

XO
CAPE ARNNA
FETHIYE

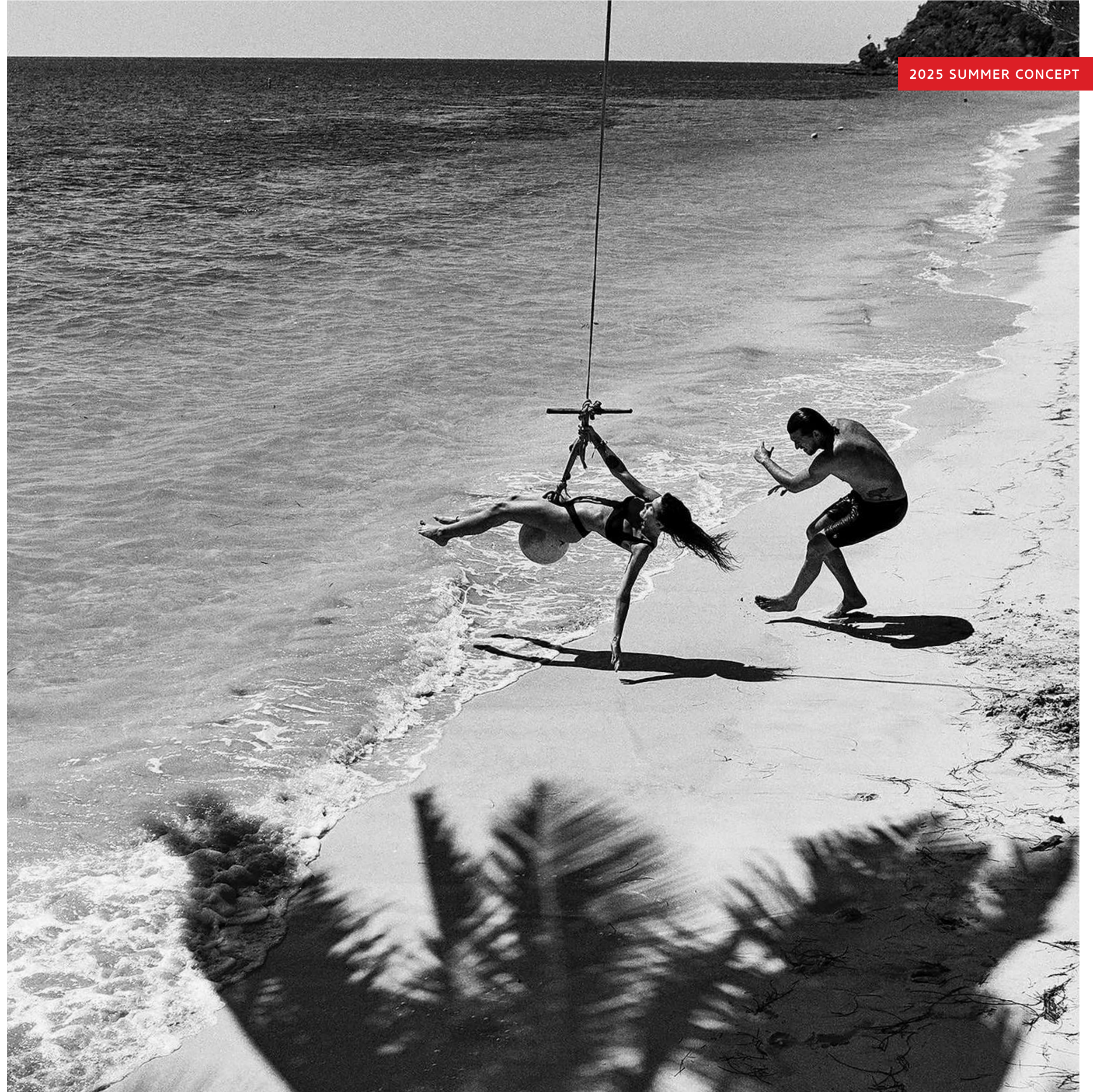
NICE
TO
MEET
YOU

2025 SUMMER CONCEPT

GENERAL INFORMATION

Opening Date	15 April 2025
Category	5 Stars Luxury Hotel
Concept	XO All-inclusive
Languages	Turkish, English, German, Russian
Accommodation	515 Rooms The Resort 372 Rooms The Club 143 Rooms
Company	G�lmete Turizm Yatırımları A.Ş.
Season	April - November 2025
Total Area	90.000 m ²
Beach Length	800 m

2025 SUMMER CONCEPT



Distances & Transportation

Dalaman Airport	40 Km.
Dalaman City Centre	40 Km.
Fethiye City Centre	7 Km.
Blue Lagoon	25 Km.
Butterfly Valley	32 Km.

XO

CAPE ARNNA
FETHIYE

Contact Information

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2025 SUMMER CONCEPT



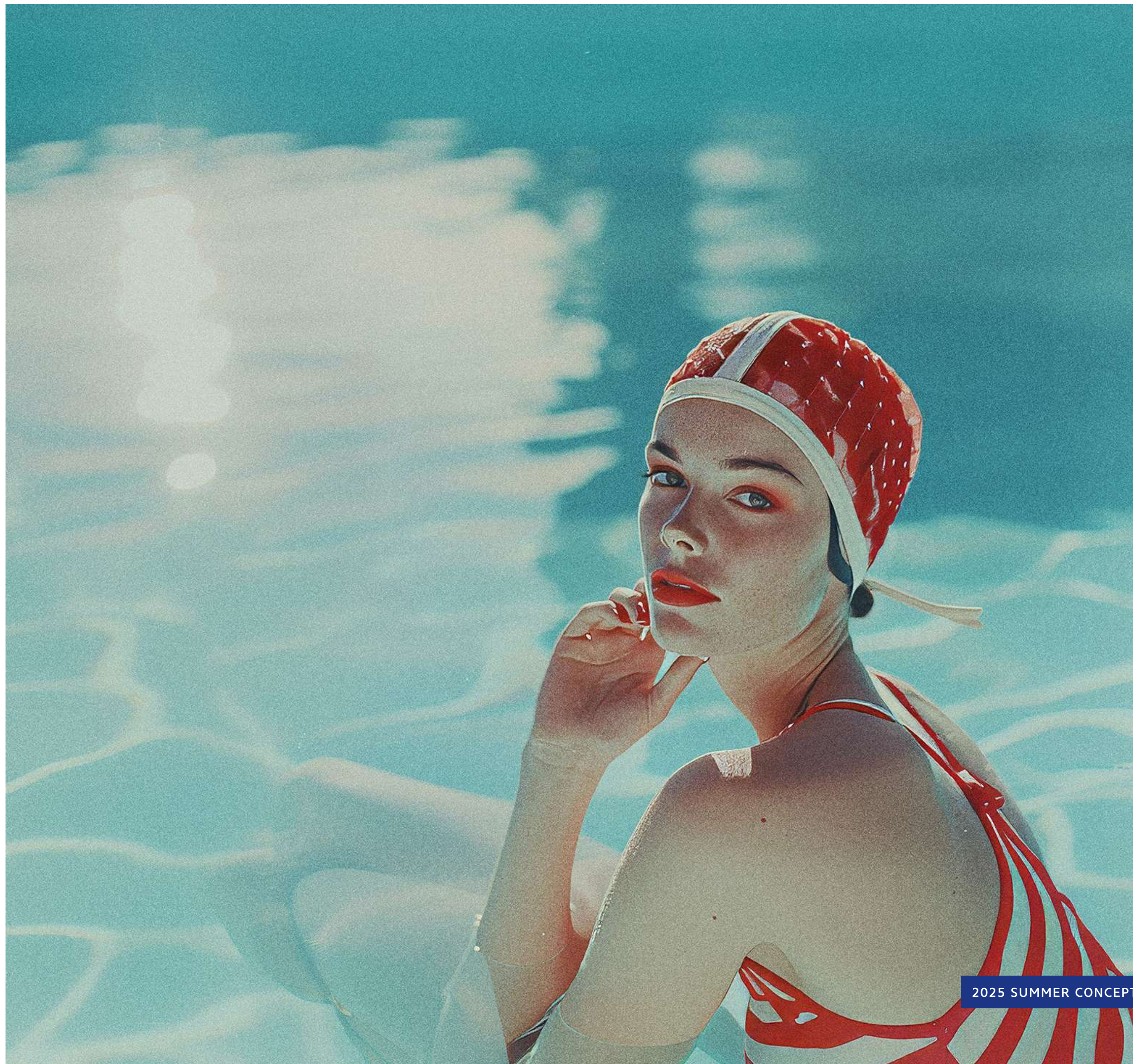
Attractions

- Blue Lagoon
- Fethiye City Centre
- Butterfly Valley
- Babadağ Mountain
- Aminthas Rock Tombs
- Coves of Göcek
- Telmessos
- Saklıkent
- Lycian Way

Welcome

- Indoor parking and valet.
- Check In: 14:00, Check Out: 12:00
- Rose Room lounge for XO Club Members* only.
- Bar Crescendo lobby bar for all guests
- Cocktail, sparkling wine and beverage options for children.
- Bellboy service to the room after check-in.
- Valet Service
- XO Assistant Service
- Accepted Credit Cards: Visa, Master, American Express.
- Valid Currencies: TL, Euro, Pound, USD.
- Pets are not allowed in our hotel.

*XO Club Members are our guests who have made a reservation in the +18 adult section (The Club) of our hotel.



2025 SUMMER CONCEPT

- Concierge Services
- Preparation of special meals upon request (diabetic, vegan, gluten-free, allergies, etc.)
All menus contain allergen codes
- Complimentary car wash service (Upon Request)
- Hammam & Sauna
- Free Wi-Fi access is available all around the hotel
- XO all inclusive food and beverage concept
- Various buffet, bar, cafe and restaurant options
(Check XO Gastro section for details, times and services)
- Local, import alcoholic and non-alcoholic beverages
- Daily minibar refill
- Tea and coffee set-up in the room
- Umbrellas, sun lounges in sunbathing areas, beach towel

Paid Services

- VIP transfer services
- Special organisations and menu orders for celebrations and invitations
- Electric charging station
- Rent a car service
- Businesses such as boutiques, market, jewellery shop, souvenir shop etc.
- Doctor - Nurse
- Late check-out services according to availability
- Laundry and dry cleaning
- Water sports services (operated by a company other than the hotel)
- Cabanas
- SPA (massage, therapy, skin care)
- Beauty saloon
- Photography service
- Private lessons
- Room service



XO
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FETHIYE

OUR SERVICES

2025 SUMMER CONCEPT

ACCOMMODATION

**Our hotel is divided into two sections:
The Resort and The Club.**

The Club

The Club at XO Cape Arnna is an exclusive retreat for those aged 18 and over, offering a refined, sophisticated experience for guests who have cultivated a certain gusto in life.

The Resort

At The Resort we offer families the perfect blend of luxury, style and adventure. Designed for those who appreciate the unique energy and vibrancy of the XO brand, this section of the resort caters to guests of all ages.





ACCOMMODATION

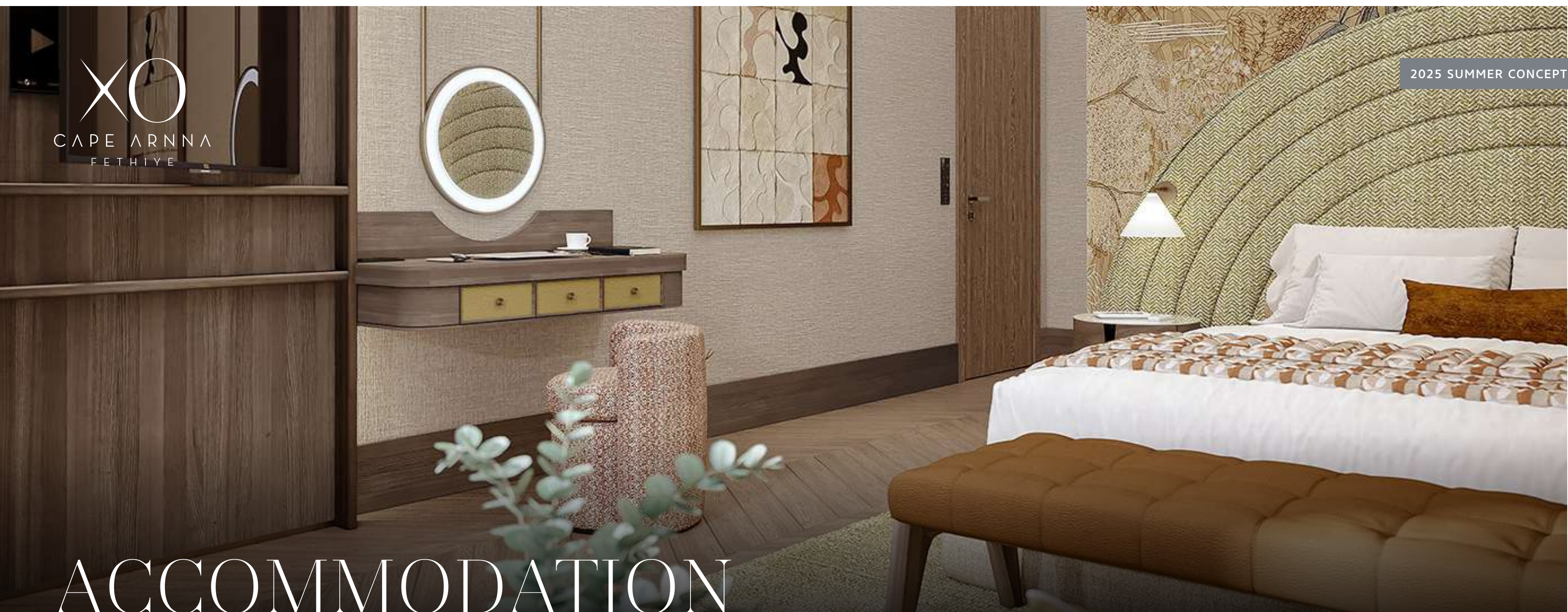
The Club Rooms								
Rooms	Number of Room	Room Size	Bed Type	Bedroom	Living Room	Number of Bathrooms	Sofa	Direct Pool Access
Deluxe Room	77	50 m ²	FB/TW	1	x	1	√	x
Deluxe Seafront	10	46-54 m ²	FB	1	x	1	√	x
Deluxe Swim-Up	12	70 m ²	FB	1	x	1	√	√
Junior Suite	6	80 m ²	FB	1	1	1	√	x
Jacuzzi Suite	23	75-85 m ²	FB	1	x	1	√	x
Pool Suite	15	85-105 m ²	FB	1	x	1	√	Private Pool



The Club

The Club Rooms & Suite	Deluxe Room	Deluxe Seafront	Deluxe Swim-Up	Junior Suite	Jacuzzi Suite	Pool Suite
Minibar	√	√	√	√	√	√
Kettle	√	√	√	√	√	√
Shower	√	√	√	√	√	√
Ceramic Flooring	√	√	√	√	√	√
Hair Dryer	√	√	√	√	√	√
Safe Deposit Box	√	√	√	√	√	√
Telephone	√	√	√	√	√	√
Heating and Air Conditioning	√	√	√	√	√	√
LED TV	√	√	√	√	√	√
Capsule Coffee Machine	√	√	√	√	√	√
Desk & Chair	√	√	√	√	√	√
Jacuzzi	x	x	x	x	√	x
No Smoking	√	√	√	√	√	√
Bathrobe & Slippers	√	√	√	√	√	√
Dental & Shaving Kit	√	√	√	√	√	√
Illuminated Shaving Mirror	√	√	√	√	√	√
Wi-Fi	√	√	√	√	√	√
Iron & Ironing Board	On Request	On Request	On Request	On Request	On Request	On Request
Voltage	220	220	220	220	220	220
Room Service	√	√	√	√	√	√
Linen Change	Every 2 days	Every 2 days	Every 2 days	Every 2 days	Every 2 days	Every 2 days
Room Cleaning	Every Day	Every Day	Every Day	Every Day	Every Day	Every Day





The Resort Rooms								
Rooms	Number of Room	Room Size	Bed Type	Bedroom	Living Room	Number of Bathrooms	Sofa	Direct Pool Access
Deluxe Room*	125	48-54 m²	FB/TW	1	x	1	√	x
Triple Room	62	55-60 m²	FB & Single	1	x	1	√	x
Triple Comfort Room	35	55-60 m²	FB & Single	1	x	1	x	x
Triple Swim-Up	4	62 m²	FB & Single	1	x	1	x	√
Family Room	65	62-72 m²	FB & TW	2	x	1	x	x
Family Comfort Room	16	63 m²	FB & TW	2	x	2	x	x
Family Swim-Up	24	78 m²	FB & TW	2	x	1	x	√
Big Family Room	12	90-100 m²	FB & TW	2	x	2	x	x
Family Suite	4	96 m²	FB & TW	2	1	1	√	x
Terrace Suite	5	110 m²	FB	1	1	2	√	x
Grand Family Suite	20	105-115 m²	FB & TW	2	1	2	√	x

*There are five handicap rooms.



The Resort

The Resort Rooms & Suite	Deluxe Room	Triple Room	Triple Comfort Room	Triple Swim-Up	Family Room	Family Comfort Room	Family Swim-Up	Big Family Room	Family Suite	Terrace Suite	Grand Family Suite
Minibar	√	√	√	√	√	√	√	√	√	√	√
Kettle	√	√	√	√	√	√	√	√	√	√	√
Shower	√	√	√	√	√	√	√	√	√	√	√
Ceramic Flooring	√	√	√	√	√	√	√	√	√	√	√
Hair Dryer	√	√	√	√	√	√	√	√	√	√	√
Safe Deposit Box	√	√	√	√	√	√	√	√	√	√	√
Telephone	√	√	√	√	√	√	√	√	√	√	√
Heating and Air Conditioning	√	√	√	√	√	√	√	√	√	√	√
LED TV	√	√	√	√	√	√	√	√	√	√	√
Capsule Coffee Machine	√	√	√	√	√	√	√	√	√	√	√
Desk & Chair	√	√	√	√	√	√	√	√	√	√	√
Jacuzzi	x	x	x	x	x	x	x	x	x	x	x
No Smoking	√	√	√	√	√	√	√	√	√	√	√
Bathrobe & Slippers	√	√	√	√	√	√	√	√	√	√	√
Dental & Shaving Kit	√	√	√	√	√	√	√	√	√	√	√
Illuminated Shaving Mirror	√	√	√	√	√	√	√	√	√	√	√
Wi-Fi	√	√	√	√	√	√	√	√	√	√	√
Iron & Ironing Board	On Request	On Request	On Request	On Request	On Request	On Request	On Request	On Request	On Request	On Request	On Request
Voltage	220	220	220	220	220	220	220	220	220	220	220
Room Service	√	√	√	√	√	√	√	√	√	√	√
Linen Change	Every 2 days	Every 2 days	Every 2 days	Every 2 days	Every 2 days	Every 2 days	Every 2 days	Every 2 days	Every 2 days	Every 2 days	Every 2 days
Room Cleaning	Every Day	Every Day	Every Day	Every Day	Every Day	Every Day	Every Day	Every Day	Every Day	Every Day	Every Day



Cucina del Cugini	
Capacity	Indoor 94
Concept	Italian Cuisine
Activities	Lunch · Dinner
Form	A'la Carte Service
Working Hours	12:00-16:00 / 19:00-22:00
Open Days	Every Day
Fee	First Xperience free, second menu price.

Tres Posh	
Capacity	Indoor 210 - Outdoor 173
Concept	The Club Main Restaurant
Activities	Breakfast · Lunch · Dinner
Form	Buffet · A'la Carte Service
Working Hours	07:00-11:00 / 12:30-15:00 / 18:30-21:30
Open Days	Every Day
Fee	Free

Mucho Gusto	
Capacity	Outdoor 134
Concept	Steakhouse
Activities	Dinner
Form	A'la Carte Service
Working Hours	19:00-22:00
Open Days	Every Day
Fee	Paid

Sun Tzu - The Art of Food	
Capacity	Indoor 76
Concept	Asian Cuisine
Activities	Dinner
Form	A'la Carte Service
Working Hours	19:00-22:00
Open Days	Every Day
Fee	First Xperience free, second menu price.

The Duchess	
Capacity	Indoor 80 - Outdoor 80
Concept	Dinner & Entertainment
Activities	Dinner
Form	A'la Carte Service
Working Hours	18:30-00:00
Open Days	Every Day
Fee	Free for Club guests, paid for Resort guests and reservation required.

Mad Med	
Capacity	Indoor 364 - Outdoor 446
Concept	The Resort Main Restaurant
Activities	Breakfast · Dinner
Form	Buffet
Working Hours	07:00-11:00 / 18:30-21:30
Open Days	Every Day
Fee	Free

Kâfi	
Capacity	Indoor 40 - Outdoor 86
Concept	Turkish Cuisine
Activities	Dinner
Form	A'la Carte Service
Working Hours	19:00-22:00
Open Days	Every Day
Fee	First Xperience free, second menu price.

QuicheNiche	
Capacity	Indoor 24 - Outdoor 28
Concept	Vegan and Gluten Free
Activities	Breakfast · Dinner
Form	Buffet
Working Hours	07:00-11:00 / 18:30-21:30
Open Days	Every Day
Fee	Free

Tiny Bites	
Capacity	Outdoor 80
Concept	Snacks
Activities	Snacks
Form	Street Food Snack
Working Hours	11:00-18:00
Open Days	Every Day
Fee	Free

Restaurants

XO GASTRO

Bars and Cafes

Bar Crescendo	
Activities	Lobby Bar
Working Hours	08:00-00:00
Open Days	Every Day
Fee	Free

G.O.A.T. Sports Pub	
Activities	Bar
Working Hours	7/24
Open Days	Every Day
Fee	Free

Rose Room	
Activities	Lobby Bar
Working Hours	08:00-00:00
Open Days	Every Day
Fee	Free (XO Club Members only*)

Adult Pool Bar	
Activities	Pool Bar
Working Hours	09:00-18:00
Open Days	Every Day
Fee	Free

Chai Mai	
Activities	World Tea Flavours
Working Hours	11:00-23:00
Open Days	Every Day
Fee	Free

Clementine Patisserie	
Activities	Bakery and Ice Cream
Working Hours	11:00-23:00
Open Days	Every Day
Fee	Free

Barrio Gitano	
Activities	Bar
Working Hours	09:00-00:00
Open Days	Every Day
Fee	Free

Family Pool Bar	
Activities	Pool Bar
Working Hours	09:00-18:00
Open Days	Every Day
Fee	Free

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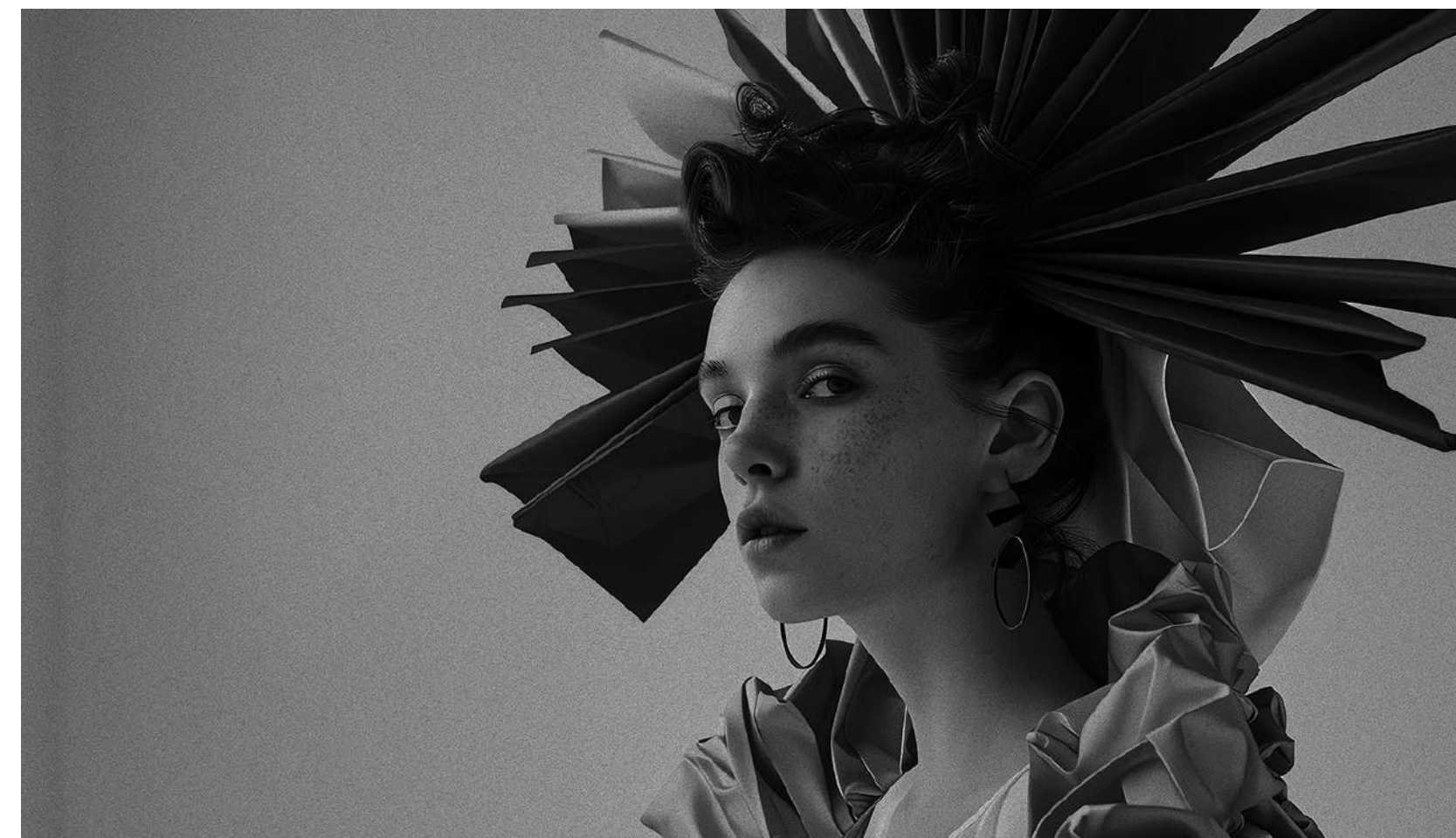
Important Notices for Restaurants

In all our restaurants there is a dress code of casual clothing for breakfast and lunch and smart casual for dinner.

You can make your à la carte restaurant reservations at the reception or through the mobile app.

Our buffets include a vegan corner.

You can request a high chair for babies and kids from the staff in our restaurants.



Mad Med

As the main restaurant of the resort, Mad Med serves a variety of breakfast options in a buffet setting, followed by buffet-style and à la minute dining in the evening. The relaxed atmosphere and diverse menu make it an excellent choice for families and groups alike.

Tres Posh

Tres Posh, the main restaurant of the club, caters to guests with a blend of buffet and à la carte services throughout the day. Start your day with a hearty breakfast, enjoy a casual lunch and unwind with an exquisite dinner, all in a sophisticated setting.

Cucina del Cugini

Cucina del Cugini offers a delightful Italian dining experience, perfect for both lunch and dinner. The carefully crafted à la carte menu brings the authentic flavors of Italy to your table, ensuring a satisfying and memorable meal.

Kâfi

Experience the rich flavors of Turkish cuisine at Kâfi, where an à la carte dinner service awaits. The warm and inviting atmosphere, coupled with traditional dishes, offers a true taste of Türkiye.

The Duchess

The Duchess opens its doors at Cape Arnna after Budapest. Offering a refined dining experience paired with live entertainment. With its unique and elegant atmosphere, it promises to be the perfect spot for an unforgettable evening.



XO GASTRO Restaurants

Mucho Gusto

Indulge in the robust and savory taste of Latin steak at Mucho Gusto. This restaurant's evening à la carte service is ideal for meat lovers looking for an authentic steakhouse experience.

QuicheNiche

QuicheNiche caters to health-conscious diners with its vegan and gluten-free menu options. Whether you're looking for a light snack or a full meal, this restaurant provides nutritious and delicious choices.



Sun Tzu - The Art of Food

Sun Tzu invites you to explore the exotic flavors of the Far East. The evening à la carte service features a variety of dishes that highlight the delicate balance of sweet, sour and savory found in Asian cuisine.

Tiny Bites

For those looking for a quick and satisfying snack, Tiny Bites offers a variety of options throughout the day. It's the perfect spot for a light bite between meals or a casual snack break.

Bar Crescendo

Located in the lobby, Bar Crescendo is the ideal spot to relax and enjoy a drink. Whether you're starting your day or winding down in the evening, the inviting atmosphere and wide range of beverages make it a popular choice among guests.

G.O.A.T. Sports Pub

Open 24 hours, the G.O.A.T. Sports Pub is the ultimate destination for sports fans. Catch the latest games, enjoy a drink and immerse yourself in the lively and energetic atmosphere.

Rose Room

Exclusively for adults, the Rose Room provides a sophisticated setting for guests to unwind. The lobby bar is open from morning until midnight, offering a selection of drinks in a serene and elegant environment.

Bario Gitano

Bario Gitano brings a vibrant and eclectic vibe to the bar scene. Open from morning until midnight, it's the perfect spot to enjoy a drink with friends while soaking in the lively atmosphere.

Chai Mai

Chai Mai specializes in offering a wide selection of world teas. Open from 11 AM to 11 PM, it's the perfect place to relax and enjoy a cup of tea in a tranquil setting.

Clementine Patisserie

Treat yourself to a variety of sweets and pastries at Clementine Patisserie. Open from 11 AM to 11 PM, it's the ideal spot for a dessert or a light snack.

XO GASTRO
Bars and Cafes

XO
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Adult Pool Bar

Exclusively for adults, the Adult Pool Bar offers a relaxing poolside experience. Open from 9 AM to 6 PM, it's the perfect place to cool off with a refreshing drink while enjoying the serene poolside ambiance.

Family Pool Bar

The Family Pool Bar is the ideal spot for guests of all ages to unwind and refresh. Open from 9 AM to 6 PM, it offers a wide range of refreshing beverages to keep everyone cool throughout the day. With its relaxed setting and family-friendly atmosphere, it's the perfect place to gather and enjoy quality time together.

MINI BAR

Bottled Water 400 ml (2 pcs)
Mineral Water 200ml (2 pcs)
Beer 33cl (2 pcs)
Chips 20gr. (1 pcs)
Fruit Juice 200ml (2 pcs)
Ice Tea 330ml (1 pcs)
Sprite 250ml (1 pcs)
Fanta 250ml (2 pcs)
Coca-Cola 250ml (1 pcs)
Coca-Cola Zero 250ml (1 pcs)



2025 SUMMER CONCEPT

VIP Room

Scrub Room	
Sauna	
Jacuzzi	
Fee	Paid

Massage Zone

Massage Room (Multipurpose)	
Skin Care Room	
Hot Water Bed	
Ayurveda Massage	
Thai Massage	
Silent Relaxation	
Fee	Paid

Hamam Zone

Classic Turkish Bath - Event Bath	
Tepidarium	
Wet Care Areas (Scrub Room)	
Fee	Paid

Beauty and Foot Care Area

Fee	Paid
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SPA Thermal Cabins

Bath and Tepidarium	
Salt Room	
Aromatic Steam Room	
Bio Sauna	
Igloo	
Aufguss Sauna	
Kneipp Walk - Foot Bath	
Tropical Shower Tunnel	
Vitality Pool	
Silent Relaxation	
Fee	Free

Pool Zone

Swimming Pool (with Jacuzzi Function)	
Children's Pool	
Fee	Free



SPA

VIP Room

Indulge in the exclusive privacy of our VIP Room, where you can experience the soothing warmth of a sauna, the relaxing bubbles of a jacuzzi and the invigorating exfoliation of the Kese Room. These luxurious amenities provide the perfect escape, allowing you to unwind and rejuvenate in a serene and intimate setting.

Massage Zone

Our Massage Zone offers a variety of treatments designed to melt away the stresses of daily life. From the deep relaxation of an Ayurvedic massage to the soothing comfort of a hot stone bed, each treatment is crafted to enhance your well-being. Enjoy the calming silence of our resting area after a session of Thai massage or a facial treatment, leaving you refreshed and revitalized.

Hamam Zone

Step into the Hamam Zone for an authentic Turkish bath experience. Our classic Turkish Hamam, equipped with an Event Hamam and private scrub rooms, offers a timeless ritual of purification. Immerse yourself in a tradition of relaxation, where the combination of steam, heat and skilled treatments provides a deeply cleansing and rejuvenating experience.

Beauty and Foot Care Area

In our Beauty and Foot Care Area, we provide a range of services to pamper and enhance your natural beauty. From luxurious foot care treatments to revitalizing facial services, our skilled therapists ensure you leave feeling renewed and confident.

SPA Thermal Cabins

The SPA Thermal Cabins are a sanctuary of warmth and relaxation. Experience the detoxifying effects of our Salt Room, the calming aroma of our Steam Room, and the intense heat of our Bio Sauna. The Kneipp Walk and Vitality Pool invigorate your senses, while the Igloo Room offers a refreshing contrast to the warmth, enhancing your overall spa journey.

Pool Zone

Our Pool Zone offers a variety of aquatic experiences to suit every guest. Dive into our multifunctional swimming pool, relax in the jacuzzi or let the little ones enjoy the children's pool. Each area is designed to provide a refreshing and enjoyable water experience, whether you're seeking relaxation or family fun.

SPA

ENTERTAINMENT AND ACTIVITIES





- Mini Football
- Beach Volleyball
- Aqua Gym
- Aqua Mat
- Dart
- Table Tennis
- Badminton
- Boccia
- Basketball
- Tennis Padel Courts (2 field)
- Tennis Court
- Bicycle & Hiking tours
- Fitness Room (7/24)
- Aerobic, Step & Zumba classes
- Pilates Studio
- Yoga, Fly Yoga
- Dance Lessons (Latin, Tango, Belly Dance etc.)
- Billiard
- Martial Art Classes (Aikido, Kendo, Karate, Thai-Chi)
- Sailing Academy

Paid Sports

- Fitness Private Lessons (PT)
- Pilates Private Lessons (PT)
- All Water Sports Activities
- Diving Lessons
- Private Events



SPORTS
Indoor & Outdoor

2025 SUMMER CONCEPT

Indoor Mini Club

Reception Lobby (2-13 years old)

Mini Day Care (2-6 years old)

Zone 2050 (6-13 years old)

Stage & Atrium (4-13 years old)

Hobbit House (4-10 years old)

Jungle Bar (5-13 years old)

Playground (2-13 years old)

Splash Pad (2-13 years old)

Outdoor Mini Club

Art Street (6-18 years old)

RC Off-Road (13-18 years old)

Archeology (6-13 years old)

FarmVille (4-18 years old)

Teene Lounge (14-18 years old)

Paid Activities

Day Care 09:00 - 23:00

Baby Sitting in Room

Organized Excursions

Opening Hours

08:00 - 00:00

Indoor: 2-13 years old

Outdoor: 2-18 years old

The names of the sections may be changed by the management.

MINI CLUB
Indoor & Outdoor

2025 SUMMER CONCEPT



Night Show & Music & Party & Event

Experience electrifying night shows, live music and unforgettable parties. From themed events to vibrant performances, every night offers something unique to keep the excitement alive.

Festivals - Sport & Mini Club & Culinary

Join us for a variety of festivals celebrating sports, family fun at the Mini Club and gourmet experiences that highlight culinary excellence. There's something for everyone, from active adventures to flavor-filled moments.



Live Concerts

Enjoy live concerts featuring talented artists, bringing you closer to the music you love. These intimate performances create the perfect atmosphere for memorable evenings.

Pools			
Location	Size		Depth (CM)
Resort SwimUp Rooms Pool 1	320 m²	Outdoor	140cm
Club SwimUp Rooms Pool 1	193 m²	Outdoor	140cm
Resort SwimUp Rooms Pool 2	251 m²	Outdoor	140cm
Resort SwimUp Rooms Pool 3	245 m²	Outdoor	140cm
Club SwimUp Rooms Pool 2	470 m²	Outdoor	140cm
Resort SwimUp Rooms Pool 4	225 m²	Outdoor	140cm
SeaFront SwimUp Rooms Pool 1	100 m²	Outdoor	140cm
SeaFront SwimUp Rooms Pool 2	100 m²	Outdoor	140cm
Resort SwimUp Rooms Pool 5	302 m²	Outdoor	140cm
Suits Private Pool	132 m²	Outdoor	140cm
Indoor Swimming Pool	190 m²	Indoor	140cm
Indoor Kids Pool	25 m²	Indoor	140cm
The Club Pool	290 m²	Outdoor	140cm
Island Pool	1145 m²	Outdoor	140cm
Gitano Pool	425 m²	Outdoor	140cm
Activity Pool	280 m²	Outdoor	140cm
Kids Pool	82 m²	Outdoor	30cm
Aquapark Pool	350 m²	Outdoor	120cm

*All of our pools are heated and cooled.

Aquapark				
Slides	Height (M)	Length (M)	Child	Teen/Adult
Mini Magicone	12.06	1x Mini Magicone + 102.90	√	√
Blackhole&Rafting Slide	12.06	111.34	√	√
Multislide	6.30	25.43	x	√
Tunnel Freefall	6.30	24.65	x	√
Aquatube&Freefall	9.18	53.21	x	√

BEACH, POOLS AND AQUAPARK

Beaches		
Name	Activity	Working Hours
QUMA Beach	Food Beverage	12:00-17:00 · 10:00-03:00
Glimpse on The Beach	Food Beverage	12:00-17:00 · 10:00-00:00
XO Beach Lounge	Food Beverage	10:00-19:00 · 10:00-19:00

Cabanas

There are 6 cabanas at The Club and 14 cabanas at The Resort.

Comfortable cushions, sun loungers, and all-day butler service are some of the privileged services we offer at the Pavilion to increase your holiday pleasure.

Cabanas are rented for a fee between the hours of 09:00 and 18:00.



MICE

Meeting Rooms

	Size	Capacity
Foyer	258 m ²	-
Conference Hall	712 m ²	320
Meeting Hall 1	126 m ²	73
Meeting Hall 2	84 m ²	48
Meeting Hall 3	84 m ²	48

Complimentary services provided in the meeting rooms:

- Projector
- Sound system
- Microphone
- Stationery supplies

Food and beverage service is available for an additional charge.



2025 SUMMER CONCEPT

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Important Notices

1. All the food and services provided at the hotel feature certified high-quality products and brands.
2. Guests with food allergies should inform the XO Assistants upon arrival; otherwise, the hotel isn't responsible for potential issues.
3. Based on the 19.05.2008 law, smoking is prohibited indoors in public areas.
4. Pets are not allowed in our facility.
5. The earliest check-in time is 14:00, and the latest check-out time is 12:00. Even if the room is ready earlier, additional charges may apply for services used after noon under the All-Inclusive Concept.
6. Some restaurants and bars on the property may have a dress code.
7. Motorized watercraft are not permitted in swimming areas.
8. The all-inclusive package includes daily consumables, towels, toiletries, minibar items, and room cosmetics. Guests are not allowed to remove these from the premises.
9. The hotel management reserves the right to unilaterally and indefinitely change the services or information provided in this guide.
10. Our facility strictly enforces hygiene, health, and other safety measures for guests and staff. Relevant ministry and official organizations conduct continuous controls.
11. Guests and staff must adhere to all occupational health and safety guidelines.
12. Guests disrupting peace, engaging in immoral behavior, or threatening the safety of others may be removed from the property. Refunds for unused services are at the hotel's discretion, and the hotel may claim damages from those responsible for such incidents.
13. Tour operators and agencies agree that the most recent updates to these concepts, made during contract signing, are included in all current sales and marketing materials.
14. The automated system adjusts air conditioning based on the season and outdoor conditions to ensure comfort.
15. No alcoholic beverages or tobacco products are sold to guests under 18.
16. Alcohol may not be served to guests with health risks or those displaying unsafe behavior due to alcohol. Services may be temporarily suspended, and such situations cannot be grounds for complaints.
17. The season officially begins on April 15. Depending on the weather, the beach may be ready later, by May 1. The facility may unilaterally delay the season start date due to weather or other unavoidable circumstances.
18. The hotel reserves the right to change the hours, application methods, and contents of all services listed in the Fact Sheet due to weather or other conditions.
19. The management may close restaurants and bars on certain days depending on weather and reservations.
20. Transporting food, beverages, or equipment from the restaurant to outdoor areas is neither sanitary nor safe.
21. Bathroom amenities (shampoo, shower gel, etc.) are replenished daily based on guest numbers. Additional same-day requests may incur an extra charge.
22. Upon arrival, all guests are given an information letter outlining the general rules, which must be signed at the entrance.
23. The minibar is restocked daily. Additional refills during the day will be charged.
24. Rooms are cleaned every day. Linens are changed every two days. Additional cleaning requests during the day will incur extra fees.
25. If a sunbed is left unused for an extended period, hotel staff may remove towels and personal items to free it up. The hotel is not responsible for any missing items.
26. It's forbidden to use handheld swimming equipment within the swimming areas.
27. Roller skates, scooters, and skateboards are not allowed in the lobby or indoor areas.
28. Drones and similar devices are not permitted within the facility.
29. Delays in procurement and supply may cause a temporary change in the food and beverage brands offered, but equivalent quality products will be provided.
30. Tour operators and agencies must agree that all promotional concepts in their contracts will be updated in line with the most recent information.
31. The facility provides special equipment and seating for disabled guests in dining areas.

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