

GENERAL INFORMATION

Hotel Name	: Miracle Resort Hotel
Address	: Güzeloba Mah. Yaşar Sobutay Bulvarı No:34 Muratpaşa / ANTALYA
Telephone	: +90 242-352 2121
Mail address	: info@miraclehotel.com
Web page	: www.miraclehotel.com
Year of opening	: April 2005
Renovation	: 2016 Rooms - 2021 Snacks&Bars, Children Pool&Slide - 2022 Main Restaurant - 2023 Lobby, Spa Center and Fitness Center, Adult slides
Concept	: Ultra All-Inclusive
The working period	: All year
Area	: 135.000 m ²
Walking track	: 1500 Meter
The closest city center	: Antalya Distance: 11 km
Airport	: Antalya Distance: 15 km
Location	: Sea shore
Total rooms/beds number	: 691 rooms / 1420 beds
Number of blocks	: Main building
Number of floors	: 9 floors
Number of elevators	: 6
Payment methods	: Visa, MasterCard, Cash
Pets	: Pets are not accepted in our Premise
Autopark area	: Free of charge, outdoor area
Internet	: Free Wi-Fi acces in all areas
Language spoken by staff	: Turkish, German, English, Dutch, Russian, Persian, French
Certificates	: Blue Flag ISO 9001: 2015 Quality Management System - ISO 22000:2018 Food Safety Management System - ISO 10002:2018 Quality Management System on Customer Satisfaction and Complaint Management - ISO 14001:2015 Environmental Management System - ISO 45001:2018 Occupational Health and Safety System - ISO 22483 Tourism and Related Services - Hotels - Service Requirements Travelife Gold Award – Sustainability in Tourism Safe Tourism Certificate



MIRACLE Resort Hotel

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ROOMS

Standard rooms:

There are **424** standard rooms in our establishment. The room measurements vary between 28-34 m² and 70% of our standard rooms have side sea view. Standard rooms are fitted with one French bed and one single bed or only with one Kingsize Bed. All our rooms are equipped with a walk-in-shower. The rooms are suitable for accommodation of 2+2 or 3+1.

Disabled rooms:

The total amount of disabled rooms is **11**. The rooms in this category have been specially designed and have a Shower. These rooms are located on the ground floor of the hotel.

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.

Suites:

In the suite room category there are **14** rooms. There is 1 bedroom, 1 living room, a wide 100% sea view terrace which is **55** m². Total room size is **130** m². 2 bathrooms WC, 1 bathtub and 1 shower are available. Maximum Accommodation capacity is 2+2 or 3+1.

General room features:

Our rooms are equipped with carpet, balcony, walk-in-shower, WC, hairdryer, direct-dial telephone, mini bar, TV (satellite), safe box (electronic safe), centralized air conditioning. The working hours of the air conditioning are regulated by the hotel management according to the weather conditions. 220 Volt

*** In accordance with legislation number 4207 on the "prevention and control of the harm caused by tobacco products", it is prohibited to smoke cigarettes (water pipe, cigar, a.s.) in all rooms and in closed and covered areas of the hotel as well.**

Safe box : Free of charge in the room and at the reception

Baby cot : Available

Change of beds sheets : Once in 2 days

Change of towels : Daily

The rooms cleaning : Daily

Mini bar's refill : Daily

Bathroom Amenities : Daily

MINI BAR CONTENT:

- Coca Cola – Coca Cola Light – Sprite – Fanta – Sparkling Water – Water – Tetrapak Fruit Juice – Efes Pilsen Beer – Chocolate Wafer – Salted Peanuts – Pretzel
- During your stay, your mini bar will be filled up once daily. (Between 09.00-17.00 hr.)

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 08:00-02:00 o'clock.
- Alcohol drinks will not be served to the guests under 18 years old.
- The Hotel Management has the right to change opening/closing dates operation hours or close down outdoor units & departments due to weather conditions. When required the management has the right to make changes in the free and extra charged activities & facilities.
- Premium Drinks are served at the Bridge Bar. All premium labeled beverages are extra charged.

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FOOD AND BEVERAGE SERVICE

RESTAURANTS

TURKUAZ MAIN RESTAURANT

Total Restaurant Size	4250 m ²
Indoor total pax	1200
Terrace Area total pax	400 / (200 pax area is allowed for smoking.)
Smoking area is on the A block side.	

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)	12.30–14.30
Dinner (open buffet)	TURKUAZ(Main Restaurant)	19.00–21.30
Midnight snack (open buffet)	TURKUAZ(Main Restaurant)	24.00–06.00

SNACK A'LA CARTE RESTAURANTS

Mantı & Pide	Pide House (Anatolia Restaurant)	12.00–15.00
Döner	Döner House (Lagos Restaurant)	12.30–14.30

SNACK RESTAURANTS

Alacati Ice Cream	Bars & Snacks	12.00–18.00
Burger House	Bars & Snacks	12.00–17.00
Pizzeria	Bars & Snacks	12.00–16.00
Mr. Kumpir	Bars & Snacks	12.00–16.00
Grill Meatball	Anatolia Restoran	16.00–18.00
Gozleme	Garden area	12.00–16.00
Fruit Service	Beach Bar	15.00–17.00
Cookies/Tea Hour	Lobby Bar	17.00–18.00

A'LA CARTE RESTAURANTS

Miracle Taco Restaurant (Mexican Cuisine)	Main Building	12 months
Miracolo Restaurant (Italian Cuisine)	Main Building	12 months
Anatolia Restaurant (Turkish Cuisine)	Anatolia Restaurant	opening 01 st May
Lagos Restaurant (Fish, Mediterranean Seafood Cuisine)	Lagos Restaurant	opening 01 st May

Reservations can be made from the guest relations department between 09:30 and 15:00.

Reservation fee per person 20 €

Service hours are 19:00 – 21:30

Restaurants operate 7 days a week. Hotel Management determines which days the restaurant will be closed.

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BARS

Lobby Bar	Main Building	08.00–02.00
Chill Vibes	Bars & Snacks	10.00–23.30
Beer Pub	Bars & Snacks	10.00–23.30
Beach Bar	Outdoor	10.00–18.00
Disko	Outdoor	23.30–02.00
Bridge Bar	Main Building	18.30–23.30
Drink Point	Outdoor	10.00–18.00

EXTRA SERVICES

- Premium labeled beverages & fresh fruit juices
- Bridge bar
- Room Service (24 hours)
- Telephone
- Laundry
- Professional football fields
- Meeting rooms & equipments
- Diving Center / Water sports
- The tennis courts' lighting, equipment
- Game center
- Health Care Service
- A'la Carte Restaurants
- Baby sitting
- Spa center (Massage & Body treatments)
- Wedding & Banquet area organizations
- Pavilion
- PlayStation Game console
- Baby Cam

THE SHOPS IN THE HOTEL

- Silver & Jewelry Shop
- Market
- Boutique
- Hairdresser
- Photographer
- Leather Shop
- Glasses & Optic Shop

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SPA & WELLNESS

EXTRA SPA TREATMENTS

- Peeling and foam
- Slim Scalp & Stretch-mark treatments
- Special Facial & Body Care

FREE SERVICES IN SPA CENTER

- Turkish Bath (Hamam)
- Sauna
- Steam Bath



MINI CLUB

Working hours: 10.00-12.00 / 14.30-17.00 / mini disco 20:45

- **Mini Club** : 04–08 age
- **Junior Club** : 09–11 age
- **Teenage Club** : 12–16 age

- Face painting
- Table games
- Handwork – Hobby work
- Puzzle games
- Cartoon – Cinema

- Junior Bowling, Dart
- Mini Train Tour
- Juggler
- Evening dance & shows on some weekdays

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BEACH AND POOLS

BEACH AREA	: 9000 m ² grass and sand/pebbles
Beach condition	: Sandy, pebbles
Beach length	: 150m
Beach width	: 60m
Pier length	: 54m
Pier width	: 4m-22m
Pier area	: 396 m ²
Umbrellas, deckchairs	: Free of charge
Beach towels	: In case of towel card loss, 10 euro will be charged

POOLS

Outdoor pool	: fresh water	area : 3500m ²	depth :145cm
Outdoor children's pool	: fresh water	area : 350m ²	depth :45cm
Handicapped pool(Special lift)	: fresh water	area : 158m ²	depth :145cm
Three slides adults pool	: fresh water	area : 110m ²	depth : 125cm
Multi Slide (3 bands)	: length : 22,32m	width : 78cmx55cm	height : 7.74m
Body Slide	: length : 61.36m	width : 101 cmx71cm	height : 7.74m
Tunnel Frefall	: length : 22,08m	width : 82cm	height : 7.74m
Black Hole Space Rocket / Water tube	: length : 104,73m	width : 140cm	height : 10.98m
Black Hole Rafting Slide / Water tube	: length : 107,26m	width : 80 cmx140cm	height : 10.98m
Two slides children pool	: fresh water	area : 50m ²	depth : 80cm
Children pool slide 1	: length : 9m	width : 50x200cm	height: 3m
Children pool slide 2	: length : 2.50m	width : 60x70cm	height: 3.40m
Candy World kids slide and pool	: fresh water	area : 291 m ²	depth : 45cm
Pink slide	: length: 10m	width : 65cm	height :2.1m
Yellow slide	: length: 8m	width : 65cm	height : 2.1m
White slide	: length: 4.5m	width : 70cm	height : 2.1m
Candy World kids water toys			
Outdoor children pool area	: 160 m ²		
Outdoor paddling pool depth	: 10cm		
Floor features	: Non-slip, tartan floor		
Canopy Children pool	: 70 m ²	depth : 45cm	
Shade area	: 220 m ²		
Indoor pool	: fresh water		
Indoor pool area	: 175m ²	Indoor pool depth	: 145cm
Indoor children pool area	: 7m ²	Indoor children pool depth	: 45cm

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ACTIVITIES AND SPORTS

- 4 Tennis courts (hard ground)
- Day-time activities and evening shows
- Day-time themed parties
- 1 Basketball ground
- Dart
- Table tennis
- Fitness center
- Indoor swimming pool
- Live Music
- Backgammon, chess, cards
- Disco
- Beach volleyball
- Mini golf
- Mini football
- Gymnastics, Zumba, Yoga, Boccia, Pilates, Water Gym, Pool game
- Archery
- Airgun

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