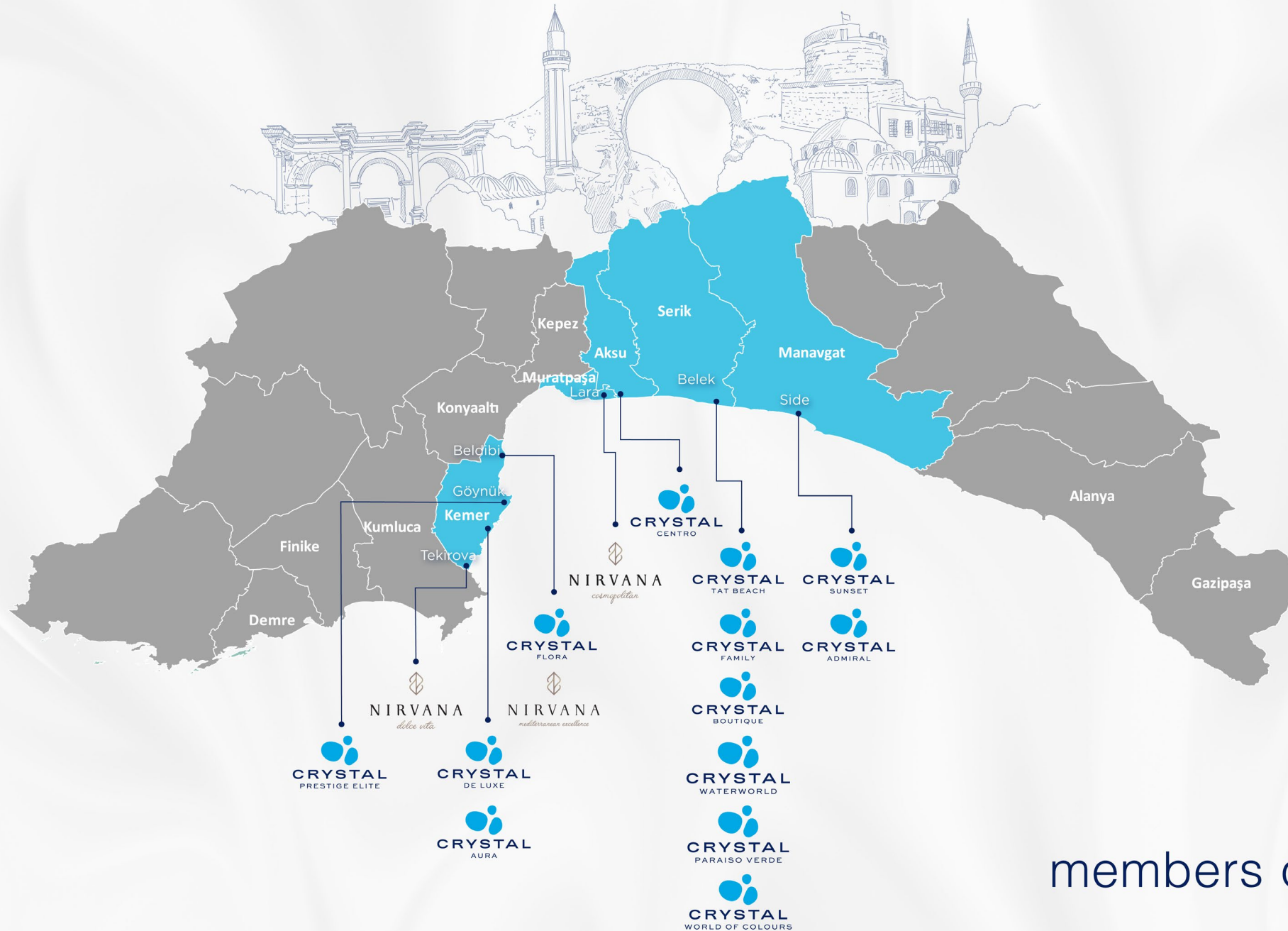




Fact Sheet | 2026



members of **KHG**

GENERAL INFORMATION



Opening Year	2007
Category	5 Star
Board	Ultimate All Inclusive
Total Area	23,000 m ²
Postal Address	Belek - Boğazkent Mevkii, Serik / Antalya
Telephone and Fax	+90 242 731 10 50 / +90 242 731 10 80
E-Mail	info.family@crystalhotels.com.tr
Official Website	www.crystalhotels.com.tr
Facility Buildings	Main building with 5 floors and 4 blocks
Beach Features	Private beach, 150 m long

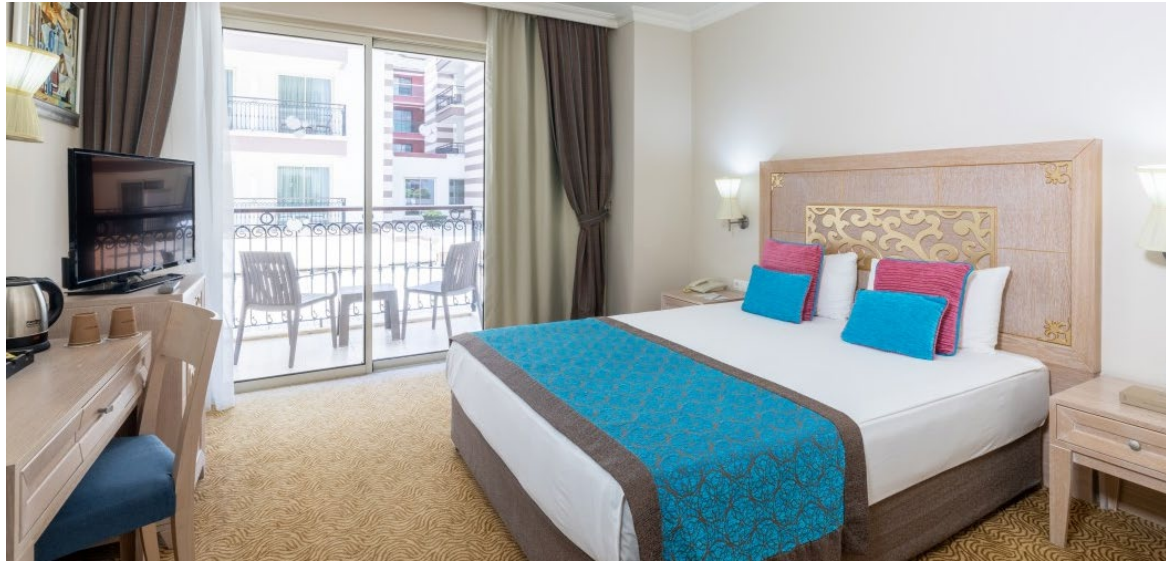
ROOM TYPES

Room Type	Number of Rooms	Total m ² and Capacity	View	Features
Standard Room	264	27 m ² / 3 guests	Land, Side Sea View	All rooms are equipped with carpeted flooring, a card-lock system, central air conditioning, satellite TV with music channels, a minibar, a safe, a direct-dial telephone, a fire alarm and sprinkler system, wireless internet access, a bathroom with shower, a telephone, a hair dryer, and tea-coffee set-up.
Standard Room with Bunk Bed	5	27 m ² / 2+2 guests	Land View	All rooms are equipped with carpeted flooring, a card-lock system, central air conditioning, satellite TV with music channels, a minibar, a safe, a direct-dial telephone, a fire alarm and sprinkler system, wireless internet access, a bathroom with shower, a telephone, a hair dryer, and tea-coffee set-up.
Family Room	87	40 m ² / 4 guests	Land, Side Sea View	The room consists of 2 bedrooms and 1 bathroom and includes all Standard Room amenities. All rooms are equipped with a card-lock system, central air conditioning, satellite TV with music channels, a minibar, a safe, a direct-dial telephone, a fire alarm and sprinkler system, wireless internet access, a bathroom with shower, a telephone, a hair dryer, and tea-coffee set-up.
Family Room with Bunk Bed	5	40 m ² / 3+2 guests	Land View	The room consists of 2 bedrooms and 1 bathroom and includes all Standard Room amenities. All rooms are equipped with a card-lock system, central air conditioning, satellite TV with music channels, a minibar, a safe, a direct-dial telephone, a fire alarm and sprinkler system, wireless internet access, a bathroom with shower, a telephone, a hair dryer, and tea-coffee set-up.
Junior Suite Room	4	58 m ² / 2 guests	Sea View	The suite features 1 living room, 1 specially decorated bedroom, and 1 bathroom with shower and jacuzzi tub. All rooms are equipped with a card-lock system, central air conditioning, satellite TV with music channels, a minibar, a safe, a direct-dial telephone, a fire alarm and sprinkler system, wireless internet access, a bathroom with shower, a telephone, a hair dryer, and tea-coffee set-up.

Room Types



ROOM STANDARDS AND ROOM SERVICES



Standards and Services	
Electronic Door Lock System	✓
Fire Alarm System	✓
Electronic Safe	✓
National and International HD TV Channels	✓
Minibar	✓
LCD TV	✓
Music Broadcast (via TV)	✓
Cartoon Channels	✓
WC, Shower Cabin and Bathroom	✓
Direct-Dial Telephone in Room and Bathroom	✓
Central Air Conditioning	✓
Large Single or Double Bed	✓
Balcony	✓
Balcony Drying Rack	✓
Hair Dryer	✓
Make-up Table and Mirror	✓
Bathroom Amenities Set, Towels and Slippers	✓
Free Wi-Fi Access	✓

ROOM STANDARDS AND ROOM SERVICES



Standards and Services	
Daily room cleaning (08:00-16:00)	✓
Daily linen and towel change	✓
Daily minibar replenishment (once per day, 08:00-16:00)	✓
Baby bathtub (on request)	✓
Child potty (on request)	✓
Baby cot (on request)	✓

✓ = Included

CONCEPT TABLE ACCORDING TO ROOM TYPES

Room Type	Room Service	Split / Central AC	2 TV	Turndown	Bathrobe	Slippers	Tea and Coffee Set-up
Standard Room	€	Central	-	N/A	-	√	√
Standard Room with Bunk Bed	€	Central	-	N/A	-	√	√
Family Room	€	Central	√	N/A	-	√	√
Family Room with Bunk Bed	€	Central	√	N/A	-	√	√
Junior Suite Room	€	Central	√	√	√	√	√

€ = Extra Charge
√ = Included
N/A = Not Available

Crystal Hotels is proud to present new innovations in comfort and culinary delights for the 2026 season. This year, we have significantly enhanced our approach to food, beverages, service, and comfort, carefully redesigning every aspect. With the perfect combination of comfort and indulgence, we invite you to enjoy an extraordinary experience.

RESTAURANTS



Outlets	Operating Hours	Concept	Reservation
Main Restaurant	07:00 - 11:00 12:30 - 14:30 18:30 - 21:30	Breakfast Lunch Dinner	-
Italian À La Carte	18:30 - 23:00	Italian Cuisine	-
Turkish À La Carte	18:30 - 23:00	Turkish Cuisine	-
Latin American À La Carte	18:30 - 23:00	Latin American Cuisine	-
Fish À La Carte	18:30 - 23:00	Seafood	-
Italian Snack À La Carte	12:00 - 18:00	Pizzas & pastas & salads	-
Caretta Late Restaurant	23:00 - 07:00	Snack service from late dinner until breakfast	-
Caretta À La Carte Snack	11:00 - 16:00	Selection of quick snacks	-
Gözleme House	11:00 - 18:00	Handmade gözleme (various types)	-
Fruit Corner	11:00 - 18:00	Presentations of seasonal fruits	-

BARS AND PATISSERIE



Outlets	Operating Hours	Concept
Lobby Bar	10:00 - 00:00	Local and imported alcoholic and non-alcoholic beverages
Sushi Bar	18:00 - 22:00	Sushi varieties
Snack Bar	10:00 - 18:00	Local and imported alcoholic and non-alcoholic beverages
Pool Bar	24 Hours	Local and imported alcoholic and non-alcoholic beverages
Beach Bar	10:00 - 18:00	Beer and soft beverages
Wine and Beer House	10:00 - 00:00	Beer and wine selection
Disco Bar	23:00 - 02:00	Local alcoholic and non-alcoholic beverages
Lobby Patisserie	11:00 - 23:00	Selection of baked goods, pastries and ice cream

ULTIMATE ALL INCLUSIVE FOOD AND BEVERAGE SERVICES

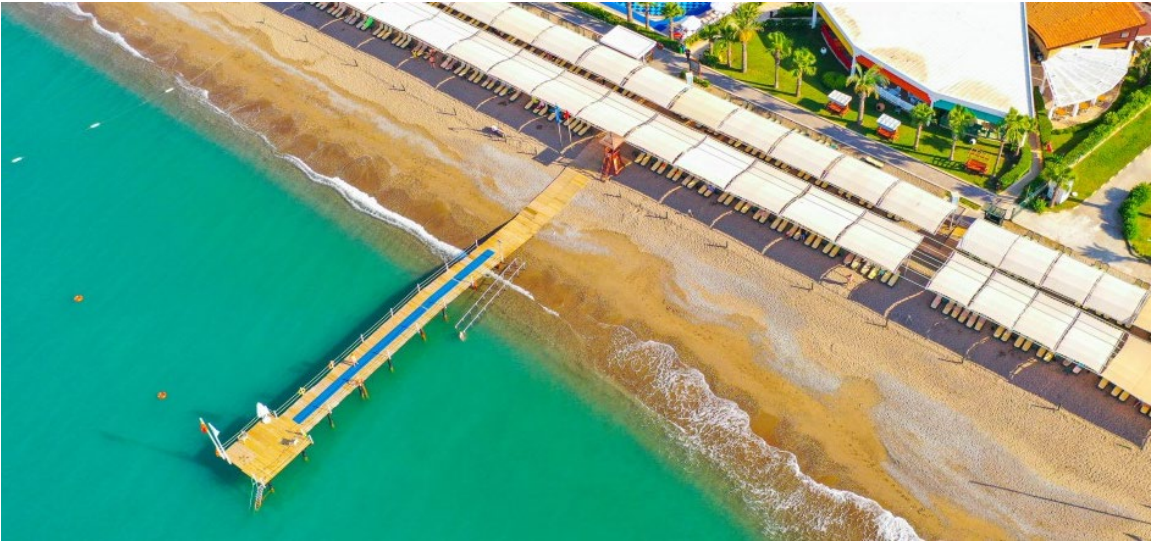
Services	
Traditional palace sherbet and carrot cezerye served upon arrival	✓
Table service available in selected outlets	✓
Minibar (replenished once per day)	✓
Beverage service included in the concept at lunch and dinner	✓
Grilled specialties, pizza, pide, hamburgers, and similar snacks served all day in snack restaurants	✓
Breakfast, lunch, and dinner served in an open-buffet concept in the main restaurant	✓
Freshly baked products served daily in the patisserie	✓
International and regional coffee selections	✓
Various handmade food specialties served at snack restaurants	✓
24-hour beverage service	✓
Diet options in the main restaurant	✓
Vegetarian options in the main restaurant	✓
Regional themed dishes in the main restaurant	✓
Kids' Buffet	✓

À la minute food preparation available in selected outlets	✓
Freshly cut fruit and delicatessen presentations at the buffet	✓
Fresh daily bakery products	✓
Beverage menus in all bars	✓
Themed buffet presentations, including Turkish cuisine once per week	✓
Freshly squeezed vegetable and fruit juices, and energy drinks	€
All bottled alcoholic beverages, selected premium local and international wines and champagnes, and premium spirits (10- and 12-year-old and above, including VSOP and XO cognacs)	€
All wine, champagne, and special food orders at à la carte restaurants are subject to an extra charge (excluding table wine)	€
24-hour room service	€
Special dining organizations and private events at selected locations within the property	€
Special day celebrations (wedding anniversary and birthday cake)	€

€ = Extra Charge

✓ = Included

BEACH FACILITIES



Beach Facilities	
Beach	Sand and fine pebble
Blue Flag Certification	√
Number of Wooden Piers	1 pcs
WC, Showers on the Beach, and Changing Cabins	√
Pavilions	4 pcs
Lifeguard Service	√
Non-Smoking Zones on the Beach	√

√ = Included

POOLS



Pools	
Main Pool	770 m ²
16+ Pool	60 m ²
Adult Aquapark Pool	130 m ² (3 slides)
Kids Aquapark Pool	80 m ² (2 slides)
Mini Club Aquapark	90 m ²
Indoor Pool (adult)	110 m ²
Indoor Pool (child)	15 m ²

All pools are closed between 20:00 and 08:00 for cleaning and guest safety. The indoor pool is not heated between April 1 and October 31.

Included: Pool bar services, snack restaurant services, fixed poolside shades, sun loungers, beach towels, and lifeguard service.

CRISPY MINI CLUB (10:00 – 23:00)



Services	
Mini Club (for ages 4-12)	✓
Teen Club (for ages 13-16)	-
Mini Disco	✓
Mini Cinema	✓
Outdoor Playground	✓
Children's Pool and Activity Equipment	✓
Developmental Games and Activities	✓
Shows for Children	✓
Stroller Service	€

€ = Extra Charge
✓ = Included

SPA WELLNESS



Services	
Indoor Swimming Pool	✓
Relax Area	✓
Sauna	✓
Turkish Bath	✓
Steam Room	✓
Jacuzzi	✓
Massage	€
Turkish Scrub and Foam Massage	€
Spa and Beauty Center	€

€ = Extra Charge
✓ = Included

ENTERTAINMENT ACTIVITIES



Services	
Daily Activities	√
Evening Shows	√
Live Music (on selected days of the week)	√
Disco	√
Bowling	€
Arcade Games	€
Foosball	€

€ = Extra Charge
√ = Included

SPORTS ACTIVITIES



Services	
Tennis Court	√
Basketball Court	√
Beach Volleyball	√
Fitness center	√ (07:00 – 21:00)
Table Tennis	√
Water Polo and Aqua Aerobics	√
Darts	√
Mini Golf	√
Tennis Court Lighting And Tennis Equipment	€

€ = Extra Charge
√ = Included

GENERAL SERVICES



Services	
Wake-up Service	√
Message Delivery Services	√
Outdoor Parking (limited spaces available)	√
Baggage Assistance	√
Electric Vehicle Charging Station	2 pcs / €
Telephone, Fax and Photocopy Services	€
Laundry (dry cleaning, washing, ironing and tailoring)	€
Transfer Services	€
Car Rental, Bicycle Rental and Stroller Rental	€
Medical Service	€
Shopping Area (leather shop, market, boutique, photographer, textile shop, hairdresser)	€

€ = Extra Charge

√ = Included

SPECIAL DAYS AND ORGANIZATIONS

Honeymoon Package: Express check-in, sparkling wine, fruit basket, themed room decoration, one special à la carte reservation for an evening of your choice (with special table decoration), breakfast in the room on a selected day, upgrade to a higher room category subject to hotel availability, special in-room setup, symbolic honeymoon cake, flowers, and specially designed gifts.

******The package is valid only if the wedding date is within 6 months prior to the check-in date. A marriage certificate must be presented upon arrival.

For guests celebrating a birthday or wedding anniversary, a celebration card, wine, fruit plate, and decorated restaurant table are included; cake service for birthdays is subject to an extra charge.

ENVIRONMENTAL PRACTICES

Measures Implemented to Reduce Global Warming

Use of natural gas

Waste separation

Use of recycled materials

Energy-saving systems in rooms

Energy-efficient lighting and sensor systems

Water-saving sensors and aerators

Use of solar energy

FOR OUR GUESTS WITH DISABILITIES

Our property offers specially designed accessible rooms. Hotel areas are arranged to ensure accessibility, and elevators provide access to the pool areas. A dedicated accessible sun-lounger area is available on the beach. For visually impaired guests, Braille signage is provided in the elevators. The property operates in a way that accommodates the needs of guests with disabilities.

IMPORTANT INFORMATION

Quality Management Systems

ISO 9001 Quality Management System

ISO 10002 Customer Satisfaction Management System

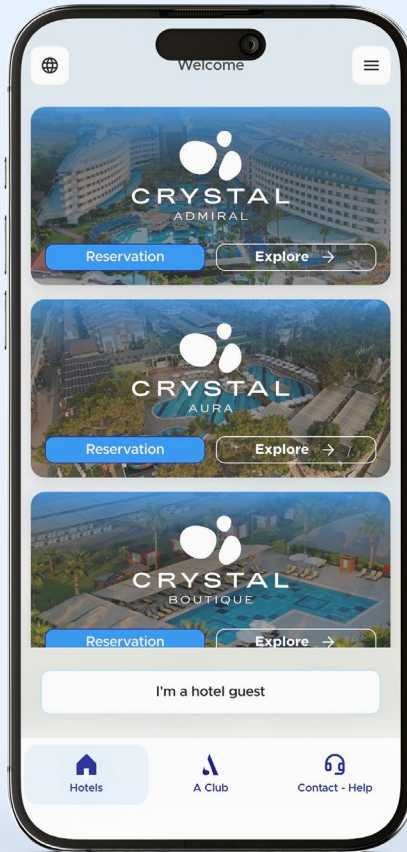
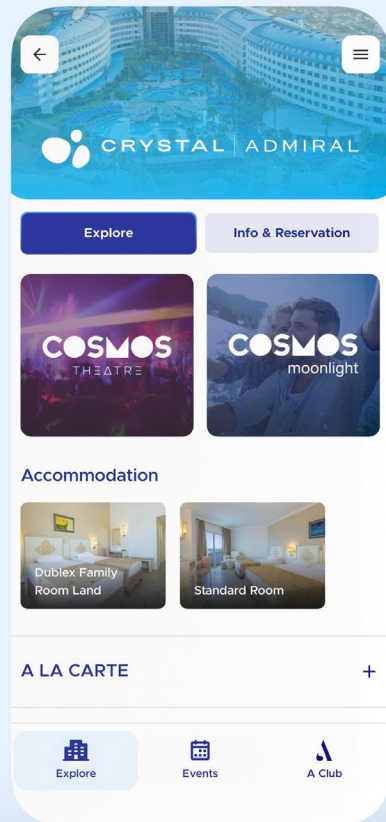
ISO 14001 Environmental Management System

ISO 45001 Occupational Health and Safety Management System

ISO 50001 Energy Management System

ISO 22000 Food Safety Management System

- Officially certified first-class quality products and brands are used in all food and service presentations.
- Guests with food allergies are required to inform Guest Relations upon check-in. Otherwise, the hotel management is not responsible for any problems that may arise.
- In accordance with the Law of the Republic of Türkiye dated 19 May 2008, smoking is prohibited in indoor public areas. Crystal Hotels also provides designated non-smoking areas outdoors for the comfort and health of our guests.
- Pets are not permitted in the property.
- Check-in time is 14:00 and check-out time is 12:00. Even if the room is vacated on time, use of facility services after 12:00 is subject to an extra charge.
- Dress codes may apply in certain restaurants and bars on the property (including the dinner buffet and à la carte restaurants).
- Air conditioning operating hours are automatically adjusted by the automation system according to outdoor weather conditions to ensure maximum comfort.
- Tobacco products and alcoholic beverages are not served or sold to guests under the age of 18.
- Alcoholic beverages are not served in bottles.
- Alcoholic beverages are not served at breakfast.
- Electric kettles are provided in the rooms; guests are required to read and follow the operating instructions.
- Alcohol is not served to guests with health risks.
- Preparatory work during the season opening and closing periods may be delayed due to adverse weather conditions.
- The beach opening date is determined by the hotel management according to weather conditions.
- The hotel management reserves the right to make unilateral changes to all services and operating hours in the fact sheet due to unforeseen circumstances such as pandemics, weather conditions, etc.
- Restaurant and bar closing days may be changed by hotel management depending on weather conditions and reservation demand.
- For hygiene and safety reasons, food, beverages, and equipment may not be taken from food and beverage outlets to outdoor areas.
- Bath amenities are provided daily according to the number of guests.
- The information letter containing the general rules of the property is presented to all guests at check-in and confirmed by signature.
- Hotel staff may remove personal belongings from unattended sunbeds to make them available for other guests.
- Fishing and hunting are prohibited within swimming areas.
- Motorized watercraft are not allowed within swimming areas.
- All consumables, amenities, towels, minibar contents, and cosmetic products provided in the rooms are intended for daily use within the property. These items should not be taken outside the property.
- Water sports services are operated by independent providers. The hotel cannot be held responsible for service provision, operating hours, conditions, or equipment related to water sports.
- The hotel management reserves the right to make unilateral changes to the services and information in this guide.
- Our current concept is always published on crystalhotels.com.tr. Tour operators and agencies acknowledge that the published concept is valid within the scope of their contracts and are responsible for updating this information simultaneously in their sales and marketing channels.
- Crystal Hotels does not accept responsibility for outdated content published on agency or tour operator websites.



With the Crystal Hotels App
you're now completely in
control of your vacation!

Exclusive events, announcements,
and privileges are just a click away.





b2b.kilithg.com

crystalhotels.com.tr

a member of **KHG**