



PICCOLO DREAM HOTEL FACTSHEET -ADULT ONLY 2023

OVERVIEW

Reception

Reception is at your service for 24 hours to respond to your requests in Turkish and English. You can reach Reception by dialing 9. If you request a room change from our hotel you should contact the reception between 10:00-14:00. Rooms cannot be guaranteed as they are dependent on availability.

Check-in and Check-Out

Check-in to our rooms begins at 14:00. Due to this reason, our guests have to make their check-out at 12:00. The guests who want to make a late check out, may consult with Reception staff the day before of their departure and may stay until 18:00 by paying the room charge. **LATE CHECK OUT IS AVAILABLE ON REQUEST AND SUBJECT TO AVAILABILITY**

Services & Prices

Laundry service is available as an extra charge

Laundry bags and price lists are available in the room and also from Reception

Late Check out is available as an extra charge

Iron is available as an extra charge

Pay TV is available as an extra charge

Safe Deposit Box

You may use your room's safe deposit box free of charge. Our hotel does not take any responsibility or liability of lost property which is not in the safe deposit box. Please leave your safe deposit box door open before checking out. Do not leave your safe box key in the room.

Medical Assistance

A medical officer is available for first-aid cases at the hotel. Please contact the medical officer or reception if you have need of a Doctor. Doctor call-outs, visits and treatments are charged as extra. Prescriptions written by the Doctor, also charged.

Pharmacy

You will be informed of the nearest pharmacy by the staff at Reception in your need. Local pharmacies are open between 09:00-20:00 and Monday to Saturday. On Sunday, there are Duty Pharmacies available. You may see the open Pharmacies info on every Pharmacy door. Please be aware that a pharmacy does not have any authority to prescribe or to diagnose an illness due to law. We recommend that you buy medicine which is prescribed by the doctor.

Internet Access

Wireless Internet Connection "WI-FI" is free. You can connect to the internet in general areas of the hotel. Wi-Fi is available in general areas only. You can get information about the internet password from the reception.

Pool

The pools are open from 08:00-19:00. After this time they are cleaned and chlorinated each day. Please do not use after 19:00 Please be aware of the depth warnings at the pool side.

Please do not use your white towels from your room at the pool and the beach.

Hotel does not have private beach, guests may use public beach

In case of faeces or vomiting in the pool, the pool is closed for 2 hours for cleaning due to the health and hygiene procedures. For this reason, the hotel cannot be held responsible for closed pools.

All guests must follow the instructions around the hotel and obey rules & regulations written on the warning notices inside hotel grounds

- Outdoor pool : 08:00 – 19:00
- Slide pool: 2 hours during the day
- Sunbed
- Parasol

TV Information

At Piccolo Dream Hotel we have channels in different languages.

Restaurants

Piccolo Dream Hotel is an all-inclusive Hotel and food is available self-service buffet.

During breakfast and lunch time, there is no take-away service for our customers who will check-out before the scheduled restaurant hours or who will join tours\excursions.

We DO NOT provide Breakfast or Lunch boxes for early departure

**Food Production is made from only one kitchen in our hotel. We do not have an allergen-free kitchen. For this reason, we cannot prepare and service special food selections for allergy sufferers (gluten-free, lactose-free, vegan, vegetarian, etc.). Therefore, the hotel cannot be held responsible for any complications that may occur.

Bars

Guests under 18 are not permitted alcohol according to the Turkish Law & Hotel does not take any responsibility for consuming alcohol of aged under 18 or occurred injuries due to alcohol consumption.

3rd: 3rd party Business**Photographer (3rd)**

Professional photography service is provided in our hotel for a fee.

Mini Fitness Center/ Spa/ Turkish Bath/ Beauty Lounge

Located within the Spa Center

- Turkish Bath 11:00 – 16:00
- Sauna 11:00 – 16:00
- Fitness Center 09:00 -- 17:00 No professional trainer, all guests must use the equipment's at their own risk
- Massage, scrub and other cures (3rd) : Extra

**It is not recommended for guests with health problems, those who have undergone previous surgery or have back problems to use massage or other therapy services. The hotel is not responsible for any problems that may arise.

Entry into the Turkish bath and sauna is free of charge however availability on places must be confirmed at the Spa Centre Reception

Activities (FREE)

Please contact with reception.

ATTENTION: SPA, photographer, doctor, and similar services are not related with the hotel administration. Therefore the hotel is not responsible for the price and quality of services that you may purchase with in the hotel.

Police Procedure

In the Hotel, it has no legal responsibility with respect to any disputes that may arise between the guests. The guests may, if they desire, personally apply to the police stations or prosecutor's office and take legal action to complain about guest(s) because of a matter in dispute. And if the guest behaves in an intemperant way, acts violently and insults another guest in the hotel, etc., the hotel may notify the agency and call the police and make a complaint. The hotel reserves its right to request the agency to remove the guest who cause nuisance up at the hotel. Events and accidents are recorded in the facility and information is given to the related agencies. CCTV images about the events and accidents are not given or shown to any 3rd Parties because of the Personal Data Protection Law and Hotel procedures.

Local Transportation

You may use the local transportation (Dolmus) to visit the inner city and the local spots. Vehicles pass by the bus stop on the main road in every 20 minutes.

Taxi

Receptionists will assist you in the need of a taxi. Please ask about your destination and the price with the taxi driver before the trip.
Attention. Our hotel is not responsible for any problems that may arise between hotel guests and Taxi Company.

Environment & Room Set-Up- Room Cleaning

Every day millions of gallons of water are used to wash towels that have been used only once-please help us make a difference in saving water and reducing the use of detergents in our environment.

A towel hanging up says 'I will use again', a towel on the bathroom floor says 'Please exchange'
Thank you for your understanding...

Room cleaning	: Daily
Linen Change	: Every 3rd day
Towel Change	: Every 3rd day & When required

Mini-bars are restocked twice a week with water and juice. Dial '9' on telephone for Reception.
Check-out time for all rooms is 12.00 (midday) unless a late-check-out has been arranged

Check-Out Day **CHECK- OUT TIME IS 12 NOON. LATE CHECK OUT IS AVAILABLE ON REQUEST AND SUBJECT TO AVAILABILITY**

All good things must come to an end so we wish to send you home stress free and rested. Please share your thoughts with us by completing the Guest Survey Form. Please leave your safe deposit box door open before leaving your room, give your room key-card to Reception, settle your bill and keep your luggage in the luggage room.

Piccolo Dream Hotel Management has the right to change any information, data and content featured above.

Intentional activation of the fire alarm or damage in your Hotel room will be charged to your Hotel bill and you will be removed from the hotel.

You may contact Reception or your Travel Agency Representative with your feedback and concerns.
Your feedback is highly valuable for us. Piccolo Dream Hotel wish you a happy holiday.

***PICCOLO DREAM HOTEL concept is adult only which is age 16 & over.**

CONTACT US

HOTEL NAME	PICCOLO DREAM HOTEL
CLASS (Local)	4*
ADDRESS	ARMUTALAN MAH.115. SOKAK NO:7 48700 SİTELER MARMARİS-MUĞLA
TELEPHONE	(+ 90) 252 417 06 64
E-MAIL	info@altinaybas.com
SALES&MARKETING RESERVATION	