SÜRMELİ HOTELS

SUPERIOR ALL INCLUSIVE

FOOD & BEVERAGE CONSEPT

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| **BUFFET BREAKFAST**  You can enjoy the delicious foods offered to you from the open buffet, and the omelettes, pancakes and others dishes from the EFES RESTAURANT prepared in accordance with your wishes.  **LATE BREAKFAST**  For those who miss breakfast and for late risers, Continental breakfast is served in the EFES RESTAURANT  **TRADITIONAL TURKISH BREAKFAST ( A’LA CARTE)**  During your stay,you can benefit once time by booking a day before.This  service is closed on Sundays.  **LUNCH**  According to your preference, you can sample our range of luncheon dishes at the following restaurants:  **EFES RESTAURANT** : Variety of choice dishes from an open buffet and variety of “pides” (Turkish pizzas).  **SNACK BAR** : Variety of pides, pizzas, pasta dishes and snacks  **LA PASTA HOUSE :** Variety of Pasta’s  **ALL DAY SNACKS**  Delicious snacks wait you.  **SNACK BAR** : Variety of pides, pizzas, pasta dishes and snacks  **AFTERNOON APERITIFS**  You can have Water melon,cucumber,corns and etc.near the beach area  **CHOPIN PATISSERIE & CAFÉ**  With different kind of Cookies will be served at the looby area.  **5 O’CLOCK TEA**  Everyday we offer you a different menu of delicious cakes and cookies to accompany your tea and coffee. Pool Bar area.  **TURKISH PANCAKES (GOZLEME)**  Traditional Anatolian pancakes with cheese, potato or minced meat fillings and “ayran” (a yogurt drink) are served by the seaside. | 07.30 – 10.00  10.00 – 11.00  08.00 – 10.00  12.30 – 14.00  12.30 – 14.00  12.30 – 16.30  15.30 – 16.00  14.00 – 18.00  17.00 – 18.00  12.30 – 16.30 |
| **DINNER CHOICES** | |
| **OPEN BUFFET**  Everyday at the EFES RESTAURANT different menus of delicious international and Turkish cuisine, and theme nights.  **A LA CARTE RESTAURANTS**  **PASHA’S A LA CARTE RESTAURANT**  With menus of delightful Anatolian dishes to choose from we invite you to experience a delicious evening meal. You may benefit from this opportunity once during your stay by reserving your table at the Reception one day in advance. Guests are requested to wear long trousers or a Bermuda suit. Our vegetarian guests are requested to inform the staff in advance regarding a vegetarian menu. The restaurant is closed on Sundays. Meals are served as fixed menus.  **DA VINCI A LA CARTE ITALIAN RESTAURANT**  With a choice of menu we invite you to experience a taste of Italy and to enjoy a wonderful evening. You may benefit from this opportunity once during your stay by reserving your table at the Reception one day in advance. Guests are requested to wear long trousers or a Bermuda suit. Our vegetarian guests are requested to inform the staff in advance regarding a vegetarian menu. The restaurant is closed on Sundays. Meals are served as fixed menus.  **PESCATORE A LA CARTE FISH RESTAURANT**  We invite you to sample an enjoyable evening in the warm atmosphere of our restaurant. You may benefit from this opportunity once during your stay by reserving your table at the Reception one day in advance. Guests are requested to wear long trousers or a Bermuda suit. Our vegetarian guests are requested to inform the staff in advance regarding a vegetarian menu. The restaurant is closed on Sundays. Meals are served as fixed menus.  **LATE EVENING APERITIF**  For those feeling peckish, soup of the day, a choice of two evening meals and salad are served in the EFES RESTAURANT.  **SANDWICH**  In addition to the late evening aperitif, we serve sandwiches in our Lobby Bar as required by you, our valued guests.  **POOL BAR**  We are at your service with a choice of local alcoholic and non-alcoholic drinks, cocktails and a full selection of soft drinks. In accordance with health and safety regulations, drinks are served in polycarbon cups during the day and in glasses during the evenings.  **SNACK BAR**  We are at your service with a choice of local Beer,Vine and all spirits  **TROPIC BEACH BAR**  We are at your service with a choice of local alcoholic and non-alcoholic drinks, cocktails and a full selection of soft drinks at the beach area.  **OTTOMAN NARGİLE (HUBBLE BUBBLE) CAFÉ**  After dinner, we serve appetising Turkish coffee and Turkish tea. **Hubble bubble pipes are provided at an extra cost.**  **LOBBY PIANO BAR**  We look forward to serving you in the tranquil atmosphere of our lobby to the accompaniment of easy-listening background music. We are at your service with local alcoholic and non-alcoholic drinks and cocktails.  **DISCO BAR**  To the accompaniment of all the latest pieces, enjoy local alcoholic and non-alcoholic drinks and cocktails.  **ROOM SERVICE (Subject to a charge)**  The items on the detailed menu in your room can be served to you in your room for an extra charge. Tel: 7400  **MINI BARS**  1.5 lt water will be filled daily  Your Mini Bars will be filled according to the menu in your room**.** Should you wish to have other non-alcoholic or alcoholic drinks placed in your mini bar at extra cost, please notify the Reception in accordance with the Mini Bar Menu and Price List in your room. In accordance with our company’s health and safety policy, you are advised **not** to drink tap water.  NOTE: Dear Guests, we have done our best to provide you with full and definite information. However, we request your understanding on the subject of seasonal changes in the times and services without prior notification.  SERVING ALCOHOLIC DRINKS UNDER 18 IS STRICTLY FORBIDDEN BY THE REGULATIONS DATED 07.01.2011 | 19.30 – 21.30  19.30 – 21.30  19.30 – 21.30  19.30 – 21.30  24.00 – 01.00  01.00 – 02.00  10.00 – 24.00  11.00 – 18.00  11.00 – 18.00  20.00 – 24.00  10.00 – 02.00  23.00 – 02.00  24 Hours |

**SÜRMELİ HOTELS**

**HOTEL DIRECTORY**

**SHOPPING**

You can purchase your requirements in the shops in the Lobby area of our hotel from 09.00 to 24.00.

**KEYS**

Please do not forget to leave your room keys at the Reception when going out from the hotel.

**MALFUNCTIONS / DEFECTS**

Our Public Relations Department and our Reception will be happy to provide immediate help and assistance. Tel: 7222

**CAR RENTALS**

For car rentals you can call 7222 for help from the Reception or you can apply directly in person.

**SHOES PAINT SERVICE**

As you wish,your shoes are taken in your room,and painted.(chargeable)

**LIFTS**

As playing on the lifts is dangerous, children under 12 years of age may only use the lifts when accompanied by adults. You are requested to pay attention to the lifts’ maximum loads and not to exceed the specified number of persons in order to avoid breakdowns.

**ROOM VACATION TIME**

Our hotel’s room vacation time is 12.00. Luggage may be left in the baggage room.

**LATE ROOM VACATION**

For the late vacation of a room, for which there is an extra charge, please notify the Reception one day in advance. In the event your room is available, there is a charge of 20 EURO / 25 US DOLLARS per person. Rooms may be held until 20.30 at the latest. Tel: 7222

**TIPS**

As tipping is customary, this has been left to the individual wishes of our guests.

**BABYSITTING**

A babysitting service for your babies or children may be provided at the rate of 10 EURO per hour. Please ask at the Reception. Tel: 7222

**LAUNDRY**

Please enter any items of laundry on the list provided in your room and place on your bed beside your bag of laundry. The list and the laundry bag are in the wardrobe in your room. Except on Sundays and other holidays, your laundry will be collected before 11.00am and returned to you the following evening. Laundry charges will be added to your room account and collected on the date of your departure. Should you require the laundry service on a Sunday or other holiday, an extra 50% charge is applicable.

**SIGHTSEEING**

Please contact the Reception for information and tours to the nearby attractions such as the ancient city of Ephesus, the House of the Virgin Mary and the village of Şirince etc. Tel: 7222

**SÜRMELİ CHILDREN’S CLUB**

Our hotel’s Children’s Club is for children from the ages of 4 – 12 and operates from 10.00 – 12.00 and from 14.00 – 17.00.

**INFORMATION**

Our Reception is open 24 hours a day and our Public Relations Office is at your service in the hotel Lobby. Tel: 7222

**DOCTOR**

In the event of an emergency, please contact the Medical Room, the Reception or the Public Relations Office. The doctor’s service is subject to a fee which is payable directly to the doctor. The doctor’s fee may not be put on the room account. Tel: 7412

**FOREIGN CURRENCY**

Our Reception is at your service 24 hours a day. Your foreign currency is changed at the daily exchange rates; no extra commission is charged. Tel: 7222

**RECREATION AND SPORTS**

You can obtain detailed information concerning the various games, recreational activities, sports, sports matches and night shows etc. from the information boards by the swimming pool and from the members of our animation team.

**ELECTRICITY**

The electricity in our hotel is 220 volts. In the event of a power cut, our generator will automatically start to function. Please do not use irons or other similar electrical appliances in your rooms.

**SAFETY DEPOSIT BOXES**

The hotel management is not responsible for the loss of any valuables or sums of money which are not placed in the safety deposit box. Please do not keep money or other valuables anywhere other than in your safety deposit box. You can take your safety box key from reception for the fee of 2 EURO per day. In the event you loose the key to your box, the fee for opening is 40 EURO. In this situation, please contact the Reception. Tel: 7222

**PETS**

To maintain hygienic conditions pets are not allowed within our hotel complex and our guests are requested **not** to feed stray animals.

**FITNESS CENTRE**

You can keep in shape at our hotel’s Fitness Centre which is at your service from 09.00 – 20.00. Our guests use the Fitness Centre equipment at their own risk and persons under the age of 18 are requested not to use the Fitness Centre unaccompanied by an adult.

**TURKISH BATH / SAUNA**

Open every day from 10.00 – 20.00.

**PUBLIC RELATIONS**

You may obtain information concerning the hotel and the surrounding area from the members of our Public Relations Department to whom you may also pass on your wishes and requests.

**TOWELS AND BED LINEN**

Your towels and bed linen are changed every two days. Please do not use the white bath towels from your rooms at the beach, the pool or at any other facility. You can obtain coloured beach towels from the our hotel personnel from the towel station next to Pool Bar.You are requested to hand your towels back to our hotel personnel in the towel station on the day of your departure and to return your towel cards to the Reception. You can take your towels from the towel station between 08.00-20.00 once in a day.You are not provided with towel service on the day you check-out. There is a charge of 10 EURO for the loss of a towel card and in the event a towel card is not returned. Towels left unaccompanied on chaise longues prior to 08.30 for the purpose of reservation will be removed by our staff and our hotel management bears no responsibility for the loss of your personal items.

**POOLS**

Our hotel comprises one large pool, one activity pool, one relax pool, one indoor and one children’s pool, making a total of 5 pools. By reason of the chemicals added to the pools and the preparations for the next day’s use, our guests are warned **not** to enter the pools after 20.00 for health and safety reasons. Our guests are requested to avoid dangerous games in and around the pools in order to prevent any potential dangers that may arise.

**DRINKING WATER**

You are advised to drink the water provided in the mini bars in your rooms. In accordance with our hotel’s health and safety policy, guests are advised **not** to drink tap water.

**INTERNET USAGE**

You may benefit from the computers in our hotel’s internet centre for which there is a charge, or from the computers in the Business Centre in the Lobby area free of charge.

**WIRELESS INTERNET**

With your own computers you can benefit, free of charge, from our hotel’s wireless internet system which covers the general areas of the hotel and the inside of the hotel building. Please ask at the Reception for further information. Tel: 7222

**LOST PROPERTY**

Should you loose property or find property belonging to someone else, our staff at the Reception, the Public Relations Department and the members of our animation team will be happy to assist you.

**DRESS CODE**

At lunchtimes, guests may only sit at the beach and pool cafeterias in swimming costumes and bikinis. Guests are required to be properly dressed when using the Main Restaurant and the Lobby. Please do not sit in the inside areas in wet or damp swimwear.

**CREDIT CARDS**

You may pay your hotel expenses by VISA or MASTER CARD credit cards. Payments may not be made by personal cheques but Eurocheques and Travellers Cheques are accepted.

**HAIRDRESSER**

Our hairdresser serves both men and women. Please call for an appointment. Tel: 7421

**LIBRARY**

You can benefit from our library in the Lobby. Our guests are expressly requested to replace the books they have read and to kindly leave any books they do not intend to take back home with them.

**MASSAGE**

This service is provided at the Spa Centre from 10.00 – 20.00. You can pay your massage and exfoliating body scrub fees to the personnel on the Reception at the Spa Centre. Fees for services provided at the Spa Centre cannot be put on the room accounts. Tel: 7435

**SHOP**

Newspapers, magazines, postcards and stamps etc. can be purchased from our shop in the shopping centre.

**VISITORS**

Your friends who come to visit you during your stay at the hotel may benefit from our facilities until 21.30 on a daily basis for a charge of 50 EURO per person which is payable at the Reception. Guests are expressly requested not to argue with our personnel on this subject and to understand that the same rate will be payable again by visitors leaving the hotel after 21.30.

**MINI GOLF**

You can practice your skills on our golf course and prepare for the various tournaments that are held at our hotel.

**ROOM MAINTENANCE**

For any defects, maintenance or repairs in your rooms, please call Tel. 7222 or Tel. 7224.

**GAMES ROOM**

Subject to the applicable fee, you can play billiards, table football and computer games in our games room.

**ROOM SERVICE (Subject to a charge) (24 HOURS)**

The items on the detailed menu in your room can be served to you in your room for an extra charge which will be added to your room account. Call Tel: 7400 .

**COMPLAINTS**

You can enter all your comments in the Ministry of Tourism Register of Requests and Complaints that you will find in the Reception.

**SPA CENTRE**

The Latin meaning of the abbreviation “SPA” is “saunus per aquam” which means “health by water”. And in today’s modern spas, natural spring waters and warm waters are used for various treatments. AURA SPA with its Turkish Bath, Sauna and Massage Salons is at your service. Tel: 7435

**SPORTS FACILITIES**

Our complex’s 2 tennis courts, 1 basketball court, 1 wall tennis court, 1 beach volleyball court and table tennis facilities are at your service free of charge. Guests bear responsibility for themselves when participating in these sports.

**WATER SPORTS**

The activities undertaken at our water sports centre on the beach are subject to extra charges. Fees are also payable for lessons and equipment at the water sports centre. Guests bear full responsibility for themselves when participating in these sports. Pedal boats and canoes may be used free of charge.

**TELEPHONE CALLS**

The inland and international phone calls you make from your rooms and from within the hotel are subject to charges which are paid to the Reception. **These charges are more reasonable in comparison to mobile phone charges.**

**TAXIS**

Please ask at the Reception for taxis to the airports and other destinations. Tel: 7222

**TELEVISION**

You will find information regarding your television channels in the info placed on top of the television. Please do not attempt to change the settings on your television; you will not be able to access any other channels.

**ASSEMBLY ROOMS**

Our complex comprises ballrooms with capacities for between 200 – 1,000 persons and our poolside facility has a capacity for 500 persons. These facilities are available to all our guests for various private functions. Please call Tel. 7268 for information on the organisation of wedding and engagement parties, banquettes and conferences.

**WAKE-UP CALLS**

Simply dial 9 and ask our switchboard operator for your wake-up calls.

**FIRE**

Our guests are requested to study the emergency exit guide on the backs of the doors to their rooms to find the nearest exit point and to inform themselves of the emergency procedures in the event of fire. To help prevent the risk of fire, guests are requested not to smoke in bed and to contact the Reception immediately in the event of an emergency. Tel: 7222

**NOTE:** Dear Guests, we have done our best to provide you with full and definite information. However, we request your understanding on the subject of seasonal changes in the times and services without prior notification.

To maintain hygiene standards, guests are expressly requested not to take food or drink to their rooms.

Guests bear full responsibility for themselves when participating in sports and water sports activities.

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