


CLUB SUN HEAVEN FAMILY & SPA				
	Season	2024 Summer	Concept	Ultra All Inclusive
	Category	5*	Adress	Payallar mah, D-400 caddesi No. 22, Alanya
	Built	1996	City	Antalya – Türkiye
	Renew	2021	Phone	0090 242 545 44 44
	Area	22.000 m ²	E-mail	info@clubsunheaven.com
	General Manager	Muhterem Karsli	Room	389
	GIATA COD	4648	Bed	
	Concept Period	26.04.2024-31.10.2024	Guest Elevators	6
	Web Site		www.clubsunheaven.com	
	Distances			
Antalya Airport	110 km			
Gazipasha Airport	55 km			
Antalya City Center	105 km			
Alanya City Center	15 km			
Konakli City Center	2 km			
Time Center Mall	2 km			
Neva Outlet	2 km			
Summer Garden Club	2,5 km			
Transfer Types	VIP Transfer, Bus, Taksi			
Beach	Pebble-sandy, distance 50 mt, underpass			
Languages				
Turkish	German	English	Russian	
Credit Cards				
Visa	MasterCard	Eurocard	American Express	
Room Details				
Room Type	Size	Properties		Maximum Capacity
Standart Room	30 m ²	A: 3 Single Beds B: 1 French Bed + 1 Single Beds Tv (Satellite) Central Air Condition, Shower-WC, Hair Dryer, Phone at Room and Shower, Minibar (Water), Tea and Coffee Set Up, Safe (paid), Laminate Floor, Balcony		3 Adults + 1 Child
Family Room	60 m ²	A: 1 French Bed + 4 Single Beds B: 2 French Beds + 2 Single Beds Tv (Satellite) Central Air Condition, Shower-WC, Hair Dryer, Phone at Room and Shower, Minibar (Water), Tea and Coffee Set Up, Safe (paid), Laminate Floor, Balcony		6 Adults + 1 Child
F&B Service				
Food Service				
Restaurants	Activity	Service Type	Capacity	Open-Close
Main Restaurant	Breakfast	Open Buffet	500 (Indoor) – 350(Outdoor)	07:00-10:00
	Late Breakfast	Open Buffet	500 (Indoor) – 350(Outdoor)	10:00-10:30
	Lunch	Open Buffet	500 (Indoor) – 350(Outdoor)	12:30-14:00
	Children's Buffet	Open Buffet	80 (Indoor)	12:30-14:00/19:00-21:00
	Dinner	Open Buffet	500 (Indoor) – 350(Outdoor)	19:00-21:00
	Late Soup	Open Buffet	500 (Indoor) – 350(Outdoor)	23:00-02:00
A'LA CARTE	Osmanish Kuzine	7 nights and more 1 free	80 (Indoor)	19:30-21:00
Garden Fast food	F&B Service	Snack Bar (Self Service)		11:00-16:00
Ice-Cream	Open ice-cream	Beach		14:00-16:00
Gozleme		Beach		11:00-16:00
Tea break	Tea & Cookies	Garden fast food (Self Service)		16:00-17:00

Bars			
Benjamin Cafe	Soft and hot local drinks, beer, wine, UAI		09:00-00:00
Servis Bar	Soft and hot local drinks, beer, wine, UAI		Lunch and dinner time
Pool Bar	Soft & hot local alcoholic and non-alcoholic drinks, UAI		10:30 – 02:00
Beach Bar	Soft local drinks, beer, UAI		09:30-17:30
Disco Bar	Soft local alcoholic and non-alcoholic drinks, UAI; Import&bottled drinks (paid)		23:30-02:00
Minibar			
Daily filled water			
Entertainment & Sport & Health			
Free	Daytime Animation, Aerobik, Table Tennis, Bocca, Dart, Fitness, Evening Shows		
Paid	Water Sports, Doctor's Office, Game Room		
Pools & Water Slides			
	Capacity	Depth	Heating
Outdoor Swimming Pool 1	300 m ²	140 cm	
Outdoor Swimming Pool 2	280 m ²	140 cm	
Outdoor Kids Pool	250 m ²	50 cm	
Indoor Pool	50 m ²	140 cm	
1 Adult Water Slide			10:00-12:00; 15:00-17:00
1 (5 octopus tentacles)			10:00-12:00; 15:00-17:00
Mini Club			
	Details		UAI
4 –12 Years old	Indoor and outdoor kids club, games, mini video, mini-disco, educational workshops (cookie day, face painting)		X
Conference Halls			
	Capacity	Classroom (pax)	
Conference Hall 1	200 m ²	120	Speakers, Jack and Cables, Adjustable hall lighting, Projection Screens, Multi plugs
Conference Hall 2	100 m ²	80	
Spa & Wellness			
Opening: 08.00 – Closing: 18.00			
Free			
Relaxation Area	Indoor Pool	Beach towels (Deposit)	
Paid			
Turkish Bath (Hamam), Steam Room, Sauna, Jacuzzi, Massage and Turkish Bath Services, Face & Body Care and all Spa & Wellness Services			
Honeymoon Concept			
Special Room Decoration			
Fruit Basket			
Other Services			
Free	Ironing room, Beach towels (deposit), Gym, Baby cot, High baby chair, microwave, blender, Baby bottle sterilizer in the main restaurant, Change of bed linen and bath towels, Housekeeping, Tea and coffee set, Water in the minibar, Mattresses, Umbrellas and sun loungers, Wheelchair, Children's potty		
Paid	Wi-Fi throughout the hotel, Safe in the rooms, All Imported and bottled drinks, Turkish coffee, Freshly squeezed fruit juices, Baby stroller, Cake order, Laundry service, SPA services, Organization of special events, Change of beach towels, Hookah, Hairdresser, Shops, Car rental, Airport transfer, Taxi		
General Principles			
<p>All-inclusive guests can only use the food and beverage service for themselves.</p> <p>The all inclusive concept starts at 14:00 on the check-in day and ends at 12:00 on the check-out day.</p> <p>In our hotel, there is an armband application for our guests to benefit from the services offered and for their safety. Charged in case of loss.</p> <p>The time to c/out is 12:00. During the c/out process, the room key, guest armband and towel card must be returned to the reception.</p> <p>Late check out (Late c/out) and Early check in (Early c/in) are fee required with possibility.</p> <p>Rooms are cleaned daily, towels and textiles are changed every 3 days.</p> <p>It is prohibited to take white towels out of the room.</p> <p>Foods requested outside the buffet, A la Carte restaurants, premium, boxed and special drinks are offered for a fee</p> <p>In case the food and beverages offered in the facility are brought to the rooms, they will be charged extra to guest's account.</p> <p>Safe boxes in the room for your valuables are at your service as charged. Our facility is not responsible for your lost items.</p> <p>All tools and equipment that may pose a fire hazard in the rooms, such as hookahs, prohibited at our facility.</p> <p>The beach is opened for use according to the weather conditions.</p> <p>Snack Bars can be changed or canceled by the hotel management depending on the season and product supply.</p> <p>Due to local law, alcoholic beverages are not served to guests under the age of 18.</p> <p>The hotel management reserves the right not to serve alcohol to guests who may harm themselves and their surroundings after a certain amount of alcohol consumption.</p> <p>Parental accompaniment is obligatory in the use of the pool and activity areas.</p> <p>Animation programs and all other activities; It may change or be canceled depending on weather conditions, season and physical factors.</p> <p>The health problems of our guests who use the Gym are their own responsibility.</p> <p>Smoking is prohibited indoors (Rooms, Lobby, Restaurant, etc.) in accordance with local laws. Otherwise, they are subject to financial sanctions determined by local authorities.</p> <p>It is not allowed for the guests to listen to loud music with portable devices in the rooms and in the open area.</p> <p>The services of private businesses within the facility do not belong to the hotel and are not the responsibility of the hotel management.</p> <p>In our facility, pest control and spraying studies are carried out regularly in accordance with international quality norms.</p> <p>Pets are not allowed in our facility.</p> <p>Our hotel has been designed for our "SPECIAL" guests to stay unhindered.</p> <p>Fixed Voltage of our hotel is 220V</p>			