

**Sunprime C-Lounge Beach & Spa Hotel, Alanya**

**Season: SUMMER 2023**

**Category: 5 stars**

**NO SMOKING HOTEL, STARTING FROM 2023 SUMMER.**

ALL INCLUSIVE CONCEPT / GUEST WELCOME & INFORMATION SHEET summer

**Lobby**

The reception is open 24 hrs.

Reception is called by dialling 9 for any assistance or question.

**Free WIFI is available after checking in at network “ Sunprime C-Lounge “ :**

<http://clounge.sunprime.net/>

**1<sup>st</sup> Step: Room number**

**2<sup>nd</sup> Step: Birth date**

**3<sup>rd</sup> Step: E Mail address**

**4<sup>th</sup> Step: Connected to the net.**

**Wi Fi Connection is available in the rooms and in the whole hotel area including the jetty and the beach.**

**Fire Safety**

There is a fire escape plan in each room, at the back of the door. For special assistance due to physical disability or in case of an emergency, the reception should be called by dialling 9.

**Safety Box**

All rooms are equipped with a safety boxes which are free of charge. Please note that the hotel cannot be held responsible for any items not kept in the safety box.

**The Hotel is Non-Smoking Hotel starting from Summer 2023**

**There are 4 smoking points at the hotel. Please check them at ” No Smoking Hotel Information” below.**

**Due to precautions of fire, water pipe is prohibited in all indoor and out door areas including the rooms, balconies, pool side, beach and the jetty.**

**The Restaurant Buffet**

Breakfast 07:00-10:30

Lunch 12:30-14:00

Dinner 19:00-21:00

Midnight soup 23:00-24:00

**The Restaurant**

Snack Menu by the pool 11:30-16:00

Coffee & Tea Time 10:00-22:00

(at the Patisserie)

Ice Cream ( Patisserie ) 13:00-17:00

Packaged Ice Cream and Ice Cream at the hotel market costs extra.

**A La Carte Restaurant 19 00 – 21 00 ( Except Sundays)**

**1 free dinner per guest is available by booking at least 2 days in advance at the reception or at the guest relations desk.**

**1 free dinner per guest is possible with a minimum of 7 days stay.**

A la Carte Restaurant is closed on each Sunday.

**Bar All Inclusive**

Lobby Bar 10:00-24:00

Pool Bar 10:00-24:00

Beach Bar 10:00-17:00 ( Serves water, coffee, soft drinks and beer only ) Ice cream at the beach costs extra.

All local alcoholic drinks are included in the All Inclusive system.

ALL FREE CATERING ITEMS ARE FREE FOR ONLY ALL INCLUSIVE BOOKINGS.

**Yeni Raki, all imported alcoholic drinks and cocktails made of these, all in bottle served drinks and fresh squeezed fruit juices cost extra.**

**Spa** (treatments costs extra) 09:00-18:00 Booking in advance at the spa reception is necessary.  
**Sauna and Turkish Bath** 11:00-12:00 Booking in advance at the spa reception is necessary.  
16:00-18:00

Spa, Turkish Bath and hairdresser should be booked in advance, even for free use.  
Making self peeling or scrubbing, applying face or body mask is not allowed in the sauna and steam room.

It is not allowed entering and using spa facilities naked.

**Hairdresser** (costs extra) 10:00-18:00 Booking in advance at the hairdresser is necessary.

**Hotel Market** (costs extra) 10:00-18:00

**Doctor** (costs extra) 10:00-18:00 ( 24 hours available by phone call )

**Laundry** ( costs extra )

All the hours above may be changed by the management.

## **Additional information**

All rooms are standard. The only difference is view from the balcony.

Location, size, utensils in the rooms and furnishings do not differ.

All room types in the hotel are the same and they are all in the same building, only the location and the view are different.

The hotel is a no smoker hotel starting from Summer 2023. Please check “ no smoker hotel information “ sheet below for further information.

Due to fire precautions, waterpipes are not allowed at the hotel, in the rooms, at the balconies, by the pool, at the beach or at the jetty or at any area of the hotel.

Playing private music via music box speakers are not allowed in through the hotel, by the pool side and at the beach or jetty.

For all outside facilities, season starting dates and season ending dates are completely dependant on the weather conditions, i.e; outside facilities can be closed earlier than planned or can be opened later than planned.

### **IMPORTANT:**

ONE BEACH TOWEL CARD IS GIVEN TO EACH GUEST UPON ARRIVAL AT THE RECEPTION.

BEACH TOWELS CAN BE TAKEN AND CHANGED AT THE SPA CENTER BY GIVING THE BEACH TOWEL CARD TO THE SPA CENTER.

ON THE DEPARTURE DAY, GUESTS CAN GIVE BACK THE BEACH TOWEL TO THE SPA RECEPTION AND TAKE BACK THEIR BEACH TOWEL CARD. THE RECEPTION WILL DEMAND BACK THE BEACH TOWEL CARD DURING THE CHECK OUT PROCEDURES.

IF THE CARD IS NOT RETURNED BACK TO THE RECEPTION IT WILL COST 20 EUROS PER LOST BEACH TOWEL CARD.

**GUESTS CAN CHANGE BEACH TOWELS AT THE SPA CENTER BETWEEN 09 30 - 18 00**

**OUTSIDE ACTIVITIES AND FACILITIES' OPENING DATES DEPEND ON THE WEATHER CONDITIONS.**

**THERE MAY BE UNAVAILABILITY OR**

**ABSENCE AT THE STARTING OR ENDING OF THE SEASONS SUCH AS; JETTY, OUTSIDE POOL, SUN BEDS OR UMBRELLAS OR TABLE TENNIS.**

**THE HOTEL CAN NOT BE HELD RESPONSIBLE OF THIS KIND OF UNAVAILABILITIES.**

# NO SMOKING HOTEL CONCEPT INFORMATION SHEET

As one of the requirements of the Sunprime Concept, Sunprime C-Lounge Hotel will start to operate as a non-smoking hotel in Summer 2023.

To avoid any problems regarding this with our future guests, we kindly request you to update our information in all media describing the Sunprime C-Lounge Hotel, such as your fact sheet, agency prospectus, catalogue, web page, online sales, etc.

The name briefly defined as "cigarettes" includes all tobacco products, chewing tobacco, all types of cigarettes, cigars, pipes or hookahs, and all electronic cigarettes.

Our Non-Smoking Hotel Description is as follows;

## **ROOMS:**

Smoking tobacco products, any kind of cigarettes, cigars, pipes or hookahs or electronic cigarettes or chewed tobacco will not be allowed in the guest rooms.

## **ROOM BALCONIES:**

Smoking tobacco products, any kind of cigarettes, cigars, pipes or hookahs or electronic cigarettes or chewed tobacco will not be allowed at the balconies of the guest rooms.

## **COMMON AREAS:**

Smoking tobacco products, any kind of cigarettes, cigars, pipes, or electronic cigarettes or chewed tobacco will not be allowed at the general areas EXCEPT the 4 Smoking Points specified below:

1- Smoking tobacco products, any kind of cigarettes, cigars, pipes or electronic cigarettes or chewed tobacco will be allowed at the point reserved by the outdoor area to the right of the hotel's main entrance door.

2- Smoking tobacco products, any kind of cigarettes, cigars, pipes or electronic cigarettes or chewed tobacco will be allowed at the point on the right side of the hotel patisserie, by the outdoor area facing the table tennis place

3- Smoking tobacco products, any kind of cigarettes, cigars, pipes or electronic cigarettes or chewed tobacco will be allowed at the point by the far end of the right wing, on the terrace of the hotel's main restaurant. There will be no seats nor chairs reserved for smokers in this area.

4- Smoking tobacco products, any kind of cigarettes, cigars, pipes or electronic cigarettes or chewed tobacco will be allowed on the private pier/jetty/deck and at the beach in front of our hotel.

**Please kindly note;** Due to Fire & Safety Precautions of our hotel, Hookahs/Water Pipes are not allowed at all in any area of the hotel nor at the beach/jetty.