asked you what you are about when choosing a holiday over 80 percent of you said finding out more about the local culture was important.

Celebrating local culture is important to us too which is why it's part of our Holidays Forever vision - our commitment to sustainability.

Here in Antalya you can experience the local culture, its traditions, amazing nature and fascinating rich history. Learn all about going on our discovery tours in Alanya and Antalya on one of our off-road safaris to villages in the hinterland or joining an excursion to famous ancient sites like Perge, Aspendos or Pamukkale.

Language

Since 1928, the modern Turkish language is using the Latin alphabet which has replaced the Arabic. Nevertheless for the European tongue is not that easy to pronounce.

Festivals

Every summer the Opera and Ballet Festival, a feast for the eyes and ears takes place in the Ancient Aspendos Theatre famous for its acoustics.

Food and Drink

Turkish Cuisine is one of the best in the world. It's famous for its huge variety of meat and vegetable dishes, its pastries and desserts. You should not miss an evening in a typical Turkish restaurant to taste all these delicacies. Try also one of the traditional drinks like Raki, Ayran (cold yoghurt drink), Turkish Tea or coffee.

Local Products

Antalya province is the centre of the agricultural production in Turkey. Due to the available climate conditions, all kinds of fruit and vegetables can be grown and harvested several

times a year. Antalya Province is also well know for carpet weaving and leather production.

Beaches

For beach lovers, Antalya offers a broad spectrum. You can choose among small coves or beaches around Kemer, pebble beaches with crystal clear water, up to the long wide sandy beaches in the east. Along the coastline of the Turkish Riviera you fins 187 Beaches which are awarded the Blue Flag.

5 Facts about Turkey

Turkey is bordered by eight countries - Bulgaria, Greece, Georgia, Armenia, Azerbaijan, Iran, Iraq and Syria.

Izgara Kofte - or grilled meatballs- is a typical dish

Islam is the main religion

Football is the most played sport

Raki is a traditional drink; and it's made with grapes and flavoured with aniseed

CARETTA & CARETTA (LOGGERHEAD)

Flora Garden Loves CarettaCaretta

During your holiday you can get the chance to witness the natural wonder of loggerheads dropping by at our beach as one of their favourites and laying eggs in our hotel. The beach at SENTIDO Flora Garden is one of the nesting areas of the Caretta Caretta(Loggerhead) turtles. Once in a year they walk onto beach in order to lay an egg. You will be very lucky to see a mother loggerhead. For this reason, we do our best to make sure we are looking after these delightful creatures by ensuring we are doing all we can to keep them protected

- Female Carettas are very sensitive during their nesting and breeding period. For this reason, when the females are laying their eggs on the beach they must not be disturbed.
- Once the eggs have hatched the young turtles move quickly to the water.The baby caretta find their way to the sea by using the light from the moon.Residential lighting must be kept to a minimum in the designated protected areas of coastline.
- Vehicles may compress any sand that they pass over. This could result in the baby caretta becoming trapped in the sand. For this reason,the nesting areas are protected by prohibiting vehicles from entering the beach.
- Only vehicles approved by the Caretta Carettas Protection Association are allowed entry to the beaches and are used for cleaning the surface on the beach.
- The peak period for nesting is May – September. During this time, strict noise and lighting measures are implemented in nesting areas.
- Activities disturbing the natural balance on the beach such as taking sand and pebbles are not permitted.
- Beach restaurants and bars are not allowed to be constructed in the nesting area.Beach umbrellas are positioned in such a way that they will not be harmful or have a negative impact on nesting area.
- You will find that external lighting in SENTIDO Flora Garden is dim so as not to confuse the baby caretta and draw them away from the sea once they hatch.

**TRANSPORTATION
INFORMATION**

Transportation Information

You can get inform about the detailed information for buses and taxis by the reception.

Additionally you can contact our guest relations for special transfer wishes.

In front of the hotel on the other side of the street you can find buses to Manavgat every 20 minutes.(15 Km)

Last bus drives at 22.00 from Manavgat

In front of the hotel you can find buses to Alanya every 20 minutes.(45 km)

Last bus drives at 22.00 from Alanya.

In front of the hotel on the other side of the street you can find buses to Side every 20 minutes. (15 Km) First you have to go to Manavgat and then change bus to Side bus. (20km)

Last bus drives at 22.00 from Manavgat

In front of the hotel on the other side of the street you can find buses to Antalya every half an hour. (85km)

GENERAL INFORMATION

Restaurants

- All our restaurants are in closed areas and smoking is forbidden.
- It is not allowed to serve alcoholic drinks for guests the age under 18.
- At our special events our a la Carte restaurants are closed in order us to provide you a better service.
- We ask you kindly not to take away food to your room from our restaurants for hygienic reasons. For special requests you can contact our Room Service.
- The Hotel Management may change the places/times of above written facilities according to weather change and other reasons.
- We have dress code rule in our restaurants. We kindly ask you to follow this rule.
- Please remember that you can make a reservations for our a la Carte restaurants with our Guest Relations.

Bars

- Due to our concept we cannot serve the drinks in bottles. Only glasses are being served in all areas.
- All local alcoholic drinks are served free of charge between 10.00-24.00.
- All local non-alcoholic drinks are served free of charge between 07.00-24.00
- Special and imported drinks are served with extra charge.
- No alcohol is not served under the age of 18.
- The Hotel Management may change the places/times of above written facilities according to weather change and other reasons.

GENERAL INFORMATION

Pools

- Sun beds for two persons should not be used by just one person.
- Sun beds must not be removed from their original places.
- The towels left earlier than 08.00 will be removed. Sun beds are not allowed to be reserved.
- Sun beds or sunshades should not be taken to guests rooms .
- Swimming is forbidden when the pools are closed.
- It is forbidden to swim for non-swimmers.
- It is not permitted to take beverage or food inside of the pools. Breakable materials such as bottles are not allowed in pool areas.
- We ask our guests kindly to take a shower before and after going into pools.
- For health and hygiene rules, spitting, spouting water, blowing the nose, or discharging bodily waste in the pool is strictly prohibited. There are toilets located by both pools, we ask kindly that they should be used guest need to.
- Guests may only swim with swimming suits/shorts/bikinis. It is forbidden to swim naked.
- Jumping into pool is forbidden.
- Diving is forbidden for your own safety.
- Flora Garden Hotels Management takes no responsibility for any injuries or accidents/ lost or damages of guests' properties in the pool area.
- Please do not run in the pool area
- Please refrain from the use foul language, comments, jokes or regards that could upset other guests.
- If you have a contagious illness, please do not go into pools.
- Do not swim drunk in the pools.
- For emergency please contact the reception.
- Hotel Management have the right to change opening and closing hours depending on the weather conditions.
- Please do not swim when the pools are closed and when it is dark. Otherwise the guests have the full responsibility.

GENERAL INFORMATION

Beaches

- Our guard is on duty between 09.00 – 12.00 and 13.00 – 17.00.
- It is both dangerous and forbidden to swim outside of the safe area
- It is both dangerous and forbidden to walk on the rocky sides with warning signs.
- It is not allowed to reserve the sun beds.
- It is forbidden to swim for the ones that can't swim.
- The decision to swim for the guests are not strong or non-swimmers belongs to them. The Life Guard cannot guarantee the safety for these individuals..
- When you decide to swim, you should check the flags of guards to make sure if they are on duty only then you can go swimming.
- Jumping from the pier is forbidden.
- Please do not take glass or porcelain to beach area.
- The sunlight between 12.00 – 15.00 is the most powerful time of sun lights that can burn your skin. Please take extra precautions.
- Please do not swim when you are full or hungry or drunk.
- Please do not swim where it is deep.
- Flora Garden Hotels Management takes no responsibility for any injuries or accidents/ lost or damages of guests' properties in the beach area.
- It is dangerous to swim when the sea current or the weather conditions are bad.
- Hotel Management have the right to change opening and closing hours depending on the weather conditions.
- For emergency please contact the reception.
- Please do not swim when the pools are closed and when it is dark. Otherwise the guests have the full responsibility.

**GENERAL
INFORMATION**

REMINDER

- We ask you kindly to participate to dinners with appropriate clothing. We politely remind you that guests with shorts, open t-shirts, slippers, flip flops etc. will not be permitted to dine restaurant and we thank you for your understanding in advance.
- In a case where the guests drink too much alcohol and may harm themselves or disturb the others, we have the right not to serve alcohol.
- Check-in is on 14.00 and check-out is on 12.00. We ask you kindly to complete the check out process so that the room can be prepared for new incoming guests.
- We ask you kindly to keep your jewellery, money or other valuable items in safe box. We do not take any responsibility for the items that are lost outside of the safe box.
- We ask you kindly to call the reception "0" in case of an emergency.
- We ask you kindly not to take any food or beverage from outside into hotel for health and safety risks.
- We ask you kindly not to bring your room towels to pool and beach areas and not to walk into lobby with bathrobes.
- Once you check into the room, please read the emergency information and exit plans on the backside of the door.
- Once you check into the room, please be aware of emergency exists', fire-extinguisher's and alarms whereabouts.
- Please remember that smoking cigarettes or any kind of tobacco products inside the rooms is forbidden according to law article 4207.
- We remind you that we have to share our log files in our system with the law authorities in a case, where it is inspected that illegal material is being downloaded or seen.
- We ask you kindly not to wear any swimming suits in Lobby, Piano Bar, VIP Lounge Reception, Main Restaurant and in our A La Carte Restaurants.

CERTIFICATE

The certification body of Swiss TS Technical Services AG hereby confirms that the company



FLORA GARDEN BEACH CLUB HOTEL
ALANYA KARAYOLU 17. KM. ÇAVUŞKÖY KAVŞAĞI KIZILOT MEVKİİ
TR-07605 MANAVGAT, ANTALYA

/Kli

has introduced and applies a management system for

Food and beverage services in the hotel

Product category following ISO 22003: G

according to:

ISO 22000:2005

Food safety

Registration number: 13-254-424
Initial certification: 31.07.2013
Valid until: 30.07.2016

Heinrich A. Bieler
Head of the certification body

Wallisellen, 31.07.2013
The certification body
of Swiss TS Technical Services AG
A SVT and TÜV SÜD company



SWISS TS

CERTIFICATE

The certification body of Swiss TS Technical Services AG hereby confirms that the company



FLORA GARDEN BEACH CLUB HOTEL
ALANYA KARAYOLU 17. KM. ÇAVUŞKÖY KAVŞAĞI KIZILOTL MEVKİİ
TR-07605 MANAVGAT, ANTALYA

has introduced and applies a management system for

**Hotel management, accommodation, food, beverage,
laundry and SPA services**

according to:

ISO 14001:2004 Environmental management

Registration number: **13-254-525**
Initial certification: **31.07.2013**
Valid until: **30.07.2016**

Heinrich A. Bieler
Head of the certification body

Wallisellen, 31.07.2013
The certification body
of Swiss TS Technical Services AG
A SVTI and TÜV SÜD company



SCESm013



ICAT

SWISS **TS**



BLUE AWARD

— 2013 —

GOLD

FLORA GARDEN

Awarded for excellent performance generating the most satisfied customers in the category "Couples Hotel"

A handwritten signature in black ink, appearing to read "Henrik Norlin".

Henrik Norlin
Managing Director TUI Nordic





We Hereby Certify That:

Flora Garden Beach Club Hotel

Is Committed To
Sustainability by Adopting Travelife's
Principles and Practices:

**Preserving The Environment
Improving Local Community Relationships**

2012/2014



Signatory: Travelife Management

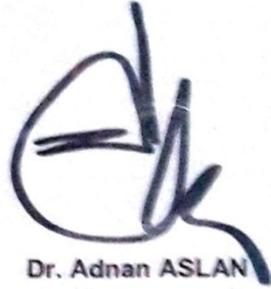
S. Stober

Date: July 2012

T.C.
THE REPUBLIC OF TURKEY
KÜLTÜR VE TURİZM BAKANLIĞI
THE MINISTRY OF CULTURE AND TOURISM

**ÇEVREYE DUYARLI
KONAKLAMA TESİSİ BELGESİ**
THE CERTIFICATE OF ENVIRONMENTALLY FRIENDLY ACCOMMODATION ESTABLISHMENT

Adı : FLORA GARDEN BEACH CLUB HOTEL
Sınıfı ve Türü : 5 YILDIZLI TATİL KÖYÜ
Adresi : MISIRLAR MAH. SAHİL KÜME EVLERİ NO:52 KIZILOT-
MANAVGAT/ANTALYA
Belge Sahibi : NİL-BELEN İNŞ.TUR.TEM.GID.TEKS.AKAR.OTO.TİC.A.Ş.
Mal Sahibi : ORMAN VE SU İŞLERİ BAKANLIĞI
Tarih ve Sayı : 28.06.2013-14355



Dr. Adnan ASLAN
Bakan a.
Genel Müdür