

## ALL-INCLUSIVE CONCEPT INFORMATION

[www.goldhotels.com.tr](http://www.goldhotels.com.tr)

This concept is valid from 19.04.2024 for the summer season. It is especially prepared in order to inform you of the services and facilities you may need to use during your stay. Our services may vary depended on weather conditions. These kind of changes are published in advance at the Guest Relations Desk.

**KINDLY BE INFORMED THAT OUR CHECK-IN TIME IS 14:00 CHECK-OUT TIME IS 12:00**

### FOOD & BEVERAGE SERVICES INCLUDED IN THE CONCEPT



#### BUFFET RESTAURANT

It is located opposite the main building entrance door, next to the Lobby Bar.

• Breakfast	07:00 - 10:00
• Late Breakfast	10:00 - 11:00
• Lunch	12:30 - 14:30
• Dinner	18:30 - 21:00
• Night Soup	00:00 - 01:00



#### SNACK BAR

There are 3 snack bars at our hotel. The bars serve fast food and snacks.

• Pool snack	Olympic Pool Area	12:30 - 16:00
• Aqua snack	Aquapark Area	12:30 - 16:00
• Beach snack	Beach Area	12:30 - 16:00
• Coffee Break	Gold Patisserie (-1)	13:00 - 18:00
• Turkish Pide	Olympic Pool Area	12:30 - 16:00
• Gözleme	Olympic Pool Area	12:30 - 16:00 (Flatbread closed on Sundays)
• Ice Cream	Olympic Pool Area	14:00 - 16:00
	Aquapark Area	12:30 - 16:00



#### BAR SERVICES

Between 10:00-24:00 unlimited local alcoholic and non-alcoholic beverages are included in the concept. All imported beverages and fresh juices are with extra charge.

• Lobby Bar	Lobby Area	10:00 - 24:00
• Snack Bar	Olympic Pool Area	12:30 - 16:00
• Sunset Bar	Olympic Pool Area	10:00 - 23:30
• Aqua Bar	Aquapark Area	10:00 - 17:00
• Beach Bar	Beach Area	10:00 - 17:00



#### A LA CARTE RESTAURANT

Usage of the A La Carte Restaurant is free of charge one time in a minimum of 5 nights All-Inclusive accommodation. You can make the reservations minimum 4 days before at the kiosk situated on the Guest Relations desk with the reservation voucher which you get from the Guest Relations.

• Ocean Fish	Olympic Pool Area (closed on Mondays)	19:00-20:30
• Hillside	Under the Relax Pool (closed on Tuesdays)	18:30-20:30

### FOOD & BEVERAGE SERVICES NOT INCLUDED IN CONCEPT



#### ROOM SERVICE

Serving 24 Hours  
It is not available for the villas.  
**Ext: 5102**



#### BAR SERVICE

• Lobby Bar	Lobby	00:00-10:00
• Zodiac Bar	16th Floor	18:00-02:00
• Goldcoffee	Hotel Entrance	09:00-22:00
• Irish Bar	-1 Floor	16:00-00:00

#### A LA CARTE RESTAURANTS



##### • Up Hill Lounge

International Cuisine      16th Floor      16:00-23:00

##### • A La Turca

Turkish Cuisine      16th Floor      16:00 - 23:00  
(closed on Sundays)

Food service ends at 23:00. Please contact guest relations for restaurant reservations.



Dear Guests, The objective of Goldcity is to provide you with the best quality of the service. In order to improve the service quality we kindly ask you to inform us of about all your wishes, suggestions and complaints as well as of your satisfaction.

**7777**

**grdesk@goldcityhotel.com.tr**



#### GOLDCITY REAL ESTATE

If you wish to spend your holiday in your own apartment or a villa we have different types of apartments or villas to show you. For more information please contact our office.  
**Ext: 4441-4443**  
[www.goldcityrealestate.com](http://www.goldcityrealestate.com)

Goldcity provides services as a condominium system. Besides the hotel guests, we have owners in our facility. For this reason, all our services are arranged due to this system.



### GREEN POINT

All bars and restaurants which are marked by "Green Point" are included into All-Inclusive concept. You can also see service hours in the areas having this sign.



### INFORMATION AREAS

You can get the information on the entertainment activities like general hotel information and animation programmes on the infoboard in the Lobby near the main entrance door and by the olympic pool and also on the Info TV (Channel 0).



### CASH CARD SYSTEM

Cash money is not accepted in our Restaurants and Bars. For extra payment please take **CASH CARD** from the Reception.



### TOWEL DESK

You can obtain the beach towels at the towel desk in exchange for a towel card that is given by the reception. We kindly ask not to use the bathroom towels at the pool or on the beach. One towel is given for one towel card. Towel change is not accepted during the day. You will be automatically charged 10 € for every towel card that is not given back to the reception.



## ACTIVITIES

### POOLS



**MINI CLUB** 10:00-12:30 / 14:00-17:00

Mini Club activities for children is under the Snack Bar. (**4-12 age**)

### SPA CENTER

09:00 -19:30 / -2 Floor  
Indoor swimming pool, Hamam(Turkish Bath), Sauna, Steam Room facilities are free-of-charge. Personal treatments and massages are charged extra.

### TABLE TENNIS

10:30-17:00  
Please contact the Guest Relations desk for information

### FITNESS CENTER

-2 Floor Spa Area / 08:00-12:00 / 13:30-20:00

### AQUA PARK

Slides working hours 10:00 -12:00 / 14:00-17:00  
**The kids under 13 years avage can not enter the aquapark without their parents.**

**The witch's cauldron has a height requirement of 1.70 meters and is for ages 14 and up**



Please contact the Guest Relations desk in the lobby for flower and cake orders for your special celebrations. For allergen, vegetarian, gluten-free and similar special food requests, you must contact guest relations department. (**Ext: 7777**)

## EXTRA SERVICES (CHARGEABLE)

**SUPERMARKET:** Lobby Floor, North Wing

**PHOTOGRAPHER SERVICES:** Lobby Etage

**HAIRDRESSER:** Lobby Floor, East Wing (Opposite the Sunset Bar)

**GAMELAND:** 16:00-24:00 under the snack bar

**SHOPPING:** Lobby Floor, East Wing

### SPORT COMPLEX (Chargeable)

You can try various activities such as Tennis, Basketball and others at the Sport Complex located in a 3 min drive from the Hotel. For the reservations, please contact the Guest Relations Department. **Ext: 7777**



## SHUTTLE SERVICE

### TRANSFER

We have shuttle services everyday to the beach and city center of Alanya.

**• No responsibility is taken by Goldcity for missing the bus or overcrowding. In this case the price of the taxi won't be paid.**

• You can learn shuttle times from info TV (Channel 0) and info boards. You may get the shuttle timetable list from transportation desk and Guest Relations Desk.

### ALANYA SHUTTLE (chargeable)

**Departure :** Shuttles depart from near the security gate opposite the parking lot.

**Stop :** Mahmutlar Center; Clock Tower

**Arrival :** Alanya City Center; Atatürk Monument

Service hours and trips are adjusted according to guest density.

Mahmutlar-Alanya shuttle services are **extra charged**.

### BEACH SHUTTLE (free-of-charge)

**Departure :** Shuttles depart from near the security gate opposite the parking lot.

**Arrival :** Goldcity Beach

**Beach Shuttles do not stop at other bus stops. For specified times, shuttle departs for both routes reciprocal from this stops. There can be 10 min. delays depending on overcrowing.**



### RENT A CAR

You can rent a car from the transportation office located at the right of the main building entrance. (Extra Charge) (**Ext: 5058**)