

## FACT SHEET & CONCEPT

### ULTRA ALL INCLUSIVE

(valid from 01 April to 31 October)

<b>HOTEL NAME</b>	DOBEDAN EXCLUSIVE HOTEL & SPA (ex brand Alva Donna Exclusive Hotel & SPA)	<b>LANGUAGE</b>	TR, ENG, DE, RU
<b>CATEGORY</b>	5 Stars	<b>ACCEPT.CREDIT CARD</b>	Visa, Master Card, Cash (PayPass is not accepted)
<b>FOUNDATION YEAR</b>	2005	<b>VOLTAJ</b>	220 Volt
<b>LOCATION</b>	Belek – Boğazkent	<b>QUALITY DOCUMENTS</b>	ISO 9001:2015 - Quality Management System
<b>OPENING PERIODS</b>	All year around		ISO 22000:2018 - Food Safety Management System
<b>LAST RENOVATION</b>	2020 – Rooms in the main building, general area		ISO 10002:2018 - Guest Satisfaction Management System
<b>TOTAL AREA</b>	64.000 m2		ISO 14001:2018 – Environmental Management System; ISO 50001:2018 Energy Management System
<b>TOTAL ROOM</b>	724		Safe Tourism Certificate;
<b>NON SMOKING ROOM</b>	Available		Blue Flag; Green Star
<b>PETS</b>	Not allowed		3-th Sustainable Tourism Certificate
<b>DISABLED ROOM</b>	7	<b>COMPANY NAME</b>	Alva Emlak Otelcilik İnş. Tic. A.Ş.
<b>TOTAL CAPACITY</b>	1907 pax	<b>TAX OFFICE</b>	Serik
<b>FROM ANTALYA</b>	50 km	<b>TAX NUMBER</b>	068 096 08 56
<b>FROM AIRPORT</b>	40 km	<b>POSTAL ADDRESS</b>	Boğazkent Mah. Mimar Sinan Cad. No: 17 Serik/ Belek/Antalya
<b>FROM BEACH</b>	0 meter	<b>TELEPHONE / FAX</b>	90 242 731 00 25 / 731 00 91
<b>LENGTH OF BEACH</b>	300 meter	<b>E-MAIL</b>	info@dobedanhotels.com
<b>NEAREST HOSPITAL</b>	Private or State Hospital	<b>WEB SITE</b>	www.dobedanhotels.com
<b>FROM GOLF FIELD</b>	5 km	<b>SALES OFFICE</b>	sales@dobedanhotels.com
<b>NEAREST TOURISM CENTER</b>	BELEK - 7 km	<b>ON-LINE RESERVATIONS</b>	www.dobedanhotels.com

#### TRANSPORT INFORMATION:

- 1- Public transport - Minibus to Antalya & 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)

## ROOM FACILITIES

ROOM TYPE & INFORMATION	Total Room	m <sup>2</sup>	Max accom.	Direct sea view	Side sea view	Land view	Disabled Room	On request	Vip concept	Main building	Deluxe building
Standard Room Land View	226	27	3			✓	3			✓	
Standard Room Side Sea View	30	27	3		✓					✓	
Deluxe building standard room	130	27-30	2+1			✓	4				✓
Deluxe building standard single room	68	20-22	1+1			✓					✓
Quadruple standard room main building	57	30	3+1			✓				✓	
Deluxe building quadruple standard room	26	48	3+1			✓					✓
Family room	97	41	4			✓				✓	
Deluxe building family room	30	41	4			✓					✓
Family room bunk bed	21	41	3+2			✓				✓	
Superior family room	12	50	4		✓	✓		✓		✓	
Junior suite	4	48	2		✓	✓		✓	✓		✓
Deluxe one bedroom suite	4	60	2		✓	✓		✓	✓		✓
Executive suite	2	70-77	2		✓	✓		✓	✓		✓
Royal suite	12	100-125	4		✓	✓		✓	✓		✓
Sultan suite	3	81	4	✓	✓			✓	✓	✓	
Madonna suite	1	175	2	✓				✓	✓	✓	
Presidential suite	1	180	4	✓				✓	✓	✓	
<b>Grand Total</b>	<b>724</b>						<b>7</b>				

**\*\*All Deluxe building standard single rooms are located in 4-th blok of Deluxe building, have french bed only & extra bed is not used in this room type.**

ROOM FACILITIES & AMENITIES	Balcony	Laminat	French bed	Twin bed	Extra bed	Bunkbed	Connection door	Shower	Bathtub	Jacuzzi	Hair dryer	Telephone & TV	Music channels	Bathrobe, slippers	Hot drinks set up	Wi- Fi	Minibar&Safebox	Central A/C	Individual A/C	Living Room
Standard Room LV & SSV	✓	✓	✓	✓	✓			✓			✓	✓	✓	✓	✓	✓	✓	✓		
Deluxe building standard room	✓	✓	✓		✓			✓			✓	✓	✓	✓	✓	✓	✓	✓		
Deluxe building standard single room	✓	✓	✓					✓			✓	✓	✓	✓	✓	✓	✓	✓		
Quadruple standard room main building	✓	✓	✓	✓		✓		✓			✓	✓	✓	✓	✓	✓	✓	✓		
Deluxe building quadruple standard room	✓	✓	✓					✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		
Family room	✓	✓	✓	✓			✓	✓			✓	✓	✓	✓	✓	✓	✓	✓		
Deluxe building family room	✓	✓	✓	✓			✓	✓			✓	✓	✓	✓	✓	✓	✓	✓		
Family room bunk bed	✓	✓	✓	✓		✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓		
Superior family room	✓	✓	✓	✓			✓	✓			✓	✓	✓	✓	✓	✓	✓	✓		
Junior suite	✓	✓	✓					✓			✓	✓	✓	✓	✓	✓	✓	✓		✓
Deluxe one bedroom suite	✓	✓	✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
Executive suite	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
Royal suite	✓	✓	✓				✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		
Sultan suite	✓	✓	✓	✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
Madonna suite*	✓		✓					✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Presidential suite	✓		✓	✓			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

**\*\* Madonna Suite has epoxy floor; Presidential suite has carpet floor.**

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 m²	✓	✓	86 cm
Deluxe STD room	4	✓	✓	✓	✓	88 cm	142 cm	25-27 m²	✓	✓	86 cm

\*\* Handicap rooms are for sale only on the special request

### MINI BAR CONCEPT

✓	Soft drinks (Cola, diet Cola, Sprite, Fanta)	✓	Hot drinks set up (kettle, coffee, tea, herbal tea, milk powder, sugar)
✓	Water, mineral water	✓	Beer (bottled)
✓	Chocolate wafel bar	✓	Chips or cracker or similar
✓	Milk	✓	Juice

\*\* Mini bar is free of charge & replenished daily

### HOUSEKEEPING

Room cleaning	:	Daily
Towel changing	:	Daily
Bed clothes changing	:	3 times a week
Bathroom amenities set up filing	:	Daily

### BEACH

Distance to the beach from main building	:	150 Meters
Beach structure	:	Sand & pebbles , width 50 meters, Length 300 meters
Facilities (free of charge)	:	Sunbed, sunshade, beach towel, pier, zone +16 (only for adults)
Facilities (on charge)	:	VIP Pavillion
Food and drink	:	Pier bar, beach bar
Private child & baby beach	:	Sea water pool, sunshade, sunbed

- \*\* VIP pavillions are equipped with safe, mini bar, separate shower and sunbeds, max 4 pax are allowed .
- \*\* VIP pavillions are on charge & with pre-reservation
- \*\* Reservation is made by the guest relation department after the arrival. Pre-reservation before arrival is not available (except Suite rooms)
- \*\* Cost of the pavillion is dependent on the line (1-4) & are defined by the hotel management
- \*\* VIP pavillion can be used by 4 people maximum

## POOLS

POOLS	Size, m³	Depth.cm	Indoor	Outdoor	Section for kids	Heated*	Water slides	Sunbeds	Sunshade	Towel
Main outdoor pool	2850	140		✓		✓		✓	✓	✓
Pool with water slides for adults	380	110		✓		✓	5	✓	✓	✓
Mini club pool	80	35		✓	✓	✓	1	✓	✓	✓
Interactive kid's water slides pool	190	35		✓	✓	✓	7+3	✓	✓	✓
Outdoor SPA pool	560	140		✓				✓		✓
Indoor pool	250	140	✓			✓		✓		✓
Indoor kids pool	25	35	✓		✓	✓		✓		✓
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		✓				✓	✓	✓

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

## ACTIVITIES & ANIMATION

### FREE OF CHARGE

✓ Whole day entertainment	✓ Fitness center & Crossfit Saloon
✓ Evening shows & disco	✓ Zumba
✓ Live music	✓ Step aerobics
✓ Concert	✓ Dance aerobics
✓ Tennis court (hard surface)	✓ Functional training
✓ Tennis equipment (rackets, ball)	✓ Mobility & Flexibility
✓ Table tennis	✓ Yoga
✓ Basketball	✓ Pilates
✓ Beach volleyball	✓ Fly yoga
✓ Football	✓ Water polo
✓ Archery	✓ Aqua Gym
✓ Dart	✓ Aqua Bike

### ON CHARGE

✓ Tennis court lighting	✓ Billards
✓ Tennis lessons	✓ Game machines
✓ All water sports	✓ Bowling

## 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 at the beach for kids	✓	Baby cot (on request)
✓	Indoor kids pool	✓	Baby pot (on request)
✓	Cinema & movies	✓	Kids bathroom step stool (on request)
✓	Fruit bar (outdoor)	✓	High chair for babies (main restaurant)
✓	Baby carriage (upon the deposit & on the actual availability)		

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	✓
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					✓

\*\* Lounge A & Lounge B are available for the guests who are waiting for early check/in or late check/out  
 \*\* 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  
 \*\* Meeting rooms are on request & for extra charge



## FOOD & BEVERAGE CONCEPT

### MAIN RESTAURANTS TOTAL 1840 pax

Restaurant	Meal	Outdoor	Indoor& A/C	Kids menu	Diet menu	Days in the week	Service type	Working hours	Thema
* 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
* Deluxe restaurant 600 pax	Breakfast	✓	✓	✓	✓	7	Open buffet	07:00-10:00	International cuisine
	Late breakfast	✓	✓	✓	✓	7	Open buffet	10:00-11:00	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
	Midnight snack	✓	✓			7	Open buffet	21:30-06:00	International cuisine
	Kids lunch buffet		✓	✓		7	Open buffet	12:30-14:30	International cuisine
	Kids dinner buffet		✓	✓		7	Open buffet	18:30-21:00	International cuisine

- \*\* Sea shoes & sea clothes are not allowed in the main restaurants
- \*\* Dress code for dinner is obligatory
- \*\* Fresh orange juice at the breakfast in the main restaurants is free of charge

### A'LA CARTE RESTAURANTS TOTAL 160 pax \_ ON CHARGE

Restaurant	Capacity	Outdoor	Indoor& A/C	Days in week	Service type	Working hours	Thema
Italian restaurant	30 pax		✓	6	A'la carte	19:00-21:00	Italian cuisine
French restaurant	30 pax		✓	6	A'la carte	19:00-21:00	French cuisine
Fish restaurant	30 pax		✓	6	A'la carte	19:00-21:00	Fish
Steak House restaurant	30 pax		✓	6	A'la carte	19:00-21:00	Meat
Chinese restaurant	30 pax		✓	6	A'la carte	19:00-21:00	Chinese cuisine
Teppanyaki restaurant	10 pax		✓	6	A'la carte	19:00-21:00	Japanese cuisine

- \*\* A'la carte restaurants are on charge & with pre-reservation. Italian, French, Chinese, Fish a'la carte 15 EUR per person; Steak house 20 EUR per person; Teppanyaki a'la carte 35 EUR per person
- \*\* Reservation of a'la carte restaurants is made by the guest relation department after arrival. Pre-reservation before arrival is not available.
- \*\* Dress code for dinner is obligatory

### SNACK RESTAURANTS TOTAL 610 pax

Restaurant	Capacity	Outdoor	Indoor& A/C	Kids menu	Diet menu	Days in the week	Service type	Working hours	Thema
A'la Turca snack	250 pax	✓				7	Open buffet	12:30-18:00	Snacks, light meals
Dobedan snack**	240 pax	✓				7	A'la carte	12:00-15:45	Snacks
Deluxe snack**	120 pax	✓				7	A'la carte	15:00-17:30	Snacks, grill
Fruit bar	N/A	✓				7	Open buffet	11:00-16:00	Seasonal fruits

- \*\* Online order via QR code is available in the Dobedan snack & Deluxe snack

ICE CREAM SERVICE_ FREE OF CHARGE		
Location	Open hours	Type of ice cream
Panorama restaurant	12:30-14:30 18:30-21:00	Ice cream scoops (open buffet)
Deluxe restaurant	12:30-14:30 18:30-21:00	Ice cream scoops (open buffet)
Bella pool bar	11:00-16:00	Ice cream scoops (open buffet)
A'la Turca snack	12:30-18:00	Ice cream bars (self service)
Fruit bar	12:00-16:00	Ice cream scoops (open buffet)

OTHER MEAL SERVICES_FREE OF CHARGE					
Service	Location	Days in the week	Service type	Working hours	Thema
Doughnut	Bella bar	Every day	Open buffet	11:00-16:00	Sweet snack
Waffle	Bella bar	Every day	Open buffet	11:00-16:00	Sweet snack
Gözleme (Turkish flat breads)	Dobedan snack	Every day	Open buffet	11:00-16:00	Traditional Turkish cuisine
Gala dinner	Panorama restaurant Deluxe restaurant	Once a week	Open buffet	18:30-21:00	International cuisine
Theme dinner	Panorama restaurant Deluxe restaurant	Twice a week	Open buffet	18:30-21:00	Seafood, Turkish

**\*\* Room service 24 hours is on charge**

BARS & PATISseries						
Name	Outdoor	Indoor&	Days	Working hours	Theme	Location
Cinna bar	✓	✓	7	24 hours	Alcoholic & non-alcoholic beverages (After 24:00 only non-alcoholic beverages)	Main building
Deluxe lobby bar	✓	✓	7	24 hours	Alcoholic & non-alcoholic beverages	Deluxe building
French patisserie		✓	7	09:00-24:00	Coffee & hot drinks <b>**We Proudly Serve Starbucks® in the French Patisserie</b>	Main building
				11:00-22:00	Pastry	
Bella pool bar	✓		7	09:00-24:00	Alcoholic & non-alcoholic beverages	Main outdoor pool
Deluxe pool bar	✓		7	10:00-18:30	Alcoholic & non-alcoholic beverages	Deluxe outdoor pool
Dobedan bar	✓		7	24 hours	Alcoholic & non-alcoholic beverages <b>**We Proudly Serve Starbucks® in the Dobedan bar (09:00-18:00 every day)</b>	Arena
Beach bar	✓		7	10:00-18:00	Non-alcoholic beverages & Some alcoholic beverages (beer, wine and sparkling wine)	Beach
Pier Bar	✓		7	10:00-24:00	Alcoholic & non-alcoholic beverages	Beach
Dobedan disco bar		✓	7	23:30-01:00	Alcoholic & non-alcoholic beverages	Arena
Deluxe patisserie		✓	7	12:30-21:00	Coffee & hot drinks & Pastry	Deluxe building
Sports pub		✓	7	16:00-24:00	Alcoholic & non-alcoholic beverages	Main building

**\*\*** 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 Dobedan Hotels (included into the concept)**  
**\*\*** The sports pub is equipped with big screens for the latest sports games broadcastings

## CONCEPT FOR SPECIAL DAYS

### HONEYMOON CONCEPT

✓	Sparkling wine & fruit basket in the room on the arrival day	✓	Assorted nuts & Turkish sweets in the room on the arrival day
✓	Breakfast in the room one time	✓	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	✓	Chocolate sweets in the room on the arrival day

\*\* 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 2 days before arrival (original document is required on the reception during c/in).

\*\* 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. French, Chinese, 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 (original document is required).

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

### 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. French, Chinese, Italian or Fish restaurants are available for reservation. Pre-reservation of a'la carte restaurants is made by the guest relations department after arrival

## LOYALTY PROGRAM FOR REPEAT GUESTS

### CONCEPT FOR REPEAT GUESTS (2-4 STAYS)

✓	Fruit basket in the room on the arrival	✓	Wine in the room on the arrival
✓	Turkish sweets in the room on the arrival	✓	Welcome card

\*\* This package is valid free of charge for guests who have previously stayed at any Dobedan Hotels (ex brand Alva Donna Hotels) 1-3 times



**CONCEPT FOR CONSTANT GUESTS (5 STAYS & OVER)**

✓ Room upgrade (if possible according to the real availability)	✓ Assorted fruits & nuts in the room on the day of arrival
✓ Turkish sweets in the room on the arrival day	✓ Whiskey 35 cl, red wine 70 cl in the room on the arrival day
✓ Reservation for an a'la carte restaurant	✓ Fresh flowers in the room on the arrival day
✓ Beach bag with Dobedan hotels logo	✓ Welcome card

\*\* This package is valid free of charge for guests who have previously stayed at any Dobedan Hotels (ex brand Alva Donna Hotels) 4 times & more

\*\* A'la carte reservation is valid for one restaurant & once. French, Chinese, Italian or Fish restaurants are available for reservation. Pre-reservation of an 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 in ultra all inclusive concept	✓ Wi-Fi / The public area and in the rooms
✓ Sauna	✓ Library
✓ Parking lot	✓ Fitness center (+ 12)
✓ Turkish Bath	✓ Iron & ironing board (on request)

**ON CHARGE**

✓ All beverages which are not included into ultra all inclusive concept	✓ VIP pavillions on the beach
✓ A'la carte restaurants	✓ Shops
✓ All kinds of massage	✓ Beauty center & hairdresser
✓ Laundry	✓ Rent a car
✓ Room service	✓ Internet cafe
✓ Doctor	✓ Telephone
✓ Photographer	

**GENERAL INFORMATION**

✓ Check in time 14:00 _ check out time 12:00	✓ Your valuables please keep in the safe
✓ Early check in & late check out is paid service and can be provided only according to the room availability	✓ Guest relations office is open 08:00-24:00 every day (at the ground floor under the reception). Direct dial from the room: 7777 (Dobedan Assist)
✓ All guests are welcomed at the lobby (Turkish, English, Russian or German)	✓ Welcome treats at the lobby are served 09:00-24:00 every day (cookies, candy, apples, sparkling wine, juice or lemonade)
✓ Alcoholic beverages are not served for the guests who is under 18 years old	✓ Wheelchair is available at the reception for urgent situations.

**THE HOTEL MANAGEMENT CAN 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**