

Dear Guests

We are pleased to welcome you to home in *THE GARDEN BEACH HOTEL* and we hope you will enjoy along your holiday. We have prepared this information to assist you in availing yourselves of the facilities and services which we offer to you. For questions ask reception or dial: 9

RESTAURANT AND BARS – OPENING HOURS (SELF SERVICE)

<u>Main Restaurant</u>		<u>Bars</u>	
Brackfast	: 07.30 – 10.30	Service Bar	: During Meals
Snack Service	: 12:00 – 16:00	Nargile Bar	: 21.00 – 01.00 (EXTRA)
Lunch	: 12.30 – 14.00	Beach Bar	: 10.00 – 18.00
Coffee Break	: 16.00 – 17.00	Pool Bar	: 10.00 – 24.00
Diner	: 19.00 – 21.00	Disco Bar	: 23.30 – 01.30 (EXTRA)
Night Soup	: 24.00 – 01.00		

CHECK IN AND CHECK OUT: Our check-in time 14:00 o'clock and check-out time 12:00 o'clock. If you have a late check-out, you can use the showers and dressing cabins in our Turkish bath and sauna. You can store your luggage room late check-out.

SAFETY BOXES: The HOTEL doesn'T hold any responsibilities for any loss of cash and of other valuebles. You are advised to use deposit boxes in our reception for your valuables. Safe Box paid. Get the information from the reception.

WI FI: Extra for everywhere(lobby free)

A LA CARTE: Seasonal weather conditions, according to the a la carte restaurant will be open to guests accommodation 1 times a week are entitled to use free of charge. A la carte restaurant is seafood. A la carte restaurant for the Tuesday, Wednesday, Friday and Saturday and 15:00 to 16.00 and from one day before the book at the reception. Limited reservations are taken.

ROOM CARDS: For security reasons only one card is available for each room. Please leave it to the reception while you are going out and please don't leave your keys on the door. 10.-€ will be charged for a lost key. (because of necessity to change completely)

MINIBAR: Everyday one time per person one water at minibar are with out charged.

ANIMATION: For our daily programme you can get the information from the daily animation program board near the entrance of indoor restaurant.

HOTEL BAND: The hotel band is given to our guests at the reception, during check-in, who allready had an all-included reservation. Hotel band has to be used as an identification card during your stay. Hotel band will be removed during check-out.

DOCTOR: Doctor visits our hotel twice a day (12:30-13:30 and 17:00-18:00 o'clock). Except these periods of time, please contact with the reception; when you have a health problem.

DRESSING: We please you, to wear casual clothes for the restaurant.(breakfast, lunch and dinner)

ENVIRONMENT: We are very interested to protect the environment in our hotel. Please let us to save energy. Towels thrown in the bath or washing tube means 'please change', towels replaced on the towel rail means 'I'll use it again'. One more request; "Please do not use your towels out of the room"

LAUNDRY SERVICE: For laundry service please fill up the from and use the laundry bag (in your wardrobe). You can learn the prices from the price list which is in the *THE GARDEN BEACH HOTEL* book. Please give it to the maid who makes your room up or to the reception.

POOLS: Because of purification services being done in the swimming pool please don't use the pool between 18:00 and 07:00 o'clock.

ACCORDING TO OUR SERVICE RULES ; ALL KINDS OF IMPORT DRINKS WITH ALCOHOL AND THEIR COCKTAILS AND WHOLE EXPENSES AFTER 24.00 O'CLOCK WILL BE CHARGED EXTRA
It is not allowed to take foods out from the restaurant to the hotel rooms because of hygenical reasons.

DEAR GUEST: Please don't drink water from the sinks and fountains in the room.

SHOPPING CENTER: There is a gift shop, hamam and foto market on the garden.

HEALTH CENTRE: You can use turkish bath(hamam) and sauna (for free). For massage and peeling you pay extra.

TENNIS COURT AND TENNIS COURT LIGHT: For tennis racket and ball and tennis court light with charge near the pool, please contact with the reception.

UMBRELLAS AND SUNBEDS: Umbrellas & sunbeds & Matrasses are free of charge, around the swimming pool and at the beach.

- *Spraying against mosquitoes is done in our facility one day a week, Pesticide; considered to be harmless substances used by the World Health Organization.(WHO)*
- *At the beach you will purchase from strangers is not responsible for any product and service facility. In addition, the places of your use use it with care .. Damages caused by improper use by you will be charged.*
- *All the electrical system in our facility min. 220-volt current from your electrical appliances and outlets for its Let's be careful in the use. Our children outlets, electrical and electrical goods, let us away.*
- *Dear guests belongings lett on the tables, chairs and umbrellas it will be collected by our staff bookings*

THANKS A LOT FOR PREFERING OUR HOTEL AND WISH YOU YOU A PLEASANT STAY.

THE GARDEN BEACH HOTEL

All Inclusive

General Information					
Category	Five Star	Official Registry	0	Concept	Family
Hotel Certificates		Construction Year	1998	Last renovation year	2017, Rooms Only, Public Areas
Address	Konaklı Konaklı Kasabası D-400 Karayolu Üzeri Konaklı/Alanya 07490	Post Code		City	Alanya
Country	Turkey	Phone	+(90) 2425652561	Fax	+(90) 2425653762
Email	rezervasyon@thegardenbeachhotel.com	Web Page	www.thegardenbeachhotel.com/tr	Facebook	https://www.facebook.com/TheGardenBeachHotel/
Youtube		Vkontakte		Odnoklassniki	
Instagram		Twitter		Top Hotels	http://www.tophotels.ru/hotel/al63341
Tripadvisor	https://www.tripadvisor.com/tr/Hotel_Review-g951014-d1603515-Reviews-The_Garden_Beach_Hotel-Konaklı_Alanya_Turkish_Mediterranean_Coast.html	GIATA		Suitable for Disabled	Yes
Number of Disabled Rooms	3	Number of No-Smoking Rooms	All		

Distances					
Nearest airport	Gazipasa-GZP	55 km	Nearest city	Konaklı	200 m
Nearest city centre	Alanya	13 km	Distance to beach	0 km	
Distance to bus stop or metro	10 m	Distance to the nearest ATM	100 m	Distance to the nearest Business Center	None
Distance to the nearest Shopping Mall	250 m			Distance to the Ski Lift	None

Room Details					
ECONOMY ROOM					
Number of rooms	36	Room size (m2)	35 - 35	Extra bed	Sofa Bed
Satellite television	Free	Turkish, German, Russian	Phone	Yes	
Air conditioner	Individual		Bath tub or Shower	Shower	
Floor	Ceramic	Tea or Coffee service	No	Kitchenette	No
Cleaning	Every 1 days	Separation between rooms	No	Floor Numbers	1
Number of floors per room	1	Butler	No		
STANDARD ROOM					
Number of rooms	141	Room size (m2)	24 - 35	Extra bed	Sofa Bed
Satellite television	Free	Turkish, German, Russian	Phone	Yes	
Air conditioner	Individual		Bath tub or Shower	Shower	
Floor	Laminate	Tea or Coffee service	No	Kitchenette	No
Cleaning	Every 1 days	Separation between rooms	No	Floor Numbers	2,3,4,5
Number of floors per room	1	Butler	No		
FAMILY ROOM					
Number of rooms	76	Room size (m2)	40 - 40	Extra bed	Sofa Bed
Satellite television	Free	Turkish, German, Russian	Phone	Yes	
Air conditioner	Individual		Bath tub or Shower	Shower	
Floor	Laminate	Tea or Coffee service	No	Kitchenette	No
Cleaning	Every 1 days	Separation between rooms	Yes	Floor Numbers	1,2,3,4,5
Number of floors per room	1	Butler	No		

Building information					
Total hotel area (m2)	30000	Building type	Number of buildings	Number of floors	Number of elevators
		Block	9	5	9

Water Park					
Is there a water park?	Yes				
Free or Extra	Free	How many water slides are there for adults?	2	How many water slides are there for children?	1
How many slides are there for both adults and children?	3	Working hours	10:00 - 12:00 / 14:00 - 16:00		

Sports					
Is there tennis court?	No				
Table Tennis	Free	Dart	Free	Badminton	No
Bowling	No	Basketball	No	Football	No
Volleyball	No	Beach Volley	Free	Squash	No
Air Hockey	No	Mini Golf	No	Mini Football	Free

Sports					
Billiard	No				
Water Ski	No		Surfing	No	
Parasailing	Extra	Licence required	Kitesurfing	No	
Canoe	Extra	Pedalo	Extra	Diving club	Extra
Aerobic	No				
Fitness Center	No				

Beach						
Beach facilities	Yes					
Beach property	Private	Indicate if there is road, tunnel etc. between the hotel and the beach		No	Beach material	Sand & Pebble
Sea ground material	Sand & Pebble	Length of beach		150 m	Indicate if there is pier	No
Parasol	Free	Sunbed		Free	Towels	Free
Pavilion	No	Shower		Yes		
Shuttle Service to the beach	No					
Indicate if there is any F&B service at the beach	Free					

Pools for adults					
Is there any Pool for Adults	Yes				
type	Size	Depth (cm) (Min.-Max.)	Water type	Heated	Working hours
Outdoor Pool	250	110-140	Normal Water	Non-heated	07:00 - 18:00
Outdoor Pool	200	110-140	Normal Water	Non-heated	07:00 - 18:00

Animation			
Is there animation service?	Yes		
Animation type	Soft, Night, Daytime	Languages spoken	Turkish, German, Russian, English

Children Services					
Is there children service?	Yes				
type	Size	Depth (cm) (Min.-Max.)	Water type	Heated	Working hours
Outdoor Pool	15	30-30	Normal Water	Non-heated	07:00 - 18:00
Joined to the main pool	12	30-30	Normal Water	Non-heated	07:00 - 18:00
Water Park for Children (if separate from normal water park)	No		Children animation	Yes	
Is there mini club?	Turkish, German, Russian, English				
Min Age	Max Age	Working hours			
4	12	10:00 - 16:00			
Playground	Both	Is there children's buffet or menu at the restaurant?	Yes	Is there children's area in the restaurant?	No
Baby chair in the restaurant	Yes				
Baby Cot	Free	Baby Potty	No	Baby carriage	Extra
Baby sitter	No				

Food & Beverage					
All Inclusive Concept times	07:00 - 23:59				
Non-alcoholic beverages	All Inclusive = Free		Local beverages	All Inclusive = Free	
Import beverages	No		Ice Cream Service	All Inclusive = Free	
Honeymoon Package	No		Birthday Package	No	
Patisserie	No		Room Service	No	
Minibar in room	Full		All Inclusive = Free	Minibar refill period	Daily

Restaurants				
Meal type	Restaurant name	Working hours	Service Type	Konsept Fiyatlandırma
Breakfast	MAIN RESTAURANT	07:00 - 10:00	Open Buffet	All Inclusive = Free
Late Breakfast				
Lunch	MAIN RESTAURANT	12:30 - 14:00	Open Buffet	All Inclusive = Free
Snack Service	SNACK BAR	12:00 - 16:00	Open Buffet	All Inclusive = Free
Tea Time	SNACK BAR	16:00 - 17:00	Open Buffet	All Inclusive = Free
Dinner	MAIN RESTAURANT	19:00 - 21:00	Open Buffet	All Inclusive = Free
Night Meal	MAIN RESTAURANT	23:59 - 01:00	Open Buffet	All Inclusive = Free

A la Carte restaurants					
Is there A la Carte restaurant?	Yes				
Restaurant name	Working hours	Reservation required	Cuisine	Limitation	Konsept Fiyatlandırma

A la Carte restaurants						
GRIDA A LA CARTE RESTAURANT	19:00 - 21:00	Yes	Seafood	Once a week	All Inclusive = Free	

Bars				
Is there a bar?	Yes			
Facility Name	Working Hours	Beverages	Paid/Free	Konsept saatleri dışında fiyatlandırma
BLUE POOL BAR	10:00 - 23:59	Local, Non-Alcoholic Beverages	Free	All Inclusive = Free
SNACK BAR	11:00 - 17:00	Non-Alcoholic Beverages	Free	All Inclusive = Free
RESTAURANT BAR	12:30 - 21:00	Local, Non-Alcoholic Beverages	Free	All Inclusive = Free

Services					
Safe in room	Extra	Safe at reception	No	Spa	Extra
Thalasso	No	Massage	Extra	Solarium	No
Sauna	Free	Jacuzzi	No	Disco	Free
Casino	No	Cinema	No	Beauty Centre	Extra
Laundry service	Extra	Business centre	No	Internet cafe	No
Wireless/Internet	Yes				
At lobby only	Free				
At room only	Extra				
Are pets allowed	No	Health service	Yes	Wheelchair	No
Hamam	Yes				
				Deposit In Arrival	No

Meeting Rooms					
Is there meeting room?	Yes				
	Seating Plan	Sound	Lighting	Display	Other
MEETING ROOM	Classroom Style(1)	Headset Microphone	Adjustable hall lighting	Projectors	Table cover

Covid-19

26.04.2023 - 31.10.2023

Genel Alanlar					
What will be the maximum occupancy of the hotel?	75%	Distance from hotel to the nearest hospital?	2 km	Are there any limitations for guests to leave the hotel territory ?	
Is there a disinfecting mat/carpet at the hotel entrance?	Yes	Are there information boards about COVID19 precaution measures and implementations in hotel public areas?	Turkish, English, Russian	Are disinfectants in public areas of the hotel for guests' use ?	RECEPTION RESTOURANT BARS MEETING ROOM ROOM CORIDORS BEACH
Are ozone and/or ULV used for disinfection in hotel public areas ?	ROOMS LOBBY MEETING ROOM	Does the hotel have a hygiene certification?	SAFE TOURISM CERTIFICATE	Is there an obligation to wear mouth-nose masks for hotel guests?	No
Is there an obligation to wear masks for hotel staff?	Reception Staff, Bellboy, Service Staff, Kitchen Staff, Beach Staff, Pool Staff, Spa Staff, Sports Staff, Animation Staff	Do all employees undergo daily monitoring and verification by doctors?	Yes	Does the hotel provide masks?	Free
Does the hotel have a dedicated and seperated isolation room/area/place to be used if necessary ?	Yes	Does the hotel have medical staff?	Nurse	Working hours	Certain Hours
Are health service/doctor visits provided by the hotel free?	Yes	Does the hotel provide COVID-19 test in the premises?	No	Do employees have a hygiene education certificate?	Yes
Is there an elevator in the hotel? If yes, what will be the maximum load?	50%				

Resepsiyon					
Are written information about precaution measures applied and rules hotel guests have to follow in the hotel provided to hotel guests?	Yes	Is there an obligation to wear masks for reception staff?	Yes	Is there a transparent seperation on the reception desk?	Yes
Is a health report required from the guest during check-in?	No	Are there signs indicating social distances?	Yes	Is fast and simple check-in service provided?	No
Is online check-in service provided?	No	Is bellboy service provided?	Yes	Is luggage disinfection provided?	Outside the hotel
Can hotel guests pay cash in hotel?	Yes	Hotel provides room card or key?	Disinfected	Does the hotel have a mobile application that opens the room doors?	No

Resepsiyon					
Is bracelet for boarding (concept) provided?	Presented desinfected for self use				

Oda					
Is room ventilated with fresh air?	Certain Hours	Are there disposable materials and amenities like shampoo, soap etc. in the room?	Yes	Are the amenities (glasses, cups, etc.) in the room provided disinfected in bags?	Yes
At which degree are the linens and other textile products in the hotels washed?	90°	Will housekeeping staff wear masks ?	Yes	Will housekeeping staff wear gloves?	Yes
What is the cleaning period of the rooms?	Everyday	Is any extra cleaning service provided upon guest request (in the room)?	Yes	Does the hotel provide laundry service for linens / towels / textiles guests bring themselves?	Extra

Yiyecek ve İçecekler					
Is there open buffet service?	Breakfast, Lunch, Dinner, Breakfast, Lunch, Dinner	Will show cooking/live cooking be provided during meal hours?	Hot meal	How will the food be served?	Only by service staff
Do open buffet tables have protection glass?	Yes	Are there signs indicating social distances?	Yes	Are table layouts in accordance with the social distance rule?	Yes
What is the max number of people allowed to sit at one table?	600	How many seatings ?		Is food and beverage service provided by waiters?	No
Do waiters wear masks ?	Yes	Do waiters wear gloves?	Yes	Are there any materials such as salt, pepper, napkin etc. on the tables?	Available on the table disposable packed
Is room service provided?	No	Will a'la carte / thematic restaurants continue to operate?	No	Will food service be provided outside the designated food areas / open air areas?	No
Are dishes openly accessible?	Open access and disposable	Are cutlery openly accessible?	Open access and disposable	Is bread openly accessible?	Open access and disposable

Havuz & Plaj					
Are sunbeds in accordance with the social distance rule?	Yes	What will be max capacity of beach?	500 m2 250 guest quantity	Is there a separate place where bigger families or closed parties can be together at the pool or on the beach?	Yes
Are the sunbeds covered with mattress?	Yes	Are beach towels provided ?	Unpacked	Free	
Does hotel provide sunbed mattress disinfections?	every evening	Is there a pavillon service?	No	Are waiter / butler service provided on the beach and pool?	No
Has the pool chlorine rate been increased?	No	How often is the pool disinfected?	Every evening	Is there food & beverage service near the pool area?	No
Is it possible to book a private section for groups and closed parties?	No	Will water slides/aquapark continue operating?	AT CERTAIN TIMES OF THE DAY.	and working period (from...till)	10:00:00-12:30:00 14:00:00-16:30:00 -

Spa & Hamam & Fitness					
Will Spa operate?		Will spa operate upon reservation?	Yes	What will be max capacity of spa?	5 m2 2 guest quantity
Will hamam/ Turkish bath operate?		Will hamam/ Turkish bath operate upon reservation?	Yes	What will be max capacity of hamam/ Turkish bath?	50 m2 5 guest quantity
Are sunbeds and tables at relax area located according to social distance rule?		Yes			
Will fitness centre operate?		No			

Mini Club					
Will mini club be open?	Yes	What will be max capacity of mini club?	60 m2 10 guest quantity	Will fever be checked at the entrance?	Yes
Are there disinfection stands in mini club?	Yes	Will staff wear masks?	Yes	Will staff wear gloves?	Yes
Will masks be provided for children?	Yes	Does mini club have special activity material and toy packed up?	Yes	How often are the toys and activity areas disinfected?	Opening in the morning and closing in the evening
Is there food & beverage service for children?	No				

Animasyon					
Is animation program provided in hotel?	Evening animation & day light shows, Sports events, Beach volley, water polo, darts, mini disco and night disco	Are show areas positioned in accordance with the social distance rule?	Yes	Will staff wear masks?	Yes
Will staff wear gloves?	Yes				

Aksiyon Planı	
Does the hotel have a special action plan in case of guest infected / showing symptoms of covid - 19?	HEALTH DUTIES ARE GIVEN AND TAKE INTO THE QUARANTINE ROOM. HALL OF PERSONNEL THAT OFFERS FOOD AND BEVERAGE SERVICES DURING THE DAY. THERE IS SIMILAR MATERIALS SUCH AS WATER AND CLEANING MATERIALS IN THE ROOM.
According to guests infected by covid 19 hotel's special measures / steps are ?	IT CONTINUES TO BE TAKEN INTO THE QUARANTINE ROOM AND STAY IN THE FACILITY UNTIL THE TEST GIVES A NEGATIVE RESULT. NO CHARGES. IF HEALTHY CONSEQUENCES, IT IS SHIPPED TO THE HOSPITAL.