**CARETTA RELAX HOTEL**

**2023 SUMMER FACT SHEET & CONSEPT**

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| **GENERAL INFORMATION** |

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| **Name of the Hotel** | **CARETTA RELAX HOTEL** |
| **Category of the Hotel**  | 4 Stars |
| **Opening Year** | 2000 |
| **Last Renovation** | 2019 |
| **Hotel’s total Area** | 9.500 m2 |
| **Season** | 2023 Summer Season (01.05.2023 – 30.10.2023)  |
| **Concept** | **ALL INCLUSIVE (between 10:00 – 23:00)** |
| **Hotel Description** | Hotel is by the sea with 150 meter walking distance, 2 main building |
| **Number of Rooms and Beds** | 299 standard rooms / 650 pax. |
| **Number of Buildings and Floors** | 2 Main Building / 5 floors  |
| **Number of Elevator** | 4 elevator |
| **Room Types**  | Standard Room |
| **Parking Lot** | Open parking places are available. |
| **Speaking Languages** | Turkish, English, German, Russian |
| **Heating & Cooling**  | Individual Air Conditions. |
| **Credit Cards** | Visa, MasterCard |
| **Pets** | Not accepted |
| **Voltage** | 220 V |
| **Wi-Fi** | In room and general areas / with charge |
| **C /in & C / out time** | Check-in time is 14:00 o’clock. Check-out time is 12:00 o’clock. |

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| **CONTACT / LOCATION INFORMATION** |

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| **Address** | Konaklı Mah. Nergiz Sok.No:1 / A-B 07490 Alanya / ANTALYA |
| **Region**  | Konaklı – Alanya – ANTALYA - TURKEY |
| **Company Name** | ŞEFLERA TURİZM İŞLETMECİLİK TİCARET AŞ. |
| **Tax Administration** | Alanya |
| **Tax Id** | 801 007 7394 |
| **Phone - Fax** | 00 90 242 565 0352 / 565 0353 - Fax: 00 90 242 565 1951 |
| **Reservation / Gsm - WhatsApp** | 00 90 242 565 03 65 / 00 90 530 775 0365 |
| **E-mail** | info@carettarelaxhotel.com |
| **Web page** | www.carettarelaxhotel.com |
| **Distance to Airport** | Antalya 110 km – 1 hour 30 minutes / Gazipaşa 56 km – 50 minutes |
| **Distance to City Center**  | Alanya 12 km, Manavgat 45 km, Antalya 115 km |
| **Next Town** | Konaklı 1 km, Alanya 12 km |
| **Public Transport Connections**  | Bus, Taxi, Minibus |
| **Hospital** | Alanya 12 km |
| **Cable Car** | Alanya 12 km (Damlataş) |
| **Sea park -Aquarium** | 12 km to Sea Alanya in Türkler, 120 km to Antalya Aquarium |
| **Rafting** | Köprülü kanyon 114 km |
| **Aqua park** | 25 km to Water Planet in Okurcalar |

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| **LOCATION**  |

Our Hotel is situated in Konaklı - Alanya coastline, one of the most popular tourist places in Antalya and distance to Antalya is 115 km, 110 km from Antalya Airport and 12 km from Alanya. Distance from our Hotel to Closest shopping center in Konaklı is 1 km and to main road is 20 m. It is available every 10 minutes regular minibus from the main road to Konaklı or Alanya and 24 hours open taxi services.

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| **ABOUT HOTEL**  |

Our Hotel is by the sea with 150 m. walking distance and is being 2 main building with its 5 floors and 299 rooms. We also provide for our guest a following services:

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| **Reception open 24 h / Lobby / 4 elevators / Tv corner / 1 meeting room ( 100 pax)** |
| **1 main indoor restaurant (230 pax) and outdoor restaurant (370 pax)** |
| **2 outdoor swimming pool ( 200 m2 / 290 m2 ) / 1 outdoor pool for children ( 100 m2 )** |
| **3 water slides (certain hours) / 1 water slides for children** |
| **Pool bar, Snack-/Beach bar/ Open –air- Disco** |
| **Show stage for animation, Mini club, child play ground** |
| **Fitness center / Turkish bath ( certain hours ) / Sauna-massage-peeling (with fee)** |
| **Shopping center (with fee), hair dresser (with fee), water sport possibility on the beach (with fee), rent a car (with fee), Laundry service (with fee), Doctor service (with fee)**  |

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| **ROOMS: ROOM TYPES-STANDARD ROOM : (Consist 1 sleeping room and designed with modern decoration)** |

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| **Total number of rooms** | 299 standard rooms |
| **Room View** | Garden and Land or Lateral sea view |
| **Room Area (m2)** | **25 m2 (Room 17 m2 + Bathroom 4 m2+ Balcony 4 m2)**  |
| **Handicapped Rooms**  | 2 Std. room  |
| **Bed Type** | 1 French bed + 1 twin bed or 2 twin beds + sofa bed  |
| **Person Capacity** | min. 1 pax and max. 3 pax (3 adults or 2 adults+ 1 child) |

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| **Bath Type** | Shower/ Cabin/ WC | **Safe Box (extra charge)** | ✓ (per day 2.-€) |
| **Floor Covering**  |  Laminate or ceramic | **LCD TV- 32**  | ✓ ( Satellite channels) |
| **Air conditioning** | Individual  | **Music Channel**  | ✓ (by TV ) |
| **Hair Dryer**  | ✓ | **Fire Alarm System** | ✓  |
| **Telephone (direct call)** | ✓ (extra charge) | **Room Cleaning** | ✓ Daily |
| **Internet/ WI-FI**  | ✓ (extra charge- whole holiday 10.- €) | **Bed sheet/ Towel changing** | ✓ twice in a week |
| **Minibar (empty)** | ✓ (water - daily) | **Balcony** | ✓ Chairs and table |
| **Door key card system** | ✓ | **Wardrobe, Dressing Table** | ✓ |
| **Chair or sofa**  | ✓ | **Slippers** | ✓ ( on arrival day) |

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| **BEACH – 150 m.walking distance , private beach with sandy and small pebbles /**  **Blue flag certificated** |

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| **Distance to Hotel own beach**  | 150 m.  |
| **Length/width of the Hotel own beach** | **80 m. / 40 m.** |
| **Speciality of beach** | Sand & pebble |
| **Speciality of the sea** | Sand & rocky |

Our private beach is 150 m. walking distance from the Hotel and mixed sandy and small pebbles, shower and Snack-/ Beach bar. Beach is belong to Caretta Hotels and is used both with Caretta Beach Hotel. Sun umbrellas /tent, sun chairs, matresses are available at pool and on the beach free of charge. It is avaiable shower and dressing cabin at the beach. The towel service and changing at the beach and pool is free of charge. No offered alcoholic drinks (except beer) on the beach. All beverages is serving with plastic glass at the beach.

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| **FOR CHILDREN**  |

Mini Club is for children aged 4 -12 and 6 days a week. Working hours are between 10:00- 12:00 in the morning and 14:30 – 17:00 in the afternoon. Children’s pool with slide, children’s playground, mini disco, baby cot& child seat in the restaurant (request on).

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| **BABY CONCEPT** | It is possible baby cot for room and baby chair in the restaurant by availability as free of charge. |

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| **ANIMATION – ENTERTAINMENT : All animation programmes and mini club are 6 days in a week.** Allday soft animation (6 days in a week), during the day pool and beach games and sport activities, in the evening different arrangements such as competitions, shows, sketches**.** |

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| **Daytime programme** | Sport activities, pool games, music, dart and the other animation activities. |
| **Evening programme** | Show-time /the evening program, Mini disco, Sketches, Turkish night and different professional shows. |
| **Child Animation** | Mini club ( between aged 4-12) and between hours 10:00 -12:00 / 14:30 -17:00, Mini Disco |

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| **ACTIVITY AND SPORT** |

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| **Charged activities** | Billiards, Sauna, Massage and Peeling. Various watersports on the beach (in 150 mt of distance) such as Waterski, Banana, Windsurfing are avaiable by foreign suppliers against fee, Disco, Internet/ WI-FI in the Lobby, room and on the whole area,  |
| **Free activities** | All animation activities and Shows,Darts, Tabletennis, Beachvolleyball, Waterball, Turkish Bath (certain hours as free of charge), Fitness center, Aerobics, Water gymnastics, Swimming pool and slides, Sun umbrellas, Sunchairs, cushions Mini clubbeach and pool towels |

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| **SWIMMING POOLS / 2 OUTDOOR POOL / 1 OUTDOOR CHILDREN POOL** |

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| POOL | SIZE /M2 | DEPTH | HEATING |
| 1 Outdoor Pool  | **200** | **140 cm.**  | **No heating – Fresh Water** |
| 1 Outdoor Pool with slides (3 slides) | **290** | **110 - 160 cm.**  | **No heating – Fresh Water** |
| 1 children's pool with one slide | **100** | **35 cm.** | **No heating – Fresh Water** |

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| \* Swimming pools are used according to the weather condition.\* Pools work hours: 08:00 – 18:00\* Slides work depending on weather conditions and certain times.\* Slides can be used by children less than 12 years only if they are accompanied by an adults.\* Children’s pools cannot used without pad. Please! Enter using the special diapers. |

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| **ALL INCLUSIVE CONSEPT (10:00 – 23:00)** |

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| **FOOD CONCEPT /SELF SERVICE** |

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| **Services** | **Service Hours** | **Place** | **Details** |
| **Breakfast** | 07:30 - 09:30 | **Main Restaurant** | Open Buffet |
| **Late Breakfast** | **09:30 - 10:00** | **Main Restaurant** | **Mini Breakfast Buffet** |
| **Lunch** | 12:30 - 14:00 | **Main Restaurant** | Open Buffet |
| **Dinner** | 19:00 - 21:00 | **Main Restaurant** | Open Buffet |
| **Night Breakfast**  | **23:30 - 06:30** | **Main Restaurant** | **Mini Breakfast (only late c/in & early c/out)** |
| **Turkish pancake (Gözleme)** | 10:00 - 15:00 | **Beach Bar** | 6 days in a week |
| **Pizza** | 11:00 - 16:00 | **Beach Bar** | 6 days in a week |
| **Snack-Service**  | 12:00 - 16:00 | **Beach Bar** |  |
| **Coffee/ Tea /Cake time** | 16:00 - 17:00 | **Terrace Restaurant** |  |
| **Ice-cream Service** | 16:00 - 17:00 | **Beach Bar** |  |

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| **BEVERAGES CONSEPT / SELF SERVICE** |

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| **Bars** | **Service Hours** | **Details** |
| **Pool Bar** | **10:00 - 23:00** | Local alcoholic drinks (Raki, Vodka, Gin, Wine, Some Cocktail, Some Liqueur, Beer), hot and soft drinks |
| **Beach Bar** | **10:00 - 18:00** | Beer, hot and soft drinks |
| **Disco Bar (Open air)** | **23:00 - 01:00** | All the drinks with charge (6 days in a week) |
| **Service Bar** | **At the meal times** | Local alcoholic drinks (Raki, Vodka, Gin, Wine, Some Cocktail, Some Liqueur, Beer), hot and soft drinks |

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| **FREE OF CHARGE SERVICE & ACTIVITIES** |

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| **SERVICE & ACTIVITIES** | **DETAILS** |
| **Main Restaurant** | Breakfast, **Late Breakfast**, **Night Breakfast**, Lunch, Dinner, Coffee - / Pool Bar, Cake break( certain times), Snack Services, Pizza, Turkish Gözleme |
| **Local drinks** | In All inclusive times (between 10:00 – 23:00 hours), Raki, Vodka, Gin, Wine, Beer, Some Cocktail, Some Liqueur, hot and soft drinks |
| **Ice cream**  | At the Beach bar between 16:00 – 17:00 hours as open served  |
| **Minibar ( as empty )** | The minibar will filled every day with one bottle water. |
| **Daily Room Cleaning** |  |
| **Towel and Linen change** | Every 3 days |
| **Turkish bath (it will serve depending on the reservation)** | Service by private company. Massage and other treatments are paid. It is free at certain times (Children under the age of 16 are not allowed). |
| **Fitness Center (it will serve depending on the reservation)** | Between 09:00 -19:00 hours (Children under the age of 16 are not allowed). / İndividual use within personal responsibility. |
| **Baby Bed and Highchair** | by availability |
| **Animation Shows** | All animation shows and activities. |
| **Beach Volleyball** | Depending on weather conditions. |
| **Dart – Water ball - Aerobic** |  |
| **Mini Club, child playground** | Between age 4- 12 years old and between 10:00 – 12:00 /14:30 – 17:00 hours. |
| **Water Slides** | 3 slides (certain hours) |
| **Table Tennis** | by availability |
| **Disco (entry)** | 23:00 till 01:00 (6 days in a week) |
| **Umbrella &Sunbeds & mattresses** | At the Pool and the Beach |
| **Beach & Pool towels - changing** | Beach & Pool towels and changing at the beach and pool is free of charge. |
| **Beach bar** | Snack service, Gözleme, Beer, hot and soft drinks |
| **Outdoor Auto park area** | Hotel parking area can serve a limited number of autos. Parking outside of the hotel or in hotel’s parking area is within the guest’s own responsibility. |
| **Main Restaurant Capacity** | inside 230 outside 370 pax |
| **Meeting room capacity** | Max.100 pax /80 m2 |

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| **CHARGEABLE SERVICE & ACTIVITIES** |

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| **SERVICE & ACTIVITIES** | **DETAILS** |
| **All import drinks** |  |
| **All local and import bottle drinks** |  |
| **Champagne, Cocktails, Liqueur** | champagne, some local & import liqueurs and cocktails out of concept |
| **All drinks out of concept** |  |
| **All fresh fruit and vegetable juices** | Fresh squeezed |
| **Turkish coffee** |  |
| **Safe box** | In the room per day 2. € |
| **WI- FI internet** | In rooms and general areas / whole holiday 10. € |
| **Telephone & Fax & Photocopy** |  |
| **Doctor & Medical services** | Service by private company |
| **Sauna- Massage- Peeling** | Sauna- children under 16 years old are not allowed to use |
| **Laundry & Ironing services** |  |
| **Billiards** | Per hour 3. € |
| **Internet cafe** |  |
| **Disco (drinks)** | All local and import, non-alcohol and with alcohol drinks |
| **All Water sports** | On the beach is available by foreign suppliers  |
| **Car rental** |  |
| **All shops**  |  |
| **Late c/out** | by availability / c/in time : 14.00 - c/out time: 12.00 o’clock |
| **Flowers and Cake order** | by reception |

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| **HONEYMOON CONCEPT** | **Special room decoration on arrival day, fruit plate** |

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| GENERAL CONCEPT RULESThe coronavirus (Covid-19) pandemic and practices, preventions, measures and rules taken within this scope constitute force majeure. In accordance with the instructions of the national and international authorities or the developments regarding the process, there might be changes in the measurements taken.For this reason, the services and some areas of the hotel within the concept may be limited or closed during your stay. Some services may not be available partially or completely and / or may be offered with special restrictions. We kindly inform you that the Hotel is not responsible for these and similar consequences of the measures taken.* All-inclusive concept. Some local alcoholic (Raki, Vodka, Gin, Wine, some liquors and cocktails) and soft drinks are free of charge between 10:00 – 23:00 hours within the brands determined by the hotel.
* All beverages are served by glass or plastic glass in restaurants and bars, there is no bottle beverage service.
* All drinks in bottle are payable. After 23:00 pm all drinks with chargeable.
* Alcoholic beverage service is prohibited for children under 18 years old according to the local laws.
* According to the all-inclusive concept all guests are able to use food and beverage services just for themselves.
* All inclusive concept starts from check in day at 14:00, ends check out day at 12:00. Room cards, armbands and towel cards has to be returned to the reception during the check out. Late c/out and early c/in are paid and subject to availability.
* Our hotel has arm band usage for security and service convenience and arm bands are charged in case of loss.
* All beverages and foods which are not available at our buffets and out of our concept are served paid.
* In case of taking food and beverages which served in the facility to the rooms, they will be billed as extra in Guests’ accounts.
* It is not allowed to come to the restaurant with swimsuits, pareo and wet clothes. We pleased you to wear casual clothes for the restaurant.
* Hotel management has the right not to serve alcohol to guests who may harm themselves and their surroundings after a certain consumption of alcohol.
* Hotel administration has to right to change the concept and opening hours in accordance with seasonal conditions when deemed necessary.
* Outside activities and snack restaurant services depend on the season, guest profile and product supplement. Hotel management has the right to change or cancel these services and activities.
* Parties, animation programs and other activities depend on the weather conditions, season and guest profile. Hotel management has the right to change or cancel these services and activities.
* Hotel administration has to right to change fees of paid activity when deemed necessary.
* Slides work depending on weather conditions. Opening and closing hours can be changed in the season and can be closed due to weather conditions.
* It is dangerous and forbidden to use the sea and swimming pool for guests intoxicated with alcohol.
* We ask you to follow the rules which are displayed within the hotel pool areas and on the beach, otherwise our hotel will not accept any responsibility or be held liable for any accidents.
* Hotel administration is not responsible for any lost property. You can rent the safety box in your room to store your valuables.
* WI-FI service is chargeable in rooms and public areas. (Whole holiday 10. € )
* Use of water pipes, irons and similar personal devices are not permitted in the rooms and all damages incurred by the guest, including damages caused by such use in the room and in the hotel, will be charged to the guest with its renewal fee.
* You are charged for any damage given to the hotel supplies and for missing.
* Children has to be accompanied by their parents at the water slides, pools and activity areas.
* Our guests who use the Fitness Center are self-responsible for any health problems that may arise from individual work.
* Private businesses’ services (shopping center, market etc.) don’t belong to the hotel and hotel is not responsible for provided services.
* Pest control and disinfection is carried out regularly according to international quality norms.
* In the case of infectious diseases detected by the hotel’s doctor the infected guests may be requested to leave the hotel by the hotel’s management.
* The hotel doesn’t take any responsibility for printed materials, online brochure and information which haven’t been concerted by the hotel management.
* The towel service at the beach and pool is free of charge.
* Pets are not allowed in our Hotel.
* Accepted credit cards; Visa and Mater Card.
* Open Buffet is not serving number of the guest less than 50 pax in during off-season.
* Hotel parking area can serve a limited number of autos. Parking outside of the hotel or in hotel’s parking area is within the guest’s own responsibility. Hotel assumes no responsibility for loss or damage about parked vehicles.
* Smoking is forbidden in indoor areas (such as rooms, restaurant, and lobby) according to the local laws. Contrary situation is subject to financial sanctions determined by local authorities.
* Our Hotel is not responsible for any negativity that may occur if the above rules are not followed.
* The Hotel Management keeps the right to make changes and/or to cancel/remove some facilities and services that are listed above, under some circumstances (weather conditions, force-majeure, etc.) without any prior notice.
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