

# SAPHIR RESORT & SPA

## 2022 SUMMER – UAI FACT SHEET

<b>HOTEL NAME</b>	<b>SAPHIR RESORT &amp; SPA</b>		
<b>CLASS and TYPE</b>	5 STAR Hotel		
<b>ADRESS</b>	Okurcalar Mah. İlifos Cad. No:28 07400 Alanya – ANTALYA – TÜRKİYE		
<b>PHONE</b>	+90 242 510 53 00 (pbx)		
<b>FAX</b>	+90 242 510 53 01	+90 242 510 53 02 (Accounting)	
<b>COMMERCIAL TITLE</b>	SAF-TUR TURİZM TİCARET A.Ş.		
<b>TAX ADMINISTRATION</b>	FATİH		
<b>TAX NO</b>	736 006 5710		
<b>WEB SITE</b>	<a href="http://www.saphirhotels.com.tr">www.saphirhotels.com.tr</a>		
<b>E-MAIL</b>	<a href="mailto:resort@saphirhotels.com.tr">resort@saphirhotels.com.tr</a>		
<b>SALES AND MARKETING</b>			
<b>RESERVATION</b>			
<b>ACCOUNTANCY</b>			
<b>FRONT OFFICE</b>	<a href="mailto:resortonburo@saphirhotels.com.tr">resortonburo@saphirhotels.com.tr</a>		
<b>CONCEPT</b>	Ultra All Inclusive 24 Hours		
<b>OPENING YEAR</b>	2008		
<b>RENOVATION</b>	Every Winter Partially Renovation		
<b>TOURISM ENTERPRISE CERTIFICATE</b>	12.06.2009 – 11926 NO: 005410		
<b>AREA</b>	18.000 m <sup>2</sup>		
<b>NUMBER OF ROOMS</b>	333	<b>NUMBER OF BED</b>	694
<b>NUMBER OF DISABLED ROOMS</b>	3	<b>NUMBER OF BED</b>	6
	Indoor and outdoor general areas suitable for wheelchair use		
<b>BEACH</b>	150 m. Sand and Gravel		
<b>NUMBER OF ELEVATORS</b>	4		
<b>COMMUNICATION</b>	Taxi, Minibus and Bus		
<b>CAR PARK</b>	Open area for 7 vehicles		
<b>CREDIT CARDS</b>	Visa, Mastercard		
<b>LANGUAGES</b>	Turkish / English / German / Russian		
<b>PET</b>	Not allowed		
<b>INTERNET ACCESS</b>	Free Wi-fi Internet Access in Rooms and whole General Areas		
<b>HOTEL CHECK IN/CHECK OUT TIME</b>	Check in: 14:00, Check out: 12:00		
<b>VOLTAGE</b>	220 V		
<b>SHOPING CENTER</b>	500 m. – Okurcalar / 33 km – Alanya / 25 km - Manavgat		
<b>AIRPORT</b>	Antalya – 90 km, Gazipaşa 75 km.		
<b>HOSPITAL</b>	Manavgat – 25 km.		
<b>HISTORICAL PLACES</b>	Alanya Castle – 33 km, Aspendos – 65 km, Side – 27 km.		

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### ROOMS

Room Types	Total room	Handy-caped rooms	Max. Cap.	m <sup>2</sup> (room)	m <sup>2</sup> (with balcony)	In door	Ground	Sea or pool View	ROH Garden view	Tv in room	Number of room	Number & Type of Bathroom	Air condition
Standard Room	307	3	2+2 3+1	27 m <sup>2</sup>	30 m <sup>2</sup>	-	Carpet	155	152	1	1	1 Bath	Central
Family Room	17	-	2+2 3+1	35 m <sup>2</sup>	39 m <sup>2</sup>	1	Carpet	12	5	2	2	1 Bath	Central
Suite Room	6	-	3+1 4	43 m <sup>2</sup>	51 m <sup>2</sup>	1	Carpet	-	6	2	2	1 Bath	Central
Honeymoon Suite Room	3	-	2	33 m <sup>2</sup>	35 m <sup>2</sup>	-	Carpet	3	-	1	1	1 Bath	Central
<b>TOTAL</b>	<b>333</b>	<b>3</b>						<b>170</b>	<b>163</b>				

Balcony, card access system, mini-bar, electronic safe box (free of charge), Digital TV channels, telephone (in room and bathroom), hair dryer, kettle, tea and coffee set up, VRV central air conditioner system.



Standard Room



Honeymoon Suite Room



Family Room



Suite Room

ROOM SERVICE	ROOM CLEANING	LINEN CHANGE	TOWEL CHANGE	BEACH TOWEL CHANGE	ROOM SERVICE	MİNİBAR
EVERY SECOND DAY	-	√	-	-	-	-
EVERYDAY	√	-	√	√	-	√
EXTRA CHARGE	-	-	-	-	√	-
FREE	√	√	√	√	-	√
24 HOURS	-	-	-	-	√	-

MİNİBAR: Daily refilled with water, soft drinks beer, nuts or crips. Coffee and tea varieties are daily refreshed. Safe Deposit Box is free of charge.

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### FOOD & BEVERAGES

FOOD SERVICE	SERVICE TIME	PRESENTATION PLACE and FORM	CAPACITY		
			IN DOOR AREA	HALF IN DOOR AREA	OUT DOOR AREA
Early Breakfast	06:00 - 08:00	Main Restaurant - Open Buffet	700	-	300
Breakfast	08:00 - 10:00	Main Restaurant - Open Buffet	700	-	300
Late Breakfast	10:00 - 11:00	Main Restaurant - Open Buffet	700	-	300
Lunch	12:30 - 14:00	Main Restaurant - Open Buffet	700	-	300
Dinner	19:00 - 21:00	Main Restaurant - Open Buffet	700	-	300
Baby Food Buffet	06:00 - 23:00	Main Restaurant			
Beach Snack Bar	11:00 - 16:30	Beach Snack Bar - Ala Carte - Free			
Waffle	14:00 – 16:30	Self Service – Beach Snack			
Gözleme	10:00 – 16:30	Beach Snack Bar - Fix Menu - Free	-	-	√
Orange Bar	17:00 – 18:30	Sushi Selections – Sandwich - Free			
Pool Snack Bar	11:00 – 16:30	Snack Bar– Open Buffet-Free	-	-	√
Coffee & Cake	10:00 – 18:00	Snack Bar - Free	-	-	√
Snack Bar	11:00 – 16:00	Beach Snack Bar - Free	-	-	√
Ice cream **	14:00 – 16:00	Pool Bar – free	-	-	√
Night Soup	23:30 – 00:30	Snack Bar - free	√	-	-
Coffee – Cake - Cookies	24/7	Lobby Bar– Fix Menu - Free	-	-	-
Freshly squeezed fruit juices ***	07:00 – 00:00	Fix Menu – Extra Charge	-	-	-
Lobby Bar Patisserie Products	10:00 – 22:00	Lobby Bar - Free	-	-	-

**\*\*** Ice cream is served between 15.04 – 15.10.  
**\*\*\*** Freshly squeezed fruit juices are chargeable.  
 Detox and Gluten-free Breakfast in Main Restaurant.  
 Diet, Vegetarian and Gluten-free Buffet at Lunch and Dinner in the Main Restaurant.  
 Baby food, chair is provided free of charge in the Main Restaurant upon request.  
 Baby food, milk, yogurt with fruits, boiled vegetables are served in Baby Food Buffet.  
**Unit's places, operations and their timetable can be changed due to season- weather conditions.**

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A'LA CARTE RESTAURANTS	CONSEPT	SERVICE TIME	CAPACITY	
			IN DOOR AREA	OUT DOOR AREA
İtalian A'la Carte	İtalian cuisine	19:00 – 21:00	60	-
Ottoman A'la Carte	Turkish cuisine	19:00 – 21:00	60	-
Blue Fish Dining	Sea Food	19:00 – 21:00	60	-

All A'la Carte Restaurants serve between 01.05 – 15.10 . Minimum 1 day in advance reservation is required to use A'la Carte Restaurants. The use of any a la carte restaurant is free of charge 1 time for during accommodation. Second or more reservations are fee required. A'la Carte Restaurants serve 5 days a week. Depending on the season and weather conditions, served places and/or service hours may be changed by the management.

BEVERAGE SERVICE LOCATION	SERVICE HOURS	CONCEPT
Lobby Bar	<u>24 Hours</u> 08:00 – 23:00	Tea-Coffee, Soft Drinks, Local Alcohol Drinks Local-Import Alcoholic Drinks
Beach Bar	10:00 - 17:00 20:00 – 23:00	Ultra All Inclusive
Pool Bar	10:00 - 00:00	Ultra All Inclusive
Restaurant Bar	12:30 - 14:00 19:00 - 21:00	Ultra All Inclusive
Disco Bar	00:00 -02:00	Ultra All Inclusive
Orange Bar	<u>17:00 – 18:30</u> 00:00 – 08:00	Wine, Beer Soft Drinks Soft & Local Alcohol Drinks

- Drinks Included in the Concept: Some Imported Drinks, Some Local Alcoholic and Non-Alcoholic Drinks, Hot Drinks.
- Bottled beverages are not served at all bars within the facility.
- Freshly squeezed fruit juices are chargeable.

## POOLS

POOL NAME	OUT DOOR	IN DOOR	HEATED	SWEAT WATER	WATER SLIDES	DEEP cm	AREA m <sup>2</sup>	VOLUME m <sup>3</sup>	SERVICE TIME
OUT DOOR POOL	√	-	-	√	-	140	1500	1290	08:00 - 18:00
IN DOOR POOL	-	√	-	√	-	140	144	209	08:00 - 18:00
POOL WITH WATHER SLIDES	√	-	-	√	3	120	150	108	08:00 - 18:00
OUT DOOR CHILDREN POOL	√	-	-	√	-	40	60	28	08:00 - 18:00
IN DOOR CHILDREN POOL	-	√	-	√	-	40	28	15	08:00 - 18:00

Water Slides Working Hours: 10:00 – 12:30 / 13:30 – 16:30

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### MEETING HALLS

HALL NAME	FLOOR	AREA m <sup>2</sup>	CAPACITIES BY LAYOUT		
			THEATRE	CLASS	BANQUET
MEETING HALL-1	Lobby	56	40	25	20
MEETING HALL-2	Lobby	56	40	25	20
CONFERENCE HALL	-3	420	250	250	180
Standard Free Equipment: Microphone, Tribune, Projection Screen, Projection.					

## ACTIVITIES and SERVICES

SERVICES	EXTRA CHARGE	FREE	SERVICES	EXTRA CHARGE	FREE
Room Service	√		Minibar		√
Laundry / Ironing	√		Wi-fi Public Areas (Except Lobby)		√
Dry Cleaning / Tailor / Repair	√		Internet in Lobby	√	
Safe Box (in the room)		√	Internet Cafe	√	
Turkish Bath		√	Hairdresser	√	
Sauna		√	Market	√	
Spa Centre	√		Auto park		√
Beauty Centre	√		Photo Studio	√	
Steam Bath		√	Pergola		√
Massage, Pilling, Foam bath	√		Baby sitter	√	
Tennis – hard ground (daytime)		√	Baby carriage	√	
Tennis Equipment		√	Late Check out	√	
Tennis Lighting	√		Disco		√
Dart		√	Rent a Car	√	
Beach Volleyball		√	Football		√
Table Tennis		√	Doctor	√	
Basketball		√	Banana / Parachute activity at the Sea	√	
Fitness		√	Freshly Squeezed Juices	√	
Billiards	√		Beach Towel (with card)		√
Game Room	√		Sunbed / Umbrella		√
Reading Room		√	Water Sports	√	
Telephone / Fax	√		Luggage Wrap / Weighing	√	

### DAYTIME ANIMATION

Basketball, Beach Volleyball, Water Gymnastics, Mini Football, Mini Golf, Archery, Air Rifle, Zumba, Table Tennis, Step, Aerobics, Darts, Various Tournaments, Competitions, Pool Games.

### EVENING TIME ANIMATION

Certain days of the week, Live Music, Karaoke, Sketches, Theme Evenings, Disco, Special Shows, Guest Shows from outside with special shows.

### FOR BABIES

Upon request: Baby Bed, baby food, Highchair in the Restaurant are free of charge; The stroller and baby phone available for an extra fee.

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### FOR 4 – 10 YEARS KIDS

Mini Club Working Hours between 10:00 – 12:00 and 14:30 – 17:00 7 days per week. Free for age group 04 – 10. Painting, Various Games, Playground, Mini Disco. Babysitting services are available upon request for an extra fee.

### CONCEPT FOR HONEYMOONERS (FREE)

Room Decoration, Bathrobe, Slippers, Fruit Basket and Non-alcoholic Champagne to the Room. 1 free choice of dinner in A'la Carte Restaurant. Breakfast service to the room on a requested day for guests who accommodate in Honeymoon Suite Rooms.

\*\*For honeymooners, birthdays and wedding celebrations Small Cake served in restaurant or to room.

### IMPORTANT NOTES

- It is obligatory for the guests of the facility to wear the ARM BANDS provided at the entrance during all their holidays.
- Food and beverages are self-service in all presentation areas except A'la Carte Restaurants.
- Drinks served in glass, do not with bottle or cans.
- All services and operation hours depending on , pandemic period and weather conditions; may vary during the season, taking into account availability and the number of guests.
- **Our hotel is not responsible for all kinds of misinformation and misunderstanding.**

	AWARDS / CERTIFICATES
1	Blue Flag
2	Green Star
3	Holiday check Top Hotel 2012
4	Trip Advisor Certificate 2013
5	Coral Travel Starway Tourism Award – Top 100 2012
6	Coral Travel Starway Tourism Award – Top 100 World Best Hotel 2013
7	Zoover Highly Recommended 2013
8	Zoover Recommended 2014
9	Tripadvisor Sertificate 2014
10	Zoover Award Winner Bronze 2015
11	Hotels.com Award (Excellent) 2016
12	Holiday check Award 2016
13	Booking.com Guest Review Awards 2016
14	Tatilbudur.com Satisfaction Award 2016
15	Otelz.com Satisfaction Award 2016
16	Tui Top Quality 2017
17	Otelz.com Satisfaction Award 2017
18	Zoover Award Winner Gold 2017
19	Thomas Cook Sunny Heart Nominee Award 2017
20	Booking.com Guest Review Awards 2017
21	Tripadvisor Certificate of Excellence 2017
22	Coral Travel Starway Tourism Award 2017
23	Tatilbudur.com Satisfaction Award 2017
24	Otelpuan.com Award 2018
25	Hotels.com Guest Review Award 2018
26	Sunny Heart Eines Unserer Besten Hotels 2018
27	Travelmyth Top 10 Hotels in Honeymoon in Turkey 2019
28	Travelmyth Top 5 Hotels in Okurcalar 2019
29	Fischer Award 2019
30	Safe Tourism Certificate

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