



## 2014 SUMMER 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	
Concept	: Ultra All-Inclusive	
The working period	: All year	
Area	: 135.000 m <sup>2</sup>	
The closest city center	: Antalya	Distance: 11 km
Airport	: Antalya airport	Distance: 15 km
Location	: Sea shore	
Total rooms/beds number	: 696 rooms / 1428 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: 2008 Quality Management System ISO 22000:2005 Food Safety Management System ISO 10002:2004 Quality Management System on Customer Satisfaction and complaints Management ISO 14001:2004 Environmental Management System OHSAS 18001:2007 Occupational Health and Safety System Travelife Sustainability in Tourism Gold Award	





## ROOMS

### Standard rooms:

There are 425 standard rooms in our establishment. The room measurements vary between 28-34 m<sup>2</sup> and 70% of our standard rooms have a sea view. Standard rooms consist of 1 room with twin beds and / or a French bed. Except for disabled rooms, all our rooms are equipped with a bath tub. 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 122. 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 m<sup>2</sup>. There is 1 bedroom, 1 living Room, a wide 100% sea view terrace, 2 bathrooms (WC bath tub and shower are available. Maximum Accommodation capacity is 2+2 or 3+1.

### General room features:

Our rooms are equipped with a carpet, balcony, bathtub, WC, hairdryer, direct telephone, mini bar, 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

## INTERNET ACCESS

- ✓ Business center is at the Lobby floor, using a PC with internet access is extra (charge).
- ✓ Wireless internet in the rooms is available at an extra charge.
- ✓ In the Lobby floor, Wireless internet access is available free of charge.

## 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.
- ✓ 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.





## FOOD AND BEVERAGE SERVICE

### FOOD SERVICE

✓ Breakfast (open buffet)	TURKUAZ(Main Restaurant)	07.00-10.00
✓ Late breakfast (mini buffet)	TURKUAZ(Main Restaurant)	10.00-11.00
✓ Lunch (open buffet)	TURKUAZ(Main Restaurant)	12.30-14.30
✓ Dinner (open buffet)	TURKUAZ(Main Restaurant)	19.00-21.30
✓ Late snack (mini buffet)	TURKUAZ(Main Restaurant)	24.00-06.00
✓ Traditional pastry	Garden Area	12.00-17.00
✓ Turkish ravioli & pide	Pide House (Anatolia Restaurant)	12.00-15.00
✓ Döner	Döner House(Lagos Restaurant)	12.30-14.30
✓ Fast Food	Pool Bar	12.00-16.00
✓ Cookies	Lobby Bar	17.00-18.00
✓ Ice - cream	Beach Bar	14.00-18.00
✓ Room service	Extra Charged	24 hours

### BEVERAGE SERVICES

✓ Lobby Bar	Specified local and import drinks within the concept	10.00-02.00
✓ Pool Bar	Specified local and import drinks within the concept	10.00-23.30
✓ Beach Bar	Beer, Soft and hot drinks service	10.00-18.00
✓ Disco	Specified local & import drinks within the concept	23.00-02.00
✓ Bridge bar	Premium Drinks and Cigars (extra charge)	18.00-23.30
✓ B&Q area	Beer & Soft drinks	16.00-18.00

### Minibar contents:

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





## A 'la Carte Restaurant Services

- ✓ **MEXICAN Restaurant** opening 01<sup>st</sup> April
- ✓ Set menu (Mexican cuisine ) 19.00-21.30
- ✓ specified local and import drinks within the concept
  
- ✓ **MIRACOLO Restaurant** opening 01<sup>st</sup> April
- ✓ Set menu (Italian cuisine ) 19.00-21.30
- ✓ specified local and import drinks within the concept
  
- ✓ **ANATOLIA Restaurant** opening 01<sup>st</sup> May
- ✓ Set menu (Turkish Cuisine ) 19.00-21.30
- ✓ specified local and import drinks within the concept
  
- ✓ **LAGOS Restaurant** opening 01<sup>st</sup> May
- ✓ Set menu (Fish 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 **5 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. Nevertheless, the last reservation for day is at 16:00. Guests should make their reservations at the Guest Relations desk and take their ticket with them.
- ✓ Children under 6 years old are not accepted in the A 'la carte restaurants.
- ✓ Restaurants operate 6 days a week.



- ✓ The Hotel Management has the right to change opening/closing dates operation hours or close down outdoor units & departments due to weather conditions.
- ✓ 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.



## MINI CLUB

- ✓ **Mini Club** : 04-08 age
- ✓ **Midi Club** : 09-11 age
- ✓ **Teenage Club** : 12-16 age
- ✓ **Working hours** : 10.00-12.30/14.30-17.30
- ✓ A mini buffet area for the children
- ✓ Baby Chair





## EXTRA SERVICE

- ✓ All Premium labeled beverages
- ✓ Bridge bar ( premium beverages)
- ✓ 24 hr Room service
- ✓ Internet access ( business center & rooms )
- ✓ Telephone
- ✓ Laundry
- ✓ Professional football pitches
- ✓ Water sports (closed in winter season)
- ✓ The tennis courts' lighting, equipment and lessons
- ✓ Game room (game land, Atari, electronic activities)
- ✓ Doctor service
- ✓ A 'la Carte restaurants (Reservation fee is **5 Euro** per person)

### The shops in the Hotel

- ✓ Rent a car
- ✓ Jewelry shop
- ✓ Mini Market
- ✓ Leather
- ✓ Boutique / Souvenir Shop
- ✓ Hairdresser
- ✓ Photographer
- ✓ Shoe & Leather Shop
- ✓ Glasses & Optic Shop

## SPA & WELLNESS

### Extra Spa treatments' are:

- ✓ Peeling and foam
- ✓ Massages:

Classic Massage

Ayurveda Massage

Medical Massage

India Head Massage

Sports Massage

Reflexology

Hot Stone Massage

Anti stress Massage

Thai Massage

Shiatsu Massage

Chocolate Massage

Sultan Massage

Bali Massage

Lymph Drainage

Aroma Therapy

- ✓ Slim Scalp & Stretch-Mark Treatments
- ✓ Special Facial & Body Care

### Free services in SPA center:

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





## ACTIVITIES AND SPORTS OPPORTUNITIES

- ✓ 4 Tennis courts (hard ground)
- ✓ Day-time activities
- ✓ Cinema
- ✓ 1 Basketball ground
- ✓ Darts, table tennis
- ✓ Aerobic, gymnastics, step
- ✓ Fitness center
- ✓ Indoor swimming pool (heated in winter)
- ✓ Animation and evening shows
- ✓ Backgammon, chess, cards
- ✓ Disco
- ✓ Deck chairs and mattress in the indoor and outdoor pools
- ✓ Beach volleyball
- ✓ Mini football
- ✓ Mini golf
- ✓ Archery and air-gun

## THE BEACH AND POOLS

Beach Condition	: Sandy
Beach length	: 150m
Beach width	: 60m
Pier length	: 54m
Pier width	: 4m-22m
Pier area	: 396 m <sup>2</sup>
Umbrellas, deckchairs	: Free of charge
Beach towels	: on arrival please apply for your towel card. In case of loss 10 euro will be charged for each card / towel.

Outdoor pool	: fresh water
Outdoor pool area	: 3500m <sup>2</sup>
Outdoor children's pool area	: 350m <sup>2</sup>
Pool with slides	: available/3 bands
Green slide's size	: length : 71m
Yellow slide's size	: length : 22.5m
Blue slide's size	: length : 61m
Children's pool slides	: available/2 bands
Children's pool slide's 1 size	: length : 9m
Children's pool slide's 2 size	: length : 2.50m
Indoor pool	: with heating/non-salted water
Indoor pool area	: 175m <sup>2</sup>
Indoor children's pool area	: 7m <sup>2</sup>

Outdoor pool depth	: 145cm
Outdoor children's pool depth:	45cm
Depth	: 125cm
Width : 70x100cm	Height : 9.2m
Width : 50x200cm	Height : 6.5m
Width : 80x140cm	Height : 6.5m
Depth : 85cm	
Width : 50x200cm	Height : 3m
Width : 60x70cm	Height : 3.40m
Indoor pool depth	: 145cm
Indoor children's pool depth:	45cm





## MEETING ROOMS

Hall Name	Floor	Theatre	Class	“U” Table	Cocktail	Round Table	Feast	Space (m2)	Height(m)	Length (m)	Width (m)
Main Hall	-1	1100	800	-	1200	650	1000	1200	4.8	55	22
Main Hall1	-1	350	250	-	500	200	400	550	4.8	21	26
Main Hall 2	-1	300	200	-	300	160	200	375	4.8	17	22
Main Hall 3	-1	200	150	-	250	140	180	300	4.8	16	19
Phaselis 1	Lobby	80	60	40	100	40	50	115	2.6	15	7.5
Phaselis 2	Lobby	40	24	15	30	20	20	60	2.6	8	7.5
Phaselis 3	Lobby	80	60	40	100	40	50	105	2.6	15	7
Game Hall	Lobby	80	40	40	75	30	50	160	2.6	16	10
Cinema Hall	Lobby	40	24	15	30	20	20	63	2.6	9	7
Foyer Main hall	-1	-	-	-	700	-	-	450	4.6	25	18
Foyer - Lobby	Lobby	-	-	-	250	-	-	260	4.5	26	10

Main Hall 1	Main Hall 2	Main Hall 3	Mobile Systems	Equipment	Portable Podium
1 fixed 4*5 m. White motorized screen	1 fixed 3*4 m. White motorized screen	1 fixed 2*3 m. White roll-front screen	2 portable 180*180cm stand white screen	3 wireless lapel microphones	Size: 1m * 1m
				3 wireless phantom podium microphones	Pieces : 70
1 fixed barco projection 5200 lumen	1 fixed barco projection 2500 lumen	1 fixed barco projection 1500 lumen	1 portable barco projection 2500 lumen	3 wireless hand microphones	Portable Dance floor
				3 table microphones	Size : 80cm * 80cm
1 fixed ceiling speakers + 16 channel sound mixer + 2 box speakers	Fixed ceiling speakers	Fixed ceiling speakers + 1 sound mixer + 2 box speakers	Portable sound mixer + 4 box speakers	5 hand microphones (cable connection)	Pieces : 60
				1 head-set microphone	
				2 CD player	





## FOOTBALL PITCHES

5 football fields are located within Miracle Resort Hotel. 2 of the football fields are located inside the hotel district and the rest 3 of the football fields are suited and located where only 5 km away from the hotel district.

### The Football pitches in the Hotel Area

Our Football Pitches are located in Hotel Area. (50 meters from the Main Building)  
All the needings (inc. Football packet) are presenting for the football teams in the Miracle Resort.

1. Pitch 105 m. x 68 m. professional football pitch (Lighting is available)
2. Pitch 100 m. x 50 m. professional football pitch (Lighting is available)
3. Pitch 30 m. x 50 m. for 'goal keepers' training pitch

### The Football pitches locates outer of the hotel (4,7 km from hotel)

Please find below included services and facilities for Football Pitches which are outer of the Miracle Resort Hotel district;

1 Service Building: Dressing Rooms (Including Bath and WC's), Doctor Clinic, Referee Room, Material Room, Car Parking Area, Café, Lodge, 300 person available to watch tribune around the pitches.

1. Pitch 105 m. x 68 m. professional football pitch (match pitch, with tribune, lighting is available)
2. Pitch 105 m. x 68 m. professional football pitch (lighting is available)
3. Pitch 105 m. x 68 m. professional football pitch (lighting is available)

### Other:

- ✓ *Except for the products, that have been forbidden for exportation or whose permission has been banned by the government.*
- ✓ *Premium Drinks are served at the Bridge Bar. All premium labeled beverages are extra charged.*

*The Hotel Management keeps the right to change brand and product when required.*

