

HOTEL INFORMATION & ULTRA ALL INCLUSIVE CONCEPT DETAILS

(valid from 01 april to 31 october)

HOTEL NAME	ALVA DONNA EXCLUSIVE HOTEL & SPA	LANGUAGE	TR, ENG, DE, RU
CATEGORY	5 Stars	ACCEPT.CREDIT CARD	Visa, Master Card, Cash
FOUNDATION YEAR	2005	VOLTAJ	220 Volt
LOCATION	Belek – Boğazkent	QUALITY DOCUMENTS	ISO 9001:2008 - Quality Management Certification
OPENING PERIODS	Year Around		ISO 22000:2005 - Food Safety Management System
LAST RENOVATION	2013 - GENERAL AREA		ISO 10002:2004 - Guest Satisf. & Complaints Mn. Sys.
TOTAL AREA	64.000 m2		Blue Flag
TOTAL ROOM	724		Green star
NON SMOKING ROOM	Available	PETS	Not allowed
DISABLED ROOM	7	COMPANY NAME	Alva Emlak Otelcilik İnş. Tic. A.Ş.
TOTAL CAPACITY	1907 Pax	TAX OFFICE	Serik
FROM ANTALYA	50 km	TAX NUMBER	068 096 0856
FROM AIRPORT	40 km	POSTAL ADDRESS	Sahil Mah. Mimar Sinan Cad. Boğazkent / Belek Antalya
FROM BEACH	0 meter	TELEPHONE / FAX	90 242 731 00 25 / 731 00 91
LENGTH OF BEACH	300 meter	E-MAIL	info@alvadonna.com
NEAREST HOSPITAL	Private or State Hospital	WEB SITE	www.alvadonna.com
FROM GOLF FIELD	5 km	SALES OFFICE	sales@alvadonna.com
NEAREST TOURISM CENTER	BELEK - 7 km	ON-LINE RESERVATIONS	www.alvadonna.com

TRANSFER INFORMATION:

- 1- Public transport - Minibus (Dolmuş) to the center of Serik (hours are determined by the municipality)
- 2- Taxi - 24 hours / front of the hotel
- 3- Private transportation by hotel
- 4- Car rental - (available in the hotel)

BEACH

Distance to beach from main building	:	150 Meters
Beach structure	:	Sand & pebbles , width 50 meters, Length 300 meters
Facilities (free of charge)	:	Sunbed, sunshade, beach towel, pier, zone +16 (only for adults)
Facilities (on charge)	:	VIP Pavillion
Food and drink	:	Pier bar, beach snack, beach bar
Private child & baby beach	:	Sea water pool, sunshade, sunbed

** VIP pavillions are equipped with safe, mini bar, separate shower and sunbeds, max 4 pax are allowed . VIP pavillions are on charge & with pre-reservation. Reservation is made by the guest relation department after the arrival.

ROOM FACILITIES

ROOM TYPE & INFORMATION	Total Room	m ²	Max accom.	Direct sea view	Side sea view	Land view	Disabled Room	Special Price	Vip Service	Main building	Deluxe building
Standard Room	254	27	3		✓	✓	3			✓	
Deluxe standard room	198	27-30	2+1		✓	✓	4				✓
Quadruple room main building	57	30	3+1		✓	✓				✓	
Deluxe quadruple room	26	48	3+1		✓	✓					✓
Family room	95	41	4		✓	✓				✓	
Deluxe family room	30	41	4		✓	✓					✓
Family room bunk bed	21	41	3+2		✓	✓				✓	
Superior family room	12	50	4		✓	✓		✓		✓	
Junior suite	4	48	2	✓	✓	✓		✓			✓
Executive suite	6	60-77	2		✓	✓		✓			✓
Royal suite	12	100-125	4		✓	✓		✓	✓		✓
Pasha suite	4	66	4	✓	✓			✓	✓	✓	
Sultan suite	3	81	4	✓	✓			✓	✓	✓	
Madonna suite	1	175	2	✓				✓	✓	✓	
Presidential suite	1	180	4	✓				✓	✓	✓	
Grand Total	724						7				

ROOM FACILITIES & AMENITIES	Balcony	Carpet	Laminat	French bed	Twin bed	Bunkbed	Extra bed	Connection door	Shower	Bathtub	Jacuzzi	Hair dryer	Telephone	TV - PLAZMA	Music&satellite	Bathrobe & slippers	Hot drinks set up	Wi- Fi	Minibar	Central A/C	Individual A/C	Safebox	Living Room
Standard Room	✓		✓	✓	✓		✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Deluxe standard room	✓		✓	✓			✓		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Quadruple room main building	✓		✓	✓	✓	✓				✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Deluxe quadruple room	✓		✓	✓					✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Family room	✓		✓	✓	✓		✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Deluxe family room	✓		✓	✓	✓		✓	✓				✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Family room bunk bed	✓		✓	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Superior family room	✓		✓	✓	✓		✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Junior suite	✓		✓	✓					✓			✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Executive suite	✓		✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Royal suite	✓		✓	✓	✓		✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Pasha suite	✓	✓		✓			✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Sultan suite	✓	✓		✓	✓		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Madonna suite*	✓			✓					✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Presidential suite	✓	✓		✓	✓		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

** Madonna Suite has epoxy floor

** Hot drinks set up consists of: kettle, coffee, tea, herbal tea, milk powder, sugar

** Mini bar replenished daily (soft drinks, water, beer)

DISABLE ROOMS	Total room	Land view	Twin bed	French bed	Laminat	Entrance door width	Coridor width in the room	Housing	Shower	Holders in the bath	Bath door width
STD room main building	3	✓		✓	✓	88 cm	142 cm	30 m ²	✓	✓	86 cm
Deluxe STD room	4	✓	✓	✓	✓	88 cm	142 cm	25-27 m ²	✓	✓	86 cm

* Handicap rooms are for sale only on the request

HOUSEKEEPING

Room cleaning	:	Daily
Towel changing	:	Daily
Bed clothes changing	:	3 times a week
Bathroom amenities set up filing	:	Daily

POOLS

POOLS	Area, m ³	Dept	Indoor	Outdoor	Section for kids	Heated*	Water slides	Sunbeds	Sunshade	Towel
Main outdoor pool	2850	140		✓				✓	✓	✓
Pool with water slides for adults	380	110		✓		✓	5	✓	✓	✓
Mini club pool	80	35		✓	✓	✓	1	✓	✓	✓
Pool with water slides for kids	85	70		✓	✓		3	✓	✓	✓
Mineral water pool	560	140		✓				✓		✓
Indoor pool	250	140	✓			✓		✓		✓
Indoor kids pool	25	35	✓		✓	✓		✓		✓
Kids' pool with sea water on the beach	20	35		✓	✓			✓	✓	✓
Deluxe outdoor pool	1064	140		✓				✓	✓	✓
Deluxe kids outdoor pool	25	35		✓	✓	✓		✓	✓	✓
Deluxe indoor pool	190	140	✓			✓		✓		✓
Deluxe kids indoor pool	25	35	✓		✓	✓		✓		✓
Deluxe outdoor pool with jacuzzi	25	35	✓		✓	✓		✓		✓

* Dates of the pools heating are defined by the hotel management.

** Some pools have cooling system. Dates of the pools cooling in the summer season are defined by the hotel management.

ACTIVITIES & ANIMATION

FREE OF CHARGE			
✓	Whole day entertainment	✓	Beach volley
✓	Evening shows	✓	Table tennis
✓	Live music	✓	Archery
✓	Concert	✓	Dart
✓	Water Gym	✓	Step aerobik
✓	Tennis court (hard surface)	✓	Disco
✓	Tennis equipment (rackets, ball)	✓	Fitness center
✓	Basketball	✓	Football
✓	Volleyball	✓	Boccia game

✓ Air rifle	✓ Water polo
-------------	--------------

ON CHARGE	
✓ Tennis court lighting	✓ Billard
✓ All water sports	✓ Game machines & Play station
	✓ Bowling

FACILITIES FOR KIDS & BABIES

FREE OF CHARGE	
✓ Mini club (4-12) & sleeping rooms	✓ Kids buffet (main restaurant)
✓ Kids' animation whole day	✓ Diet buffet (main restaurant)
✓ Outdoor playground	✓ Baby food in jars (main restaurant)
✓ Mini disco before evening show	✓ Packaged milk (main restaurant)
✓ Trampolines	✓ Packaged juice (main restaurant)
✓ Painting & activity area	✓ Microwave oven (main restaurant)
✓ Outdoor pool with 1 water slide for babies (mini club)	✓ Blender (main restaurant)
✓ Outdoor pool with 3 water slide for kids	✓ Baby cot
✓ Sea water pool on the beach for kids	✓ Baby pot
✓ Indoor pool	✓ Kids bathroom step stool
✓ Cinema & movies	✓ High chair for babies (main restaurant)

ON CHARGE	
✓ Baby sitting	✓ Baby carriage
	✓ Game machine

MEETING ROOMS

HALLS & SIZES	Width	Length	Height	m ²	Theatre	Class	Cocktail	Banket	U Shape	Foyer
TURKA HALL	16,2	27,28	3,6	442	600	330	600	250	150	✓
* TURKA 1	8,7	16,2	3,6	145	200	110	200	*	50	✓
* TURKA 2	9,56	16,2	3,6	155	200	110	200	*	50	✓
* TURKA 3	8,76	16,2	3,6	142	200	110	200	*	50	✓
TURKA 4	5,8	10	2,8	58	40	30	*	*	20	✓
FESTIVAL HALL	8,1	20	2,8	162	160	120	140	70	50	✓
CINEMA					54 Pax					✓

** All meeting rooms are without columns. All meeting rooms have a foyer

** The ceiling height in Turka hall is between 3,20 m - 3,60 m

** Festival hall is not using for conference during the summer season.

FOOD & BEVERAGE CONCEPT

RESTAURANTS		Outdoor	Indoor& A/C	Kids menu	Diet menu	Days in week		Working hours	Theme
MAIN RESTAURANTS TOTAL 1890 pax									
* Panorama restaurant 1100 pax	Breakfast	✓	✓		✓	7	Open buffet	07:00-10:00	International cuisine
	Lunch	✓	✓		✓	7	Open buffet	12:30-14:30	International cuisine
	Dinner	✓	✓		✓	7	Open buffet	18:30-21:00	International cuisine
* Deluxe restaurant 600 pax	Breakfast	✓	✓	✓	✓	7	Open buffet	07:00-10:00	International cuisine
	Late breakfast	✓	✓	✓	✓	7	Open buffet	10:00-11:00	International cuisine
	Lunch	✓	✓	✓	✓	7	Open buffet	12:30-14:30	International cuisine
	Dinner	✓	✓	✓	✓	7	Open buffet	18:30-21:00	International cuisine
* Bistro restaurant 140 pax	Breakfast	✓	✓		✓	7	Open buffet	07:00-10:00	International cuisine
	Late breakfast	✓	✓		✓	7	Open buffet	10:00-12:00	International cuisine
	Lunch	✓	✓		✓	7	Open buffet	12:30-14:30	International cuisine
	Dinner	✓	✓		✓	7	Open buffet	18:30-21:00	International cuisine
	Midnight snack	✓	✓			7	Open buffet	21:30-06:00	International cuisine
* Kids restaurant 50 pax	Breakfast	✓	✓	✓		7	Open buffet	07:00-10:00	International cuisine
	Lunch	✓	✓	✓		7	Open buffet	12:30-14:30	International cuisine
	Dinner	✓	✓	✓		7	Open buffet	18:30-21:00	International cuisine
A'LA CARTE RESTAURANTS TOTAL 160 pax _ ON CHARGE									
Italian restaurant	30 pax		✓			6	A'la carte	19:00-21:00	Italian cuisine
French restaurant	30 pax		✓			6	A'la carte	19:00-21:00	French cuisine
Fish restaurant	30 pax		✓			6	A'la carte	19:00-21:00	Fish
Steak House restaurant	30 pax		✓			6	A'la carte	19:00-21:00	Meat
Asian restaurant	30 pax		✓			6	A'la carte	19:00-21:00	Asian cuisine
Teppanyaki restaurant	10 pax		✓			6	A'la carte	19:00-21:00	Japanese cuisine
SNACK RESTAURANTS TOTAL 430 pax									
A'la Turca snack	250 pax	✓				7	Open buffet	12:30-17:00	Snacks, light meals
Arena snack	120 pax	✓				7	Open buffet	12:00-16:00	Snacks, light meals
Beach snack	60 pax	✓				7	Open buffet	12:00-16:00	Snacks, light meals

** Ice cream: 12:00-17:00; 18:30-21:00.

** Kumpir (potato with filling), donut, gözleme (turkish flat breads) served in the snack restaurants in the certain time.

** One time a week gala dinner & two time a week thema dinner in the main restaurant.

** A'la carte restaurants are on charge & with pre-reservation. Reservation of a'la carte restaurants is made by the guest relation department. Italian, French, Asian, Fish a'la carte 8 EUR per person; Steak house 10 EUR per person; Teppanyaki a'la carte 25 EUR per person.

** Sea shoes & sea clothes are not allowed in the main restaurants.

** Dress code for the dinner.

** Fresh orange juice at the breakfast in the main restaurant is free of charge.

** Various of fast food & snack & fruits are served during a day.

** Room service 24 hours are on charge.

	Outdoor	Indoor & A/C	Days in week	Working hours	Location
BARS					
Cinna bar		✓	7	24 hours	Main building (After 24:00 only non-alcoholic beverages)
Deluxe lobby bar		✓	7	24 hours	Deluxe building
Festival bar		✓	7	10:00-16:00	Main building (Only non-alcoholic beverages)
Bella pool bar	✓		7	09:00-24:00	Main outdoor pool
Deluxe pool bar	✓		7	10:00-18:30	Deluxe outdoor pool
Arena bar	✓		7	24 hours	Alva arena
Beach bar	✓		7	10:00-18:00	Beach
Pier Bar	✓		7	10:00-24:00	Beach
Double day disco bar		✓	7	23:30-02:00	Main building
Deluxe patisserie		✓	7	12:30-21:00	Deluxe building

** Local & some import alcoholic & non-alcoholic beverages are included in concept

** Brands of the beverages are defined by the hotel management

** Premium class alcoholic beverages' are not included in concept

** Alcoholic & non-alcoholic beverages' service in bottles is on charge

CONCEPT FOR THE SPECIAL DAYS

HONEYMOON CONCEPT			
✓	Fresh flower in the room on the arrival day	✓	Breakfast in the room one time
✓	Special room decoration on the arrival day	✓	Sparkling wine & fruit basket in the room on the arrival day
✓	Reservation for a'la carte restaurant	✓	Special discount in SPA center
✓	VIP bathroom amenities	✓	Greeting card

** This package is valid free of charge for the honeymoon couples, whose arrival date to the hotel no later than 45 days after the date of marriage (marriage certificate is required).

** A'la carte reservation is valid for one restaurant&once. French, Italian, Asian or Fish restaurants are available for reservation. Reservation of a'la carte restaurants is made by the guest relation department after arrival.

** Breakfast in the room is provided on the request & pre-reservation, once time. Pre-reservation of a'la carte restaurants is made by the guest relation department after arrival.

WEDDING ANNIVERSARY CONCEPT			
✓	Wine & fruit basket in the room on the wedding anniversary day	✓	Reservation for a'la carte restaurant
✓	Greeting card	✓	Special discount in SPA center

** This package is valid free of charge for couples, whose date of wedding anniversary falls into accomodation period.

** A'la carte reservation is valid for one restaurant&once. French, Italian, Asian or Fish restaurants are available for reservation. Pre-reservation of a'la carte restaurants is made by the guest relation department after arrival (marriage certificate is required).

BIRTHDAY CONCEPT			
✓	Greeting card	✓	Small birthday cake
✓	Wine & Fuite Basket	✓	Reservation for a'la carte restaurant

** This package is valid free of charge for the guests, whose birthday falls into accomodation period.

** A'la carte reservation is valid for one restaurant&once. French, Italian, Asian or Fish restaurants are available for reservation. Pre-reservation of a'la carte restaurants is made by the guest relation department after arrival

OTHER SERVICES & GENERAL INFORMATION

FREE OF CHARGE			
✓	All foods and beverages which are including in ultra all inclusive concepit	✓	Wi-Fi / The public area and in the rooms
✓	Sauna, Turkish Bath	✓	Library
✓	Parking lot	✓	Fitness center (+ 12)

ON CHARGE			
✓	All beverages which are not included in ultra all inclusive concepit	✓	VIP pavillions on the beach
✓	A'la carte restaurants	✓	Shops
✓	All kinds of massage	✓	Hair dresser
✓	Beauty center	✓	Rent a car
✓	Laundry	✓	Internet cafe
✓	Room service	✓	Telephone
✓	Doctor	✓	Fax
✓	Photographer	✓	Currency exchange

GENERAL INFORMATION			
✓	Check in time 14:00 _ check out time 12:00	✓	Guest relations office is open 08:00-24:00 every day (at the ground floor under the reception). Direct dial from the room: 3013, 3014, 3015
✓	Early check in & late check out is paid service and can be provided only according to the room availability	✓	All guests are welcome at the lobby (Turkish, English, Russian or German)
✓	Alcoholic beverages are not served for the guests who is under 18 years old	✓	Welcome treats at the lobby are served 09:00-20:00 every day (Turkish delights, candy, mini cake, sparkling wine, juice or lemonade)
✓	Your valuables please keep in the safe	✓	Weelchair is available at the reception for the urgent situations.

THE HOTEL MANAGEMENT CAN MAKE ANY CHANGES TO THE SERVICES AND ACTIVITIES OUTLINED IN THIS CONCEPT, CANCEL THEM DEPENDING ON A SEASON, WEATHER CONDITIONS, HOTEL OCCUPANCY, GUEST REQUESTS AND DIFFERENT FORCE MAJEURE WITHOUT PRIOR NOTICE.

