



2019 -20 WINTER 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
Last Renovation	: April 2016
Concept	: Ultra All-Inclusive
The working period	: All year
Area	: 135.000 m ²
The closest city Centre	: Antalya Distance: 11 km
Airport	: Antalya airport Distance: 15 km
Location	: Sea shore
Total rooms/beds number	: 692 rooms / 1420 beds
Number of blocks	: main building
Number of floors	: 9 floors
Number of elevators	: 6 elevators
Payment	: Visa, MasterCard, Cash
Pets	: Pets are not accepted in our Premise
Languages spoken by staff	: Turkish, German, English, Russian, Dutch
Certificates	: Blue Flag ISO 9001: 2015 Quality Management System ISO 22000:2005 Food Safety Management System ISO 10002 : 2014 Quality Management System on Customer Satisfaction and complaints Management ISO 14001:2015 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 are between 28-34 m² and 70% of our standard rooms has a sea view. Standard rooms consist of 1 room with twin beds and / or a French bed. Except of Handicap Rooms, all our rooms are equipped with a shower. The rooms are suitable for 2+2 or 3+1 accommodation.

Disabled rooms:

The total amount of disabled rooms are **11**. The rooms in this category have been specially designed and have a Shower and ground decoration is laminate. These rooms are located on the ground floor of the hotel. Bed options are French or Twin sizes.

Connection rooms (Family rooms):

The total amount of connection rooms is **121**. 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 m²**. There is 1 bedroom, 1 living Room, a wide 100% sea view terrace, 2 bathrooms (WC bathtub and shower) are available. Maximum Accommodation capacity is 2+2 or 3+1.

General room features:

Our rooms are equipped with a carpet, balcony, shower, WC, hairdryer, direct telephone, mini bar, LCD 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. (Electric voltage 220V)

*Handicapped room's ground decoration has been build by Laminate.

* **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

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.
- ✓ Operation and service hours can be changed during the season.
- ✓ The Hotel Management when required, has the right to make changes in the beverage concept, free and extra charged activities & facilities.



**FOOD AND BEVERAGE SERVICE****FOOD SERVICE**

✓ Breakfast (open buffet)	TURKUAZ(Main Restaurant)	07.00-10.00
✓ Late Breakfast (open buffet)	TURKUAZ(Main Restaurant)	10.00-11.00
✓ Lunch (open buffet)	TURKUAZ(Main Restaurant)	12.00-14.00
✓ Fast Food	TURKUAZ(Main Restaurant)	15.00-16.30
✓ Dinner (open buffet)	TURKUAZ(Main Restaurant)	18.30-21.00
✓ Late snack (mini buffet)	TURKUAZ(Main Restaurant)	23.30-00.30
✓ Cookies	LOBBY Patisserie	16.30-17.30
✓ Room Service	Extra Charge	24 Hours

BEVERAGE SERVICES

✓ Lobby Bar	Specified local & import drinks within the concept	10.00-02.00
✓ Disco	Specified local & import drinks within the concept	23.30-02.00
✓ Vitamin bar	Concentrated Fruit Juices	10.00-19.00
✓ Bridge bar	All Beverages (extra charge)	18.30-23.30

Minibar contents:

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

Details:

- ✓ Theme buffets on certain days during the week.
- ✓ Diet Buffet.
- ✓ Ice cream service during lunch and dinner.
- ✓ Hot Bagel and Pastry Varieties during breakfast.
- ✓ Turkish Pizza (Pide) / Gözleme during lunch and dinner.
- ✓ Freshly squeezed fruit juices are extra charged.

A'la Carte Restaurant Services

- ✓ **MIRACOLO Restaurant**
- ✓ A'la Carte menu (**Italian cuisine**) 19.00-21.30
- ✓ specified local and import drinks within the concept

- ✓ **MEXICAN Restaurant**
- ✓ A'la Carte menu (**Mexican 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 **10 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. The last reservation for day is at 16:00. Guests should make their reservations at the Guest Relations desk and take their A'la carte ticket with them.
- ✓ Children under 6 years old are not accepted in the A'la carte restaurants.
- ✓ Restaurants are open for all days.
- ✓ Except for the products, that has been forbidden for exportation or whose permission has been banned by the government.
- ✓ The Hotel Management keeps the right to change brand and product when required.
- ✓ All premium labeled beverages are extra charged.

MINI CLUB

Working hours : 10.00 - 12.30 / 14.30 - 17.30

- ✓ **Mini Club (04 - 08 age)**
 - Face Painting
 - Cartoon Film (Mini Cinema)
 - Handwork - Hobby work
 - Painting Activity
 - Table games
- ✓ **Maxi Club (09 - 11 age)**
 - Maxi Bowling Game
 - Maxi Dart Game
 - Puzzle Game
 - Maxi Cinema
- ✓ Every Evening Mini Disco Activity
- ✓ Baby Chair in main restaurant
- ✓ Baby Sitter Service (with Reservation / Extra Charge)

EXTRA SERVICE

- ✓ All Premium labeled beverages
- ✓ Bridge bar (all beverages)
- ✓ 24 hr. Room service
- ✓ Telephone
- ✓ Laundry
- ✓ Professional football pitches
- ✓ Freshly squeezed fruit juices
- ✓ Shops & Stores
- ✓ Water sports (closed in winter season)
- ✓ The tennis courts' lighting, equipment and lessons
- ✓ Game room (Billiards, gameland, Atari, electronic activities)
- ✓ Doctor service
- ✓ A'la Carte restaurants (Reservation fee is 10 Euro per person)
- ✓ Baby Sitter Service (with Reservation / Extra Charge)





SPA & WELLNESS

Extra Spa treatments are:

- ✓ Peeling and foam
- ✓ Massages:
 - Classic Massage
 - Sports Massage
 - Thai Massage
 - Bali Massage
 - Ayurveda Massage
 - Reflexology
 - Shiatsu Massage
 - Lymph Drainage
 - Medical Massage
 - Hot Stone Massage
 - Aroma Therapy
 - India Head Massage
 - Anti stress Massage
 - Sultan Massage
- ✓ Slim Scalp & Stretch-Mark Treatments
- ✓ Facial & Body Care

Free services in SPA center:

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

ACTIVITIES AND SPORTS OPPORTUNITIES

- ✓ Day-time activities
- ✓ Television Saloon
- ✓ Darts, table tennis
- ✓ Aerobic, gymnastics, step
- ✓ Fitness center
- ✓ Indoor swimming pool (heated, separate section for children), Sunbed and mattress
- ✓ Animation and evening shows
- ✓ Backgammon, chess, Card games
- ✓ Disco
- ✓ Mini golf

*During the winter season, there is a sunbed service on the beach if the weather is suitable.

**On the beach; The sunbeds and umbrellas cannot be provided in the winter season due to adverse weather conditions.

***Pier is completely closed.

INTERNET ACCESS

- ✓ All locations in Hotel has free Wireless internet access.

INDOOR POOL

Indoor pool	: with heating/non-salted water	Indoor pool depth	: 145 cm
Indoor pool area	: 175 m2	Indoor children's pool depth	: 45 cm
Indoor children's pool area	: 7 m2		





MEETING ROOMS

Hall Name	Floor	Theatre	Class	"U" Table	Cocktail	Round Table	Feast	Space (m2)	Height(m)	Length (m)	Width (m)	Daylight
Olympos Hall	-1	1100	800	-	1200	650	1000	1200	4.8	55	22	-
Olympos 1	-1	350	250	-	500	200	400	550	4.8	21.2	26	-
Olympos 2	-1	300	200	-	300	160	200	375	4.8	16.4	22	-
Olympos 3	-1	200	150	-	250	140	180	300	4.8	16.2	19	-
Foyer Olympos	-1	-	-	-	700	-	-	450	4.6	25	18	-
Phaselis 1	Lobby	80	60	40	100	40	-	115	2.6	15	7.5	✓
Phaselis 2	Lobby	40	24	15	-	20	-	60	2.6	8.2	7.5	✓
Phaselis 3	Lobby	80	60	40	100	40	-	105	2.6	14.7	7.3	✓
Phaselis-4	Lobby	40	24	15	-	20	-	63	2.6	9	7	✓
Phaselis-5	Lobby	100	70	42	110	40	-	115	4.1	15.4	7.3	✓
TV Hall	Lobby	80	60	40	100	40	-	160	2.6	16	10.4	✓

Olympos 1	Olympos 2	Olympos 3	Phaselis-5
1 fixed 5*4 m. White Motorized Screen	1 fixed 4*3 m. White Motorized Screen	1 fixed 4*3 m. White Motorized Screen	Screen size 4*2,5 m
1 fixed Barco Projection 5200 lumen	1 fixed Barco Projection 2500 lumen	1 fixed Barco Projection 2500 lumen	1 fixed Barco Projection 4500 lumen
1 Fixed ceiling speakers + sound mixer + 2 box speakers	Fixed ceiling speakers + sound mixer + 2 box speakers	Fixed ceiling speakers + sound mixer + 2 box speakers	1 Fixed ceiling speakers

Mobile Systems	Equipment	Portable podium
2 Portable 180*180cm Stand White Screen	3 wireless lapel microphones	Size: 1m * 1m
	3 wireless phantom podium microphones	Pieces : 70
1 Portable Barco Projection 2000 lumen	3 wireless hand microphones	Portable Dance floor
1 Portable Barco Projection 1300 lumen	3 table microphones	Size : 80cm * 80cm
Portable sound mixer + 2 box speakers	5 hand microphones (cable connection)	Pieces : 60
	1 head-set microphone	Wireless internet access in the meeting rooms





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FOOTBALL PITCHES

	SIZE	IN HOTEL	MIRACLE SPORT COMPLEX (5 KM)	LIGHTING	GRANDSTAND
A	68 m X 105 m	X		X	
B	50 m X 100 m	X		X	
C	30 m X 50 m	X			
D	68 m X 105 m		X	X	X
E	68 m X 105 m		X	X	
F	68 m X 105 m		X	X	



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