



CRYSTAL
P A R A I S O V E R D E

2024 Fact Sheet



2024 CONCEPT CHANGES

**We will introduce our guests to our new services in the 2024 season.
Please follow us.**

GENERAL INFORMATION

| | |
|----------------------------|------------------------------------------------------------------------|
| Opening Year | 2004 |
| Season | Summer |
| Category | 5 Star |
| Board | Ultimate All Inclusive |
| Total Area | 42.000 m2 |
| Post Adress | Boğazkent - Serik - Antalya |
| Telephone & Fax | +90 242 731 07 43 / + 90 242 731 07 42 |
| E-Mail | info.paraiso@crystalhotels.com.tr |
| Official Website | www.crystalhotels.com.tr |
| Facility Structures | Hotel building with 4-storey 8-block and 2-storey 2-block. |
| Beach Properties | Private, 500 m beach |

ROOM TYPES

| Room Type | Piece | Total m2 & Capacity | View | Features |
|-----------------------------|-------|---------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standard Room | 429 | 26 m2 – 3 Pax | Land View | Some rooms have ceramic floors, all rooms have card lock system, split air conditioner, satellite TV and music broadcast, mini bar, safe, direct telephone, fire alarm and extinguishing system, balcony, wireless internet connection, shower cabin, telephone, hot set-up and a hair dryer. |
| Standard Room with Bunk Bed | 100 | 26 m2 – 2+2 Pax | Land View | Some rooms have ceramic floors, all rooms have card lock system, split air conditioner, satellite TV and music broadcast, mini bar, safe, direct telephone, fire alarm and extinguishing system, balcony, wireless internet connection, shower cabin, telephone, hot set-up and a hair dryer. |
| Family Room 1 | 118 | 42 m2 – 4 Pax | Land View | 2 bedrooms, 1 bathroom and all the features of standard rooms are available. Some rooms have ceramic floors, all rooms have card lock system, split air conditioner, satellite TV and music broadcast, mini bar, safe, direct telephone, fire alarm and extinguishing system, balcony, wireless internet connection, shower cabin, telephone, hot set-up and a hair dryer. |
| Family Room 2 | 71 | 42 m2 – 5 Pax | Land View | 2 bedrooms, 1 bathroom and all the features of standard rooms are available. Some rooms have ceramic floors, all rooms have card lock system, split air conditioner, satellite TV and music broadcast, mini bar, safe, direct telephone, fire alarm and extinguishing system, balcony, wireless internet connection, shower cabin, telephone, hot set-up and a hair dryer. |
| Junior Suite Room | 2 | 44 m2 – 2 Pax | Land View | The rooms have jacuzzi and all the features of the standard room. |

ROOM STANDARDS & ROOM SERVICES

| | |
|---------------------------------------------|-------------------------------------------------------------------|
| Electronic Door Lock System | Daily room cleaning (from 08:00 to 16:00 every day) |
| Fire Alarm | Daily linen and towel change |
| Electronic Safe | Daily mini bar replenishment (once per day - from 08:00 to 16:00) |
| National and International HD Broadcasts | Child bathtub (on demand) |
| Mini Bar | Child potty (on demand) |
| LCD TV | Baby bed (on demand) |
| Music Broadcast (From TV Channels) | |
| Cartoon Channels | |
| WC, bathroom | |
| Direct Dial Telephone in Bathroom and Room | |
| Split Air Conditioning System | |
| Large Single or Double Bed | |
| Balcony, Balcony Hanger | |
| Hot set - up | |
| Hair Dryer | |
| Make-up Table and Mirror | |
| Bath Amenities Set & Bath Towels & Slippers | |
| Free Wi-Fi Connection | |

CONCEPT TABLE ACCORDING TO ROOM TYPES

| Room Type | Room Service | Split / Central AC | Use of A'la Carte | 2 TVs | Turn Down | Bathrobe | Slippers | Tea-Coffee Set |
|-----------------------------|--------------|--------------------|-------------------|-------|-----------|----------|----------|----------------|
| Standard Room | € | Split | Once * | - | N/A | - | √ | √ |
| Standard Room with Bunk Bed | € | Split | Once * | - | N/A | - | √ | √ |
| Family Room 1 | € | Split | Once * | √ | N/A | - | √ | √ |
| Family Room 2 | € | Split | Once * | √ | N/A | - | √ | √ |
| Junior Suite | € | Split | Once * | √ | N/A | - | √ | √ |

€ = Services with Extra Charge

√ = Free of Charge Services

NA = Non-available Services

* A'la Carte dinner can be used once, for a minimum stay of 4 nights or more.



RESTAURANTS

| RESTAURANT | OPERATION HOURS | CONCEPT | Reservation |
|-----------------------------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Main Restaurant | 07:00 - 11:00 12:30 - 14:30 18:30 – 21:30 | Breakfast Lunch Dinner | - |
| Late Night Snack Restaurant | 21:30 - 07:00 | Food service from Late Dinner to Breakfast | - |
| Italian Alacarte | 19:00 – 22:00 | Italian Cuisine | √ |
| Turkish Alacarte | 19:00 – 22:00 | Turkish Cuisine | √ |
| Fish Alacarte | 19:00 – 22:00 | Mediterranean Cuisine | √ |
| Mexican Alacarte | 19:00 – 22:00 | Mexican Cuisine | √ |
| Beach Snack & Gözleme | 11:00 - 18:00 | Quick Snack Food Service, Fruit and Dessert Corner, Handmade Gözleme Service of various types, Burger House, Döner Kebab Varieties | - |
| Pool Snack & Gözleme | 11:00 - 18:00 | Quick Snack Food Service, Fruit and Dessert Corner, Handmade Gözleme Service of various types | - |

BARS & PATISSERIE

| OUTLET | OPERATION HOURS | CONCEPT |
|--------------------------|-----------------|--------------------------------------------------------------------|
| Phoenix Lobby Bar | 08:00 – 23:59 | Domestic and Foreign Alcoholic and Non-Alcoholic Beverages |
| Swan Coffee & Patisserie | 10:00 – 23:00 | Baked Presentations, Pastries and Ice Cream, Gourmet Hot Beverages |
| Dove Relax Pool Bar | 10:00 – 17:00 | Beer, Cold and Hot Beverages |
| Toucan Pool Bar | 10:00 – 00:00 | Domestic Alcoholic and Non-Alcoholic Beverages |
| Meke Detox & Vitamin Bar | 10:00 – 18:00 | Fresh Vegetable and Fruit Juices |
| Caretta Beach Bar | 10:00 – 18:00 | Domestic Alcoholic and Non-Alcoholic Beverages |
| Raven Open Air Disco Bar | 23:00 – 02:00 | Domestic Alcoholic and Non-Alcoholic Beverages |
| Sparrow Bar | 22:00 – 08:00 | Domestic Alcoholic and Non-Alcoholic Beverages |
| Eurymedon Beer Garden | 11:00 - 23:00 | Beer (Peanuts), Tea & Turkish Coffee |
| | | |

ULTIMATE ALL INCLUSIVE FOOD & BEVERAGE SERVICES

| | |
|-------------------------------------------------------------------------------------------------------|---|
| Traditional Palace Sherbet and Cezerye with Carrots during Welcome | √ |
| Table service in some units | √ |
| Mini bar (replenished once a day) | √ |
| Beverage service included in the concept at lunch and dinner | √ |
| Grill types, pizza, pita, hamburger and similar snack foods, served in Snack restaurants all day long | √ |
| Breakfast, lunch and dinner services in open buffet concept in the main restaurant | √ |
| Fresh production daily bakery products servings in patisseries | √ |
| International Regional Coffees | √ |
| Various handmade food servings at Snack Restaurants | √ |
| 24-hour beverage service | √ |
| Diet Foods in the Main Restaurant | √ |
| Vegetarian Food in the main restaurant | √ |
| Regional Themed Foods in the main restaurant | √ |
| Kids Buffet | √ |
| Ice cream service | √ |
| Some Alacartes | √ |

ULTIMATE ALL INCLUSIVE FOOD & BEVERAGE SERVICES

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| A'la Minute food production in some units | √ |
| Fresh cut fruit and delicatessen presentations at the buffet | √ |
| Fresh daily bakery products | √ |
| Beverage menus in all bars | √ |
| For stays of 4 nights or more, 1 time use of Alacarte Restaurant | √ |
| Thematic buffet presentations, including once a week Turkish cuisine | √ |
| Freshly Squeezed Vegetables, Fruit Juices and Energy drinks | Extra Charge |
| All bottled alcoholic products, all special local and foreign wines and champagnes, Premium alcoholic drinks (10 and 12 years and above VSOP, XO Cognacs) | Extra Charge |
| All wine, champagne and special food orders are served with an extra charge in Alacarte Restaurants. (Excluding Table Wine) | Extra Charge |
| 24-hour room service | Extra Charge |
| Organizations such as special meals etc., at determined special locations in the facility | Extra Charge |
| Special Day Celebrations (Wedding Anniversary and Birthday Cake) | Extra Charge |
| All Alacarte Restaurants for stays of 3 nights or less | Extra Charge |



| BEACH STRUCTURE | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| Beach | Sand and fine pebble |
| Blue Flag Certificate | √ |
| Number of Wooden Pier | 1 |
| WC, Showers on the beach, Changing cabins | √ |
| Pavilion | 8 (Extra Charge) |
| Lifeguard Service | √ |
| POOLS | |
| Main Pool | 1100 m ² |
| Relax Pool (16+) | 260 m ² |
| Adult Aquapark Pool | 150 m ² (3 slides) |
| Kids Aquapark Pool | 68 m ² (2 slides) |
| Indoor Pool (Adult) | 91 m ² |
| Indoor Pool (Child) | 21 m ² |
| Mini Club Pool | 360 m ² |
| *All pools are closed between 20:00 and 08:00 due to cleaning works and guest safety. There is no heating in the indoor pool between April 1st and October 31st. | |
| *Free of charge: Pool bar services - Snack Restaurant services - Fixed shades at the pool, sun loungers, beach towels - Lifeguard service | |

CRISPY MINI CLUB (10:00 – 23:00)

| | |
|------------------------------------|--------------|
| Mini club (04-12 years old) | √ |
| Teen club (13-16 years old) | - |
| Mini disco | √ |
| Mini cinema | √ |
| Playground (open air) | √ |
| Mini pool and activity equipment | √ |
| Developmental games and activities | √ |
| Shows for children | √ |
| Stroller service | Extra Charge |

SPA WELLNESS

| | |
|-----------------------|--------------|
| Indoor Swimming Pool | √ |
| Relax Zone | √ |
| Sauna | √ |
| Turkish Bath | √ |
| Steam Room | √ |
| Jacuzzi | √ |
| Massage | Extra Charge |
| Pouch / Foam | Extra Charge |
| Spa and Beauty Center | Extra Charge |

ENTERTAINMENT ACTIVITIES

| | |
|------------------------------------------|--------------|
| Daily activities | √ |
| Evening shows | √ |
| Live music (on certain days of the week) | √ |
| Disco (open air) | √ |
| Bowling | Extra Charge |
| Game machines | Extra Charge |
| Foosball | Extra Charge |
| | |

SPORT ACTIVITIES

| | |
|--------------------------------------------|-------------------|
| Tennis court | √ |
| Basketball court | √ |
| Beach volleyball | √ |
| Fitness center | √ (07:00 – 21:00) |
| Table tennis | √ |
| Water ball / Aquaerobic | √ |
| Darts | √ |
| Mini golf | √ |
| Tennis court lighting and tennis equipment | Extra Charge |
| | |

GENERAL SERVICES

| | |
|---------------------------------------------------------------------------------------------------|--------------|
| Wake up service | √ |
| Message services | √ |
| Parking service (OPEN) | √ |
| Baggage carrying personnel | √ |
| Telephone, fax, photocopy | Extra Charge |
| Laundry (washing, ironing) | Extra Charge |
| Transfer services | Extra Charge |
| Car rental, Stroller rental | Extra Charge |
| Health personnel service | Extra Charge |
| Shopping Center (Shops) - Leather Shop / Market / Boutique / Photographer / Textile / Hairdresser | Extra Charge |

SPECIAL DAYS & ORGANIZATIONS

Special service for honeymooners; Express Check-in, sparkling wine, Fruit basket, Room decoration in accordance with the theme, Special A la Carte Reservation for an evening you prefer (special table decoration) and breakfast in the room for a day you choose, Upgrade to a higher category room according to the availability of the hotel, In-room Special setups, symbolic honeymoon cake, Flowers and special design gifts

**** For the package to be valid, the date of marriage must not be older than 6 months (based on check-in date). It is obligatory to present a marriage certificate at the entrance.**

For guests who have a birthday / wedding anniversary, celebration card, wine, fruit plate, decorated table in the restaurant are free of charge; cake presentation on birthdays requires extra charge.

ENVIRONMENTAL APPLICATIONS

MEASURES WE IMPLEMENT AGAINST GLOBAL WARMING IN OUR HOTELS

Natural Gas Usage

Waste separation

Use of recycled materials

Use of energy saving system in rooms

Use of electricity-saving lighting and sensors

Use of sensors and aerators for water saving

Solar Energy Use

IMPORTANT INFORMATION

Quality Management Systems: ISO 9001 Quality Management System

ISO 14001 Environmental Management System

ISO 50001 Energy Management System

ISO 10002 Customer Satisfaction Management System

ISO 45001 Occupational Health and Safety Management System

ISO 22000 Food Safety Management System

Officially certified first-class quality products and brands are used in all Food and Service presentations.

Guests with a food allergy are required to inform the Guest Relations upon their check-in. Otherwise, the Hotel Management is not responsible for any problems that may arise.

According to the laws of the Republic of Turkey dated 19.05.2008, smoking is prohibited in indoor areas of general use.

Pets are not accepted in our facility.

Check-in time is 14:00 and departure time is 12:00. Even if the room is delivered on time by the guest, use of the facility services after 12:00 is subject to an extra fee.

Dress codes may apply in some restaurants and bars on the property. (Dinner buffet and A la Carte Restaurants)

The operating hours of the air conditioning are automatically adjusted by the automation system in accordance with the outside weather conditions in order to provide maximum comfort.

Tobacco products and alcoholic beverages are not served / sold to guests under the age of 18.

Alcoholic beverages are not served in bottles.

Alcoholic beverages are not served at breakfast.

An electric kettle is used in the rooms and it is obligatory to read and approve the operating instructions.

Our guests with health risks are not served alcohol.

Preparatory work carried out during the season opening and closing may be delayed due to adverse weather conditions.

The beach opening date is determined by the hotel management in accordance with the weather conditions.

The hotel management reserves the right to make changes unilaterally in all services and hours in the fact sheet due to unexpected reasons such as Pandemic, weather conditions etc.

The days on which restaurants and bars will be closed can be changed by the hotel management, depending on weather conditions and reservation requests.

It is not appropriate for hygiene and safety to take food, beverages and equipment from food and beverage units to outside areas.

Bath amenities are given daily according to the number of people.

The information letter containing the general rules of the facility is declared to all guests during check-in, by their signature.

Regarding sunbeds that are occupied for a long time without being used, hotel officials may take the items from the sunbeds and bring them to be empty.

Fishing and hunting are prohibited within the swimming limits.

Motorized watercraft cannot be used within the swimming limits.

All consumables, amenities, towels, mini bar contents, cosmetic products presented in the rooms are served as part of the all-inclusive package for daily use within the facility. It is not appropriate to take these materials out of the facility.

Water sports service is not a property of the hotel. The hotel does not have the right to impose sanctions on issues such as providing / not providing service, service hours / conditions and equipment, in regards to water sports.

The right of the hotel management to make unilateral changes regarding the services and information in this guide is reserved.

Our current concept is always published on our crystalhotels.com.tr website. Tour Operators and Agencies accept that these currently published concepts are valid within the scope of contracts and that they will update this information simultaneously in their sales and marketing channels.

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CURRENT IMAGE, VIDEO, LOGO, FACT SHEET

You can access all our current fact sheets, images, logos and videos of Crystal Hotels on

www.crystalhotels.com.tr and <https://b2b.kilithg.com>

websites.

