

HOTEL INFORMATION & WINTER CONCEPT DETAILS
ULTRA ALL INCLUSIVE
(valid from 01 November to 31 March)

HOTEL NAME	ALVA DONNA EXCLUSIVE HOTEL & SPA	LANGUAGE	TR, ENG, DE, RU
CATEGORY	5 Stars	ACCEPT.CREDIT CARD	Visa, Master Card, Cash, MIR (PayPass is not accepted)
FOUNDATION YEAR	2005	VOLTAJ	220 Volt
LOCATION	Belek – Boğazkent	QUALITY DOCUMENTS	Safe Tourism Certificate
OPENING PERIODS	All year around		ISO 9001:2015 - Quality Management Certification
LAST RENOVATION	2020 - Rooms in the main building, general area		ISO 22000:2018 - Food Safety Management System
TOTAL AREA	64.000 m2		ISO 10002:2018 - Guest Satisf. & Complaints Mn. Sys.
TOTAL ROOM	728		Green star
NON SMOKING ROOM	Available		Blue Flag,
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 08 56
FROM AIRPORT	40 km	POSTAL ADDRESS	Bağazkent Mah. Mimar Sinan Cad. No:17 Serik/ Belek/Antalya
FROM BEACH	0 meter	TELEPHONE	90 242 731 00 25
LENGTH OF BEACH	300 meter	FAX	90 242 731 00 91
NEAREST HOSPITAL	Private or State Hospital	E-MAIL	info@alvadonna.com
FROM GOLF FIELD	5 km	WEB SITE	www.alvadonna.com
NEAREST TOURISM CENTER	BELEK - 7 km	SALES OFFICE	sales@alvadonna.com
PETS	Not allowed	ON-LINE RESERVATIONS	www.alvadonna.com

TRANSFER INFORMATION:

- 1- Public transport - Minibus to Antalia & center of Belek (hours are determined by the municipality)
- 2- Taxi - 24 hours / in 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, zone +16 (only for adults)
Facilities (on charge)	:	VIP Pavillion

**** During winter season beach facilities (pavillion etc.) are opened according to the weather conditions**

ROOM FACILITIES

ROOM TYPE & INFORMATION	Total Room	m ²	Max accom.	Direct sea view	Side sea view	Land view	Disabled Room	Special Price	Vip Concept	Main building	Deluxe building
Standard Room Land View	226	27	3			✓	3			✓	
Standard Room Side Sea View	32	27	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	99	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		✓	✓		✓	✓		✓
Sultan suite	3	81	4	✓	✓			✓	✓	✓	
Madonna suite	1	175	2	✓				✓	✓	✓	
Presidential suite	1	180	4	✓				✓	✓	✓	
Grand Total	728						7				

** Delux building is closed 11.11.2022-31.03.2023

ROOM FACILITIES & AMENITIES	Balcony	Carpet	Laminate	French bed	Twin bed	Extra bed	Bunk bed	Connection door	Shower	Bathtub	Jacuzzi	Hair dryer	Telephone	TV - PLAZMA	Music&satellite channels	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	✓		✓	✓				✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
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 is replenished daily (soft drinks, water, beer)

DISABLED ROOMS	Total room	Land view	Twin bed	French bed	Laminate	Entrance door width	Corridor 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 special request

** **Deluxe building is closed during 11.11.2022-31.03.2023**

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
Indoor pool	250	140	✓			✓		✓		✓
Indoor kids pool	25	35	✓		✓	✓		✓		✓
Pool with water slides for adults	380	110		✓		✓	5	✓	✓	✓
Mini club pool	80	35		✓	✓	✓		✓	✓	✓
Main outdoor pool	2850	140		✓	✓	✓		✓	✓	✓
Interactive kid's water slides pool	190	35		✓	✓	✓	7+3	✓	✓	✓
Outdoor SPA pool	560	140		✓						
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		✓	✓					

** **Indoor pool, Indoor kids pool and Pool with water slides for adults are heated during the whole winter season**

** **Main outdoor pool & Interactive kid's water slides pool & Mini club pool are heated in November and March.**

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

ACTIVITIES & ANIMATION

FREE OF CHARGE	
✓ Entertainment all over the day	✓ Table tennis
✓ Evening shows	✓ Archery
✓ Piano	✓ Dart
✓ Water Gym	✓ Disco
✓ Tennis court (hard surface)	✓ Fitness center
✓ Tennis equipment (rackets, ball)	✓ Crossfit Saloon
✓ Basketball	✓ Football
✓ Air rifle	✓ Boccia game

** **During winter season animation activities are dependent on weather conditions**

ON CHARGE			
✓	Tennis court lighting & Tennis lessons	✓	Billiards
✓	Bowling	✓	Game machines

FACILITIES FOR KIDS & BABIES

FREE OF CHARGE			
✓	Mini club (4-12)	✓	Kids buffet (main restaurant)
✓	Kids animation the whole day	✓	Diet buffet (main restaurant)
✓	Outdoor playground	✓	Baby food in jars (main restaurant)
✓	Mini disco before evening show	✓	Packaged milk (main restaurant)
✓	Painting & activity area	✓	Packaged juice (main restaurant)
✓	Outdoor pool with 1 water slide for babies (mini club)**	✓	Microwave oven (main restaurant)
✓	Outdoor Interactive kid's pool with 7+3 water slides**	✓	Blender (main restaurant)
✓	Sea water pool on the beach for kids**	✓	Baby cot
✓	Indoor kids pool	✓	Baby pot
✓	Cinema & movies	✓	Kids bathroom step stool
✓	Baby carriage (upon the deposit & on the real availability)	✓	High chair for babies (main restaurant)

** Outdoor kids pools are closed during December-January-February

ON CHARGE			
✓	Babysitting	✓	Game machine

MEETING ROOMS

HALLS & SIZES	Width	Length	Height	m2	Theatre	Class	Cocktail	Banket	U Shape	Foyer
TURCA HALL	16,2	27,28	3,6	442	500	280	400	275	70	✓
* TURCA 1	8,7	16,2	3,6	145	150	100	120	60	50	✓
* TURCA 2	9,56	16,2	3,6	155	150	100	130	60	50	✓
* TURCA 3	8,76	16,2	3,6	142	150	100	120	60	50	✓
TURCA 4	5,8	10	2,8	58	45	30	*	*	20	✓
FESTIVAL HALL	8,1	20	2,8	162	220	110	150	100	50	✓
LOUNGE 1	6	16,5	3,45	99	50	35	*	*	30	✓
LOUNGE 2	7	14,75	3,45	103	110	80	*	*	45	✓
LOUNGE 3	7	18,75	3,45	129,5	120	85	50	70	45	✓
CINEMA					54 Pax					✓

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

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

** Lounge A & Lounge B are available for the guests who are waiting for early check/in or late check/out

** **During the pandemic & post pandemic period capacity of the meeting halls can be changed**

FOOD & BEVERAGE CONCEPT

RESTAURANTS		Outdoor	Indoor& A/C	Kids menu	Diet menu	Days in week		Working hours	Thema
MAIN RESTAURANTS TOTAL 1840 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
* Bistro restaurant 140 pax	Late breakfast	✓	✓		✓	7	Open buffet	10:00-11:30	International cuisine
	Kids lunch buffet	☐	✓	✓		7	Open buffet	12:30-14:30	International cuisine
	Bistro snack	☐	✓		☐	7	Open buffet	15:00-17:30	Snacks, light meals
	Kids dinner buffet	☐	✓	✓		7	Open buffet	18:30-21:00	International cuisine
	Midnight snack	✓	✓			7	Open buffet	21:30-06:00	International cuisine
* Deluxe restaurant 600 pax	IS CLOSED DURING THE WINTER SEASON								
A'LA CARTE RESTAURANTS TOTAL 160 pax _ ON CHARGE									
Italian restaurant	30 pax		✓			6	A'la carte	19:00-21:00	Italian cuisine
Fish restaurant	30 pax		✓			6	A'la carte	19:00-21:00	Fish
Chinese restaurant	30 pax		✓			6	A'la carte	19:00-21:00	Chinese cuisine
French restaurant	IS CLOSED DURING THE WINTER SEASON								
Steak House restaurant									
Teppanyaki restaurant									
SNACK RESTAURANTS TOTAL 430 pax									
A'la Turca snack	IS CLOSED DURING THE WINTER SEASON								
Arena snack									
Beach snack									
Deluxe snack									
Kids snack									

** Ice cream service 12:30-14:30 & 18:30-21:00

** One time a week gala dinner & two times a week thema dinner (Turkish, Mediterranean) 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 Relations department. Italian, Fish and Chinese a'la carte 15 EUR per person.

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

** Dress code is obligatory for the dinner

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

** Room service 24 hours is on charge

	Outdoor	Indoor & A/C	Days in week	Working hours	Location
BARS					
Cinna bar		✓	7	24 hours	Main building
Bella pool bar	✓		7	09:00-22:00	Main outdoor pool
Arena bar	✓		7	09:00-16:00	Alva arena **We Proudly Serve Starbucks® in Arena bar
Festival Coffee & Patisserie		✓	7	09:00-18:00	Main building (Only non-alcoholic beverages) **We Proudly Serve Starbucks® in Festival bar
Patisserie		✓	7	12:30-18:00	Main building
Deluxe lobby bar	IS CLOSED DURING WINTER SEASON				Deluxe building
Deluxe pool bar					Deluxe outdoor pool
Beach bar					Beach
Pier Bar					Beach
Double day disco bar					Main building
Deluxe patisserie					Deluxe building

** **During winter season working hours of Arena bar & Bella pool bar can be changed according to the weather conditions**

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

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

** Premium class alcoholic beverages are not included into the concept

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

** **We Proudly Serve Starbucks® in Alva Donna Hotels (included into concept)**

CONCEPT FOR THE SPECIAL DAYS

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

** This package is valid as free of charge for the honeymoon couples, whose arrival date to the hotel is no later than 60 days after the date of marriage. The confirmation of this service is done by the hotel due to marriage certificate, which must be provided to the hotel no later than 3 days before arrival.

** Breakfast in the room is provided on the request & pre-reservation, only one time. Pre-reservation is made by the guest relations department

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

WEDDING ANNIVERSARY CONCEPT			
✓	Wine & fruit basket in the room on the wedding anniversary day	✓	Reservation for an a'la carte restaurant one time
✓	Greeting card	✓	Small cake in the room on the wedding anniversary day

- ** This package is valid free of charge for couples, whose date of wedding anniversary coincides with accommodation period. The confirmation of this service is done by the hotel due to marriage certificate, which must be provided to the guest relations department of the hotel after arrival.
- ** A'la carte reservation is valid for one restaurant & once. Italian or Fish restaurants are available for reservation. Pre-reservation of a'la carte restaurants is made by the guest relations department after arrival (marriage certificate is required).

BIRTHDAY CONCEPT			
✓	Wine & fruit basket in the room on the birthday	✓	Reservation for an a'la carte restaurant on the birthday
✓	Greeting card	✓	Small birthday cake in the room

- ** This package is valid free of charge for the guests, whose birthday coincides with accommodation period.
- ** A'la carte reservation is valid for one restaurant & once. Italian or Fish restaurants are available for reservation. Pre-reservation of a'la carte restaurants is made by the guest relations department after arrival

OTHER SERVICES & GENERAL INFORMATION

FREE OF CHARGE			
✓	All foods and beverages which are included into Ultra All Inclusive concept	✓	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 into Ultra All Inclusive concept	✓	VIP pavillions on the beach (ATTN: pavillions are closed during winter season)
✓	A'la carte restaurants	✓	Shops
✓	All kind of massages	✓	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 opened 08:00-24:00 every day (on the ground floor under the reception). Direct dial from the room: 7777 (Alva Assist)
✓	Early check in & late check out is paid service and can be provided only according to room availability	✓	Weelchair is available at the reception for the urgent situations.
✓	Alcoholic beverages are not served for a guest who is under 18 years old	✓	Please keep Your valuables in the safe

THE HOTEL MANAGEMENT HAS THE RIGHT TO 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