



2018 -19 WINTER SEASON HOTEL INFORMATION FORM & ULTRA ALL INCLUSIVE CONCEPT

GENERAL HOTEL INFORMATION

Hotel Name	: Miracle Resort Hotel	
Address	: Güzeloba Mah. Yaşar Sobutay Bulvarı No:34 Muratpaşa / ANTALYA	
Telephone	: +90 242-352 2121	
Fax	: +90 242-352 2111	
Mail address	: info@miracleotel.com	
Web page	: www.miracleotel.com	
Year of opening	: April 2005	
Last Renovation	: April 2016	
Concept	: Ultra All-Inclusive	
The working period	: All year	
Area	: 135.000 m ²	
The closest city Centre	: Antalya	Distance: 11 km
Airport	: Antalya airport	Distance: 15 km
Location	: Sea shore	
Total rooms/beds number	: 692 rooms / 1420 beds	
Number of blocks	: main building	
Number of floors	: 9 floors	
Number of elevators	: 6	
Payment	: Visa, Master Card, Cash	
Pets	: Pets are not accepted in our Premise	
Languages spoken by staff	: Turkish, German, English, Russian	
Certificates	: Blue Flag ISO 9001: 2015 Quality Management System ISO 22000:2005 Food Safety Management System ISO 10002 : 2004 Quality Management System on Customer Satisfaction and complaints Management ISO 14001:2015 Environmental Management System OHSAS 18001:2007 Occupational Health and Safety System Travelife Sustainability in Tourism Gold Award	



Live the Miracle



ROOMS

Standard rooms:

There are 425 standard rooms in our establishment. The room measurements are between 28-34 m² and 70% of our standard rooms have a sea view. Standard rooms consist of 1 room with twin beds and / or a French bed. All our rooms are equipped with a shower. The rooms are suitable for 2+2 or 3+1 accommodation.

Disabled rooms:

The total amount of disabled rooms is 11. The rooms in this category have been specially designed and have a Shower. These rooms are located on the ground floor of the hotel.

Connection rooms (Family rooms):

The total amount of connection rooms is 121. The connection room has the same features as a standard room. In this room category 2 standard rooms are connected by a private connecting door. Each room's capacity is 2+1.

Junior Suites:

In the junior suite room category there are 14 rooms. Each room measures 75 m². There is 1 bedroom, 1 living Room, a wide 100% sea view terrace, 2 bathrooms (WC bathtub and shower) are available. Maximum Accommodation capacity is 2+2 or 3+1.

General room features:

Our rooms are equipped with a carpet, balcony, Shower, WC, hairdryer, direct telephone, mini bar, LCD TV (satellite), safe box (electronic safe), centralized air conditioning. The working hours of the air conditioner are regulated by the hotel management, according to the weather conditions. Mini bar and bath are standard. (Electric voltage 220V)

* The smoking is prohibited in indoor places and in the rooms.

Safe box:	Free of charge in the room and at the reception
Baby cote:	Available
Change of beds sheets:	Once in 2 days
Change of towels:	Daily
The rooms cleaning:	Daily
Mini bar's refill:	Daily

RULES OF THE PACKAGE

- ✓ The check-in time to the rooms is at 14:00 o'clock.
- ✓ Check-out time from the rooms is at 12:00 o'clock.
- ✓ Local and imported alcohol and non-alcohol drinks specified by hotel management are served between 10:00-02:00 o'clock.
- ✓ The Hotel Management has the right to change opening/closing dates operation hours or close down outdoor units & departments due to weather conditions.
- ✓ Especially for outdoor outlets, the Management decides on all opening and closing dates and working hours which are planned for according to the weather conditions and seasonal necessities.
- ✓ Alcohol drinks will not be served to the guests under 18 years old.
- ✓ Operation and service hours can be changed during the season.
- ✓ The Hotel Management when required, has the right to make changes in the free and extra charged activities & facilities





FOOD AND BEVERAGE SERVICE

FOOD SERVICE

✓ Breakfast (open buffet)	TURKUAZ(Main Restaurant)	07.00-10.00
✓ Late Breakfast (open buffet)	TURKUAZ(Main Restaurant)	10.00-11.00
✓ Lunch (open buffet)	TURKUAZ(Main Restaurant)	12.00-14.00
✓ Fast Food	TURKUAZ(Main Restaurant)	15.00-16.30
✓ Dinner (open buffet)	TURKUAZ(Main Restaurant)	18.30-21.00
✓ Late snack (mini buffet)	TURKUAZ(Main Restaurant)	23.30-00.30
✓ Cookies	LOBBY Patisserie	16.30-17.30
✓ Room Service	Extra Charge	24 Hours

BEVERAGE SERVICES

✓ Lobby Bar	Specified local & import drinks within the concept	10.00-02.00
✓ Disco	Specified local & import drinks within the concept	23.30-02.00
✓ Vitamin bar	Concentrated Fruit Juices	10.00-19.00
✓ Bridge bar	Premium Drinks and Cigars (extra charge)	18.30-23.30

Minibar contents:

- ✓ Soft Drinks
- ✓ Beers
- ✓ During your stay, your mini bar will be filled up once daily. (Between 09.00-17.00 hr.)

Details:

- ✓ Theme buffets on certain days during the week.
- ✓ Diet Buffet.
- ✓ Ice cream service during lunch and dinner.
- ✓ Hot Bagel and Pastry Varieties during breakfast.
- ✓ Turkish Pizza (Pide) / Gözleme during lunch and dinner.
- ✓ Freshly squeezed fruit juices are extra charged

A'la Carte Restaurant Services

✓ MIRACOLO Restaurant		
✓ Set A'la Carte menu (Italian cuisine)		19.00-21.30
✓ specified local and import drinks within the concept		
✓ MEXICAN Restaurant		
✓ Set A'la Carte menu (Mexican cuisine)		19.00-21.30
✓ specified local and import drinks within the concept		





Details:

- ✓ For benefit from A'la Carte restaurants, guests should make the reservation. The fee is **10 Euro** per person.
- ✓ Our A'la Carte Restaurants' service hours are between 19:00 - 21:30. The last entry time to the Restaurants is 20:30. Service lasts until the last guest will complete his meal.
- ✓ The restaurants' reservation time begins at 09:30 and continues during the day until all is booked out. The last reservation for day is at 16:00. Guests should make their reservations at the Guest Relations desk and take their A'la carte ticket with them.
- ✓ Children under 6 years old are not accepted in the A'la carte restaurants.
- ✓ Restaurants operate 6 days a week.

MINI CLUB

Working hours : 10.00 - 12.30 / 14.30 - 17.30

- ✓ **Mini Club (04 - 08 age)**
 - Face Painting
 - Cartoon Film (Mini Cinema)
 - Handwork - Hobby work
 - Sand painting (extra charge)
 - Painting Activity
 - Table games
- ✓ **Maxi Club (09 - 11 age)**
 - Maxi Bowling Game
 - Maxi Dart Game
 - Puzzle Game
 - Maxi Cinema
- ✓ Every Evening Mini Disco Activity
- ✓ Baby Chair in main restaurant
- ✓ Baby Sitter Service (with Reservation / Extra Charge)

EXTRA SERVICE

- ✓ All Premium labeled beverages
- ✓ Bridge bar (premium beverages)
- ✓ 24 hr. Room service
- ✓ Telephone
- ✓ Laundry
- ✓ Professional football pitches
- ✓ Freshly squeezed fruit juices
- ✓ Shops & Stores
- ✓ Water sports (closed in winter season)
- ✓ The tennis courts' lighting, equipment and lessons
- ✓ Game room (Billiards, gameland, Atari, electronic activities)
- ✓ Doctor service
- ✓ A'la Carte restaurants (Reservation fee is 5 Euro per person)
- ✓ Baby Sitter Service (with Reservation / Extra Charge)





SPA & WELLNESS

Extra Spa treatments are:

- ✓ Peeling and foam
- ✓ Massages:
 - Classic Massage
 - Sports Massage
 - Thai Massage
 - Bali Massage
 - Ayurveda Massage
 - Reflexology
 - Shiatsu Massage
 - Lymph Drainage
 - Medical Massage
 - Hot Stone Massage
 - Aroma Therapy
 - India Head Massage
 - Anti stress Massage
 - Sultan Massage
- ✓ Slim Scalp & Stretch-Mark Treatments
- ✓ Facial & Body Care

Free services in SPA center:

- ✓ Turkish Bath (Hamam)
- ✓ Sauna
- ✓ Steam bath

ACTIVITIES AND SPORTS OPPORTUNITIES

- ✓ Day-time activities
- ✓ Cinema
- ✓ Darts, table tennis
- ✓ Aerobic, gymnastics, step
- ✓ Fitness center
- ✓ Indoor swimming pool (heated, separate section for children)
- ✓ Animation and evening shows
- ✓ Backgammon, chess, Card games
- ✓ Disco
- ✓ Deck chairs and mattress in the indoor pool
- ✓ Mini golf

INTERNET ACCESS

- ✓ Internet Corner is at the Lobby floor, using a PC with internet access is extra (charge).
- ✓ In the Lobby floor and in the rooms, Wireless internet access is available (**Free of charge.**)

POOL

Indoor pool	: with heating/non-salted water		
Indoor pool area	: 175 m2	Indoor pool depth	: 145 cm
Indoor children's pool area	: 7 m2	Indoor children's pool depth	: 45 cm





MEETING ROOMS

Hall Name	Floor	Theatre	Class	"U" Table	Cocktail	Round Table	Feast	Space (m2)	Height(m)	Length (m)	Width (m)	Daylight
Olympos Hall	-1	1100	800	-	1200	650	1000	1200	4.8	55	22	-
Olympos 1	-1	350	250	-	500	200	400	550	4.8	21.2	26	-
Olympos 2	-1	300	200	-	300	160	200	375	4.8	16.4	22	-
Olympos 3	-1	200	150	-	250	140	180	300	4.8	16.2	19	-
Foyer Olympos	-1	-	-	-	700	-	-	450	4.6	25	18	-
Phaselis 1	Lobby	80	60	40	100	40	-	115	2.6	15	7.5	✓
Phaselis 2	Lobby	40	24	15	-	20	-	60	2.6	8.2	7.5	✓
Phaselis 3	Lobby	80	60	40	100	40	-	105	2.6	14.7	7.3	✓
Phaselis-4	Lobby	40	24	15	-	20	-	63	2.6	9	7	✓
Phaselis-5	Lobby	100	70	42	110	40	-	115	4.1	15.4	7.3	✓
TV Hall	Lobby	80	60	40	100	40	-	160	2.6	16	10.4	✓

Olympos 1	Olympos 2	Olympos 3	Phaselis-5
1 fixed 5*4 m. White Motorized Screen	1 fixed 4*3 m. White Motorized Screen	1 fixed 4*3 m. White Motorized Screen	Screen size 4*2,5 m
1 fixed Barco Projection 5200 lumen	1 fixed Barco Projection 2500 lumen	1 fixed Barco Projection 2500 lumen	1 fixed Barco Projection 4500 lumen
1 Fixed ceiling speakers + sound mixer + 2 box speakers	Fixed ceiling speakers + sound mixer + 2 box speakers	Fixed ceiling speakers + sound mixer + 2 box speakers	1 Fixed ceiling speakers

Mobile Systems	Equipment	Portable podium
2 Portable 180*180cm Stand White Screen	3 wireless lapel microphones	Size: 1m * 1m
	3 wireless phantom podium microphones	Pieces : 70
1 Portable Barco Projection 2000 lumen	3 wireless hand microphones	Portable Dance floor
1 Portable Barco Projection 1300 lumen	3 table microphones	Size : 80cm * 80cm
Portable sound mixer + 2 box speakers	5 hand microphones (cable connection)	Pieces : 60
	1 head-set microphone	Wireless internet access in the meeting rooms





FOOTBALL PITCHES

	SIZE	IN HOTEL	MIRACLE SPORT COMPLEX (5 KM)	LIGHTING	GRANDSTAND
A	68 m X 105 m	X		X	
B	50 m X 100 m	X		X	
C	30 m X 50 m	X			
D	68 m X 105 m		X	X	X
E	68 m X 105 m		X	X	
F	68 m X 105 m		X	X	

- ✓ *Except for the products, that has been forbidden for exportation or whose permission has been banned by the government.*
- ✓ *All premium labeled beverages are extra charged.*
- ✓ *The Hotel Management keeps the right to change brand and product when required.*

