

## IDEAL PRIME BEACH OTEL FACTSHEET 2022

### OVERVIEW

#### Reception

Reception is at your service for 24 hours to respond to your requests in Turkish, English and Russian. You can reach Reception by dialing 9. If you requested room change from our hotel you should contact the reception on 10:00-14:00. Rooms cannot be guaranteed as they are dependent on availability. Cash machines (ATM) can be found directly opposite the Hotel. There is a taxi station to the left of the hotel.

#### Check-in and Check-Out

Check-in to our rooms begins at 14:00. Due to this reason, our guest has to make their check-out until 12:00. The guests who want to make check out later, may consult with Reception staff the day before for their check-out and may stay until 18:00 by paying the room charge.

#### Services & Prices

Laundry service (including ironing service) is available as an extra charge

Laundry bags and price lists are available in the room and also from Reception

Baby cots are free on request – please enquire at Reception

Photocopy facility is available as an extra charge – please enquire at Reception

#### Safe Deposit Box

You may use your room's safe deposit box free of charge. Our hotel does not take any responsibility or liability of lost property which is not in the safe deposit box. Please leave your safe deposit box door open before checking out. Do not leave your safe box key in the room.

#### Medical Assistance

A medical officer is available for first-aid cases at the hotel. Please contact the medical officer or reception in your need of a Doctor. Doctor call-outs, visits and treatments are charged as extra. Prescriptions written by the Doctor, also charged.

#### Pharmacy

You will be informed of the nearest pharmacy by the staff at Reception in your need. Local pharmacies are open between 09:00-20:00 and Monday to Saturday. On Sunday, there are Duty Pharmacies available. You may see the open Pharmacies info on every Pharmacy door. Please be aware that a pharmacy does not have any authorities to prescribe or to diagnose an illness due to law. We recommend you to buy medicine which is prescribed by doctor.

#### Internet Access

At Ideal Prime Beach,

Wireless Internet Connection "Wi-Fi" is free. You can connect internet in general areas of the hotel. You need to select IPHOTELS-WIFI connection in order to access the Internet. You need to enter your room number and last four digits of your passport or the last 4 digits of your ID serial number. Wi-Fi is available in general areas only.

#### Pool & Beach

The pools are open from 08:00-19:00. After this time they are cleaned and chlorinated each day.

Please do not use after 19:00

There are no lifeguards present-please check the depth markings around the pool edge before use

Supervise all children at all times around the pools – all babies must wear swim nappies\pant

All guests needs to wear proper swimwear.

Do not move or reserve sunbeds around the pool-towels are removed by guests doing so

Do not use the White Hotel towels for the pool or the beach

The Indoor Pool located in the Spa Centre is open 09.00-19.00 Monday-Sunday. All guests under 16 must be accompanied and supervised by an adult over the age of 18 years.

- |                    |               |                       |  |
|--------------------|---------------|-----------------------|--|
| • Outdoor pool (1) | 08:00 – 19:00 | • Water Slides        | During the day 11: 00-14: 00/15: 00-17: 00 |
| • Outdoor pool (2) | 08:00 – 19:00 | • Beach (private)     |  |
| • Indoor pool      | 09:00 – 19:00 | • Pool & Beach Towels |  |
| • Children pool    | 08:00 – 19:00 | • Sunbed & Parasol    |  |

## Restaurants

Ideal Prime Beach is an all-inclusive Hotel and food is available self-service buffet style except for the A La Carte. During breakfast and lunch time, there is no take-away service for our customers who will check-out before the scheduled restaurant hours or who will join tours/excursions.

The A La Carte Restaurants is open between Mid-May to September. Please contact Guest Relations to make your reservation as soon as possible.

We DO NOT provide Breakfast or Lunch boxes for early departure

Main Restaurant Capacity: limited to 750 people.

Snack Restaurant Capacity: limited to 250 people.

\*\*Our hotel does not prepare and serve a special food selection for allergics (gluten-free, lactose-free, vegan, vegetarian, etc.) Therefore the hotel cannot be held responsible for any complications that could arise.

\*\*Our hotel does not prepare and serve special food selection for babies or children

\*\* Due to Covid-19, dinner reservation is made. The reservation will be made by the receptionist at check-in. It is forbidden to enter the food and beverage areas without a mask.

\*\*Food Court & Open Food Stations may be closed due to heavy weather conditions

## A la Carte Restaurant

For A la Carte restaurants, you need to make a reservation from guest relations. (Guests staying for a minimum of 7 days can benefit from the a la carte restaurant free of charge once during their holiday.)

## Bars & Night Club

In accordance with current laws, alcohol is not served to our guests under the age of 18. The hotel is not responsible for guests under the age of 18 who consume alcohol and any problems that may occur.

## TV Information

At Ideal Prime Beach we have English, Russian, Dutch channels including Sports, News, Music, Cartoons and Movies. You can find channel list in your room info-kit.

## Market

Open 09.00-21.00

For all of your holiday essentials, phone cards, extra drinks and confectionary visit the Market located at Aqua Pool side

## Photographer

Professional photography service is provided in our hotel for a fee.

## ACTIVITIES (FREE)

### Daily activities

You can follow the daily activities from the animation information sign and see the place and time.

Collective activity on the ground is carried out in accordance with the rules of social distance.

## Fitness Center

Located within the Spa Centre,

Open Monday-Sunday 09.00-19.00. Guests under 12 are not permitted in Fitness Centre. Guests under 16 must be accompanied by a responsible adult aged 18 and above. Dress code for fitness Center (please wear proper shoes & clothing, bring your towel). Guests need to disinfect equipment after use. Please contact Spa Reception for disinfection chemical. There is not a professional trainer; all guests must use fitness equipment at their own risk

### Spa Centrer

Why not begin your holiday with a visit to the Spa Centre where our Professional therapists and masseurs are waiting for you to provide you with an all-round amazing pamper a relaxing massage to ease those tired muscles, de-stress from your flight and prepare you for your holiday. Open Monday-Sunday 09.00 - 20.00 Visit the Spa Centre Reception to discuss one or more of the 40 different health and beauty treatments and procedures and to book your appointment. No guests under 16 are allowed into the Spa unless accompanied by a responsible adult over 18 years

- Turkish Bath 10:00 – 17:00 Free with reservation
- Sauna 10:00 – 17:00 Free with reservation
- Indoor pool 09:00 – 19:00 Free with reservation
- Massage, scrub and other cures: Extra

### Facilities within the Spa

**Turkish Bath**-Experience the Traditional Turkish Bath given by the Professional Therapists with scrub and foam massage whilst relaxing on the marble slab. Entrance and self-treatments in Turkish bath is free, but foam massage, scrub and treatments from professionals are extra charge.

Guests under 16 must be accompanied by a responsible adult aged 18 and above

**Massage Rooms**-Experience one of the many massages (including Thai, Aromatherapy, Medical, Sports and Anti-Stress) given by the Professional Masseur in the relaxing surroundings of one of the Massage Rooms

**The Sauna**-Begin or end your day with a short relaxing session in the Sauna – All guests must wear swimsuits in the Sauna.

No guests under 16 are allowed into the Sauna unless accompanied by a responsible adult over 18 years

Guests under 12 are not permitted in Sauna

**\*\*It is not recommended for guests with health problems, those who have undergone previous surgery or have back problems to use massage or other therapy services. The hotel is not responsible for any problems that may arise.**

**Beauty Lounge**-Enjoy a facial or other beauty treatments in the Beauty Room where Certified Therapists offer the full range of treatments from cosmetics whilst using state of the art equipment

Enjoy the Spa Centre as single, in couples, groups of friends or as a family. The staff at the Spa Centre reception will help and advise you on your treatments, packages and also with pricing, you may be asked medical questions if necessary to assist the Therapists and Masseurs with your treatments

The Sauna is free of charge for all guests (between the hours of 10.00-17.00) however availability on places must be confirmed at the Spa Centre Reception

Entry into the Turkish bath for a self-administered scrub using own scrub mitts is free of charge however availability on places must be confirmed at the Spa Centre Reception

**ATTENTION:** SPA, photographer, doctor, hairdresser, market, jeweler and similar services are not related with the hotel administration. Therefore the hotel is not responsible for the price and quality of services that you may purchase with in the hotel.

### CONFERENCE HALL

- Capacity : limited to 250 people
- 2 Hall : .
- Equipment: Projection, label microphone, wireless microphone, flipchart

### Kids Club

You and your child\children are most welcome to join in all activities provided for them, you are responsible for them

Check out the Entertainment Board for days, times and locations of these free of charge activities.

There should be age restrictions depending on the activities for children.

### Local Transportation

You may use the local transportation (Dolmus) to visit the inner city and the local spots. Vehicles pass by the bus stop on the main road in every 15 minutes.

### Taxi

Receptionists will assist you in the need of a taxi.

### Attention

Please ask about your destination and the price with the taxi driver before the trip. Our hotel is not responsible for any problems that may arise between hotel guests and Taxi Company

### Travelife & Set-Up & Room Cleaning



Every day millions of gallons of water are used to wash towels that have been used only once- please help us make a difference in saving water and reducing the use of detergents in our environment.

A towel hanging up says 'I will use again', a towel on the bathroom floor says 'Please exchange'

**Thank you for your understanding...**

<b>Room cleaning</b>	: Daily
<b>Linen Change</b>	: Every 3 <sup>rd</sup> day
<b>Towel Change</b>	: Every 2 <sup>nd</sup> day & When required

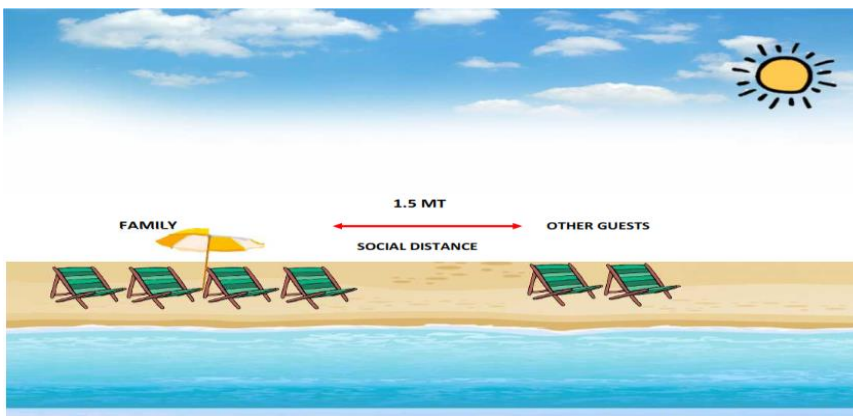
Mini-bars are restocked twice a week with water and juice. Dial '9' on telephone for Reception.  
Check-out time for all rooms is 12.00 (midday) unless a late-check-out has been arranged.

### Directory

You can access the general information about our hotel and the rules you need to follow in terms of Health & Safety from the directory information folder in the rooms.

### Covid-19

Due to Covid-19, we ask you to follow the rules of hygiene, mask and social distance. In the pool and beach area, sunbeds are 1.5 meters between them should be distance.



### Check-Out Day

All good things must come to an end so we wish to send you home stress free and rested. Please share your thoughts with us by completing the Guest Survey Form. Please leave your safe deposit box door open before leaving your room, give your room key-card to Reception, settle your bill and keep your luggage in the luggage room.

IP Hotels Management has the right to change any information, data and content featured above.

Intentional activation of the fire alarm or damage in your Hotel room will be charged to your Hotel bill and you will be removed from the hotel.

You may contact Reception, Guest Relations or your Travel Agency Representative with your feedback and concerns.

Your feedback is highly valuable for us. IP Hotels wish you a happy holiday.

### CONTACT US

<b>HOTEL NAME</b>	Ideal Prime Beach Hotel
<b>CLASS (Local)</b>	5*
<b>ADDRESS</b>	Cumhuriyet Bulvarı No 35 Siteler / Marmaris / Muğla /TURKEY
<b>TELEPHONE</b>	( + 90 ) 252 417 52 00
<b>WEB SITE</b>	<a href="http://www.iphotels.com.tr">www.iphotels.com.tr</a>
<b>E-MAIL</b>	<a href="mailto:contact@iphotels.com.tr">contact@iphotels.com.tr</a>

## INFORMATION TO PREVENT POSSIBLE ACCIDENTS AND DISEASES DURING THE TRIP AND THE HOLIDAY

Stomach disorder is the most common disease on trips especially overseas. Many environmental and physical changes may cause this problem. The most important thing to do is to avoid direct sunlight and keep hydrated.

Avoid fried and spicy foods. Our food menu consists of International food varieties, as we have guests from many different nations. Traditional Turkish cuisine may be spicy, hot, and oily...

Avoid direct sun light.

Use sun cream and protective clothes under the sun.

Do not swim excessively or sunbathe after alcohol consumption.

Alcohol consumption may dehydrate the body in hot weather so drink plenty of water.

Our hotel does not serve special food for guests with allergies and cannot be held responsible for any complications that arise due to your allergy.

Please wash your hands with soap and warm water after using restroom and before eating or handling food. Please disinfect your hands at the entrance of the restaurant with automatic disinfectant sprayer

Hand washing is the most effective way of reducing the spread of colds, influenza and other foodborne diseases.

In order to prevent gastrointestinal illnesses -such as Norovirus, which can be transmitted through personal contact – simply wash your hands with soap and warm water for minimum 30 seconds before eating or handling food. Symptoms of Norovirus include an upset stomach, vomiting and diarrhoea. If you have any symptoms of gastrointestinal illness, you must visit to the Hotels' Doctor Office and inform the Reception.

For Your Own Health ;

Please always use the clean plate and silverware to pick up the food from the buffet

Consuming raw or undercooked meats, seafood, shellfish, eggs, milk or poultry may increase your risk of foodborne illness, especially if you have certain medical conditions.

Do not consume if you aware that food is undercooked and please inform Kitchen or Restaurant Chef to change your food if you aware it is undercooked

Pay attention to your allergies and eat at your own risk, Please note that we do not provide a food allergen free environment

Pay attention if you have allergy to insects or bee sting, etc.

Our Hotel is in a natural environment so there may be pests around. We have a pest control system in the Hotel rooms and grounds, but please be aware that you are in a hot climate and there may be insects, bees, birds around due to natural surroundings even though pest control applications. Please keep your curtains closed and inform reception if you have seen any pest activity in or around your room, pesticide application will be done due to your request....

Pay attention to the floor in rainy weather. It may get slippery. Be careful while walking around the Hotel grounds and stairs.

Please wear proper shoes preventing falls, trips and slips. Please ensure your children is wearing proper shoes

Pay attention to the floor while wearing sandals. It may be slippery.

Running on the Hotel stairs is not recommended.

When it is wet, please do not run but walk slowly, carefully in the inside and outdoor areas.

Please close your sun umbrellas when it is windy

Adult pools are not safe for non-swimmers depth may change from 150cm-110cm

Do not swim out of the buoy lines in the sea

Do not swim if you have consumed alcoholic beverages

It is recommended to wear aqua socks & sea shoes before entering to the sea or pool

Do not swim under the pier

Sea water can be deep at once, not suitable for non-swimmers

Glassware is not safe around the pool area & playground. Please do not bring them to the pool & playground

Please read the warning signs around the pool area and obey the rules

Children should not be left alone in the Hotel without their parents' presence.

It is not safe to use the children play ground during night-times.

Parents are responsible for their children. Unaccompanied children cannot use the playground; please do not use the playground after 19:00pm.

Please read the mini club hours, do not leave your children at mini club unaccompanied, all children must be accompanied by their parents or responsible adults.

Please follow the Warning & Caution signs for your safety.

We are not responsible for treatments taken from Spa, Hairdresser, Shops.

All guests are at their own risk while using facilities. Please request an allergy test and inform if you have skin sensitivity, allergy to cosmetics, etc. we do not suggest these facilities if you have a rash on your skin or sensitive, irritated and damaged scalp, dermatitis.

Please call reception immediately if you aware any fault or damage in the room which needs to be repaired

#### **BALCONY SAFETY FOR YOU & YOUR CHILDREN**

Never leave children unsupervised on balconies.

Keep all balcony furniture away from balcony walls or railings so that children are not encouraged to climb up on them.

Do not leave any potential hazardous items on balconies including toys, buckets and spades etc.

Never lean over, sit or climb on balcony walls or railings

Do not try to pass items to someone on another balcony.

Never stand on balcony furniture.

Take extra care on balconies after drinking alcohol as your judgement may be affected.

Keep balcony door locked to run air conditioner

Access to the balcony is at your own risk. The Management is not responsible for incidents or accidents which may result from the use of balcony area