



Services

- 1001 Guest Bedside Lounge
- 1002 The Bar & The Bar Terrace
- 1003 Doctor

Restaurants & Bars

- 1004 The Restaurant
- 1005 (Mermaid) Theatre (Theatre)
- 1006 Top Restaurant
- 1007 (Mermaid) Theatre (Theatre)
- 1008 Street Restaurant & Bar
- 1009 Club-House Bar
- 1010 THEAS Coffee Shop
- 1011 (Mermaid) Bar
- 1012 (Mermaid) Lounge Bar
- 1013 Club-House Open Air Bar
- 1014 Show Lounge Bar
- 1015 (Mermaid) Open Air Bar
- 1016 (Mermaid) Open Air Bar

Pools

- 1017 Adult Pool
- 1018 Activity Pool
- 1019 Slide Pool
- 1020 Spa Pool
- 1021 Indoor Pool

Sports & Leisure

- 1022 Motor Sports
- 1023 Diving Centre
- 1024 BLUE Steps & Gym
- 1025 Sports Club-House
- 1026 Sports Club-House
- 1027 Webberg Platform
- 1028 Tennis Courts
- 1029 Jockey Courts
- 1030 Beach Cabana's
- 1031 Volleyball Beach

Entertainment

- 1032 The Mermaid
- 1033 The Mermaid

Children

- 1034 Playgroup
- 1035 Nursery

Hotel Building

- 1036 1001-1006
- 1037 1001-1002
- 1038 1001-1003
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Regarding Your Personal Data;

Bartu Turizm Yatırımları A.Ş. (referred to as the "Company"), as a Data Supervisor, demonstrates the utmost sensitivity and priority to the safety of your personal data under the Law of Protection of Personal Data No. 6698 (PDP Law). In this context, our Company shall process, save, transfer and retain your personal data, limited to the legal period, that you have shared via this form and/or via other tools (online registration, mobile application, e-mail, phone or verbally) for the below purposes and in accordance with the personal data processing conditions and purposes mentioned in Articles 5 and 6 of the PDP Law.:

- Performing the necessary processes to ensure that you benefit from the products and services offered by our Company,
- Recommending and presenting these products and services to you by customising according to your preferences, usage habits and requests,
- Performing other processes necessary to serve and support these purposes, and
- In the case of an explicit obligation in the laws or regulations (E.g. The Law of Identity Declaration No. 1774) or in executing a legal responsibility determined by a regulation.

Regarding the processing of your personal data by our company according to the PDP Law, you may access our document "Personal Data Processing and Protection Policy" as follows:

*Reception - Official web page

<https://www.akrahotels.com/en/personal-data-processing-and-protection-policy/>



Dear Guests,

Welcome to Akra Fethiye Tui Blue Sensatori,

We've prepared this directory for you to have a fun, safe and enjoyable holiday. Please contact Guest Services or Reception if you have any questions or queries at all. We are always available and happy to help you.

We hope you will enjoy our unique and high-quality service and wish you a happy, peaceful and enjoyable stay. Thank you for choosing to stay at Akra Fethiye Tui Blue Sensatori.

Note: Depending on circumstances, Resort Management reserves the right to unilaterally change the information regarding the services listed in this directory.

<https://www.akrahotels.com>

Kargi Mahallesi 202 Manolya Sk. No: 4/1 FETHIYE/ MUĞLA

TEL: +90 252 661 02 10 FAX: +90 252 661 02 37

E-mail: guest@akrafethiye.com

A

Air conditioning and heating

The air conditioning system in your room is operated by a central cooling/heating system. You can adjust the temperature from the thermostat. Your room's balcony doors need to be shut for the air conditioning to work.

Airport transportation

Airport greeting and farewell services are provided upon your request. Please contact Reception for detailed information about transfer services and rates.

Aqua park

You can enjoy the water slides at the aqua park every day from 10.00 to 12.00 and 14.00 to 16.00

Archery

Archery activities are carried out under the guidance and supervision of professional archers free of charge at specific times of the day. Please contact the Sports Coordinators to enjoy this activity.

Attire

Dress code applies in the evening - no beach wear or sportswear, gentleman must wear long trousers to dine in the A La Carte restaurants however tailored shorts can be worn when dining in the evening in the buffet restaurant.

B

Baby bed

Please contact Guest Services to request for a baby bed. (Tel: 8000)

Babysitting

Please see the Childcare Team for any information regarding the Childcare Services available.

Banks and ATMs

The banks and ATMs closest to our resort are located in Çaliş town centre (6 km).

Bars

BARS

Opening/closing hours

The Bar	24 hours
Sunset Beach Bar	10.00 - 18.00
Yasmine Bar	09.00 - 00.00
Club house Bar	09.00 - 23.00
Lime Bar	09.00 - 00.00
Club House Open Air Bar	10.00 - 18.00
Basilico Coffee Shop	10.00 - 22.00
Show Lounge Bar	19.30 - 22.30
Boardwalk Bar	19.30 - 22.30
THEA'S coffee shop	10.00 - 18.00
Neoman Lounge & Terrace Bar(+16)	18.00 - 00.00

We kindly request guests observe the no swimwear policy in the The Bar.

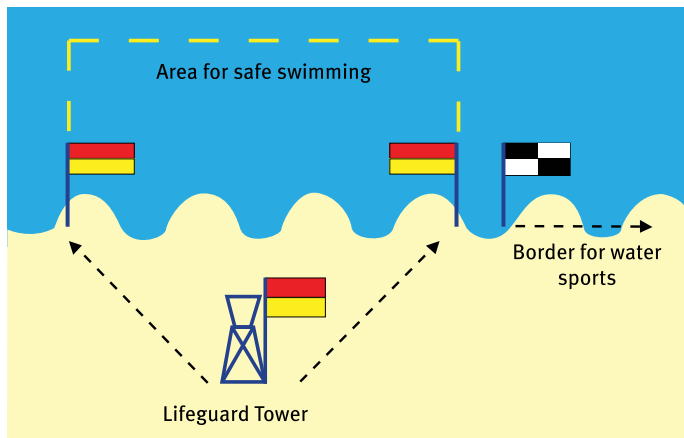
- Guests under 18 are not served alcoholic beverages as per the 27808 numbered TAPDK Law.
- The opening/closing hours of the resort facilities may be changed by resort management depending on the season and weather conditions.

Beach & beach path

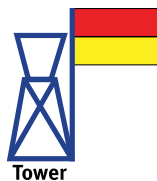
The beach where our resort is located is a sandy and natural pebble shore where the depth of waters increases rapidly. Please take note of this information.

Beach rules

- The resort's beach is only open during the summer season (from April to October).
- The beach has appointed lifeguards.
- The safe swimming areas have been marked in the picture below. Swimming out of bounds is dangerous and forbidden.



- You can see the depth of the sea marked on the pier for specific distances. The depth of the sea can change due to the seabed being sandy.
- Below, you can find the meanings of the flags you can see on the lifeguard tower. Please check the flags before getting in the water and take precautions accordingly.



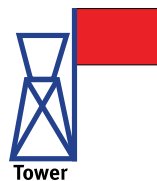
Tower

Lifeguard is on duty
Swimming is safe



Tower

Lifeguard is on duty
Swimming is not safe



Tower

There is no lifeguard
Swimming is not allowed

- Guests under the age of 16 must be supervised by an adult all times. Children must always be under the supervision of a responsible adult (a parent if possible).
- Sun beds cannot be reserved. When guests leave their sun beds for longer than an hour, their belongings will be gathered and the sun bed will be available for the use of other guests.
- Guests who cannot swim well but want to swim at the beach shall swim at their own risk. The availability of a lifeguard does not guarantee life safety. You can ask staff for free of charge life rings.
- It is forbidden to jump and dive from the pier.
- Please do not bring glassware or porcelain to the beach or pier.

- The sun rays can be harmful and cause sunburn and heatstroke. It is particularly strong between 12.00 to 15.00, please take necessary precaution.
- We recommend that you use sunscreen with high protection whilst you are outside. This will help you protect your skin from the initial effects of the sun.
- Do not go swimming at the beach while under the influence of alcohol or when very full or hungry.
- Do not swim in depths exceeding your height. We recommend swimming parallel to the beach at depths not exceeding your height when you wish to swim long laps.
- Akra Fethiye Tui Blue Sensatori accepts no responsibility regarding accidents, loss and damage of property at the beach, pier or sea.
- It is dangerous to swim in the sea during unfavourable weather conditions, such as when it is wavy, raining, etc.
- Children are required to be under the supervision of their family while at the beach, pier or sea.
- Children are under the responsibility of their families.
- The resort reserves the right to change opening/closing hours depending on weather conditions and when it seems necessary.
- Please call Guest Services (Tel: 8000) or Reception (Tel: 5555) in case of an emergency.
- Do not go swimming in the sea when the beach is closed and after the sun has set.
- Please support our cause to protect the environment and throw your recyclable waste into the recycling bins.
- Fethiye is a natural habitat for loggerhead turtles (*Caretta caretta*) to lay eggs. Please support us in our struggle to protect sea turtles and to co-exist with them during their mating season from 1 May to 31 October.

So, please:

- o Area(s) on the beach marked with warning signs are nesting areas for turtles. Please show maximum care not to use the part of the beach which has warning signs.
 - o Do not carry sun beds to the nesting area and do not dig the sand.
 - o Do not litter the beach and do not leave belongings overnight.
 - o Please do not disturb mating turtles or pick up baby turtles. Please inform staff if you witness such a situation.
 - o Do not use lights or light a fire on the beach at night.
 - o Slow down the jet skis and speedboats when close to the beach.
- Please note that adult sea turtles only have a maximum speed of 20 km.

Billiards

You can contact the Club House to make reservations to play billiards. Playing billiards is free of charge.

C

Cabana

Please contact Guest Services (Tel: 8000) who will be happy to set you up with a cabana where you can spend a relaxing day by the beach or the pool with cold, refreshing beverages, cold towels, snacks and ice cream. You can reserve cabanas daily for an extra fee.

Car park

You can park your vehicles in the car park located at the entrance of the resort. Staff at the Reception will be happy to help you when you need assistance.

Car rental

Guest Experiences and Reception will be happy to help you with your car rental needs.

Celebrations/banquets

Our meeting rooms are equipped to meet all needs for receptions, banquets, weddings, conventions and seminars. Our Sales & Marketing Department will be happy to provide you with further information.

Check-in and check-out/courtesy room

You can check-in your room after 14.00.

We kindly request that you check-out of your room no later than 12.00 so that the room can be prepared for our new guests. Your keycard will automatically be deactivated after 12.00.

Please contact Reception if you wish to check-out at a later hour. Your request to check-out late will be subject to availability and is charged ₺ extra.

After you have checked-out of your room and if you are planning to depart from the resort at a later hour, you can use the courtesy room located on the Spa & Wellness Centre floor, leave your luggage for safekeeping and enjoy the facilities.

Children's & teen activities

TUI kids' club, where the children can have a great time, is available for children aged 03 - 12. For babies aged 0 – 4, please see the Nursery section of this guide. Please contact the Childcare Team and Sports Coordinators for information about the sports activities, contests and other creativity activities. For operational timings, please refer to the flavour sheets.

Cigarettes and other tobacco products

Smoking cigarettes or tobacco products is not allowed in the indoor areas of our resort and rooms. Please also kindly note that smoking cigarettes and tobacco products in indoor areas is prohibited as per the 4207 numbered Law of the Republic of Turkey.

City transportation

You can use taxis, shuttle buses (dolmush) and buses to get to Fethiye's city centre. You can easily travel to many places with public transportation in Fethiye. Please contact the Guest Service (Tel: 8000) for further information about public transportation.

Credit cards and payments

Our resort accepts Visa, MasterCard and Eurocard. Personal cheques are not accepted. Please ask Reception for further information. (Tel: 5555)

D**Dance studio**

You can work out to rhythmic music at the dance studio with professional Sports Coordinators.

Doctor and nurse (Tel: 1911)

The doctor and nurse's office is located on floor -1 and is open from 09.00 to 17.00. The examination/treatments are an extra charge. You can call Guest Services (Tel: 8000) or Reception (Tel: 5555) to contact The examination/treatments are an extra charge a doctor 24/7 in emergency cases.

E**Earthquake and Earthquake Safety**

- o Keep calm and don't panic.
- o When you feel an earthquake, curl in the foetal position creating a "triangle of life". Do not crawl under the closest table or surface but lie next to them.
- o Stay away from furniture that can fall over. Be careful of the plastering that may fall from the wall or ceiling.
- o Stay where you are until the earthquake ends and, if possible, protect your head with your hands or a pillow.
- o Stay away from windows and glass. Keep the curtains shut. During earthquakes, windows and glass can smash and fly metres away, scattered objects can be very dangerous in such cases.
- o If you are outdoors during the earthquake, stay away from buildings, trees, signs, electricity poles and lines.
- o If you are in a wheelchair, move towards a safe area and lock the breaks on your wheelchair. Protect your head using your arms.
- o After the earthquake has ended, check your body to see if you have been injured. First check yourself and then check if the people around you have been injured.

What to do after an earthquake:

- o Be prepared for aftershocks.
- o Do not smoke.
- o Be careful of fires, fallen plaster, nails and glass.
- o Wear trousers, long-sleeved shirts, gloves if you have any, and durable shoes. Take a coat, jacket, etc. with you depending on the weather.
- o Take any medication you will need with you.
- o Leave your belongings in the room, take your keycard, close the doors and exit the building using the closest fire exit/escape stairway and go to the gathering point.
- o You can find the evacuation plan hung on the back of your room's door.
- o Do not use the lifts.
- o Protect your head with a pillow while exiting the building and leave as fast as possible.
- o Do not attempt to jump off the balcony. Most injuries occur while evacuating the building after an earthquake.
- o Please obey the instructions given by the resort's emergency teams.

Emergencies

Please call Guest Services (Tel: 8000) or Reception (Tel: 5555) in case of an emergency. You can find more information on what to do in event of a fire or earthquake in the following pages of this directory.

Emergency exits

There is an emergency exit staircase on each floor. Please look at the "Emergency instructions and exit layout" hung behind the door to your room. You can find the emergency exit doors on each floor by following the green signs.

Entertainment, Sports & Activities

You can get information about the daily sports and wellbeing programme and the entertainment programme from the BLUE App available in IOS and Android formats or on the "What's On" channel on the TV in your room. We would like to remind you that all of our sports and wellbeing activities take place in English. Paper copies of the programme are available on request only from Guest Experiences.

Environmental awareness and sustainable tourism

We hope for your support for our work on sustainable tourism to protect the environment for a greener world, to spread environmental awareness, reduce the consumption and waste matter of water and hazardous materials and their degradation, increase energy efficiency, use renewable energy sources and use more local products.

Fethiye and Calis Beach is a natural habitat for loggerhead sea turtles (caretta caretta) and they come ashore to lay eggs specific times of the year. Thank you for your understanding and sensitivity.

The region we are located in is in the Fethiye-Göcek Specially Protected Environment area and the habitat of the world's rare sweet gum tree forests.

Animals are not used in our entertainment programs held at our hotel. We do recommend you not to take part in activities which harm animals or those animals surrounding habitats (like cirques with wild animals or dolphin shows for example).

We want you to be a part of our environmental protection movement too! So, please:

- o Take your room's keycard out of the power socket while leaving your room to prevent unnecessary consumption of energy and help save the environment.
- o Only use as much water as you need and immediately report water leakages to the resort to help protect our natural water resources.
- o Do not dispose the magazines and newspapers you've read in rubbish bins but throw them in the recycling bins you can find in public areas to help protect our environment.
- o Leave the books you do not want to take home with you on the bookshelf. You are welcome to take any book you'd like to read from these bookshelves.
- o Contact Reception to request a special box to dispose your used injectors or hazardous medical waste. Our trained staff will be collecting these boxes in accordance with procedures.
- o Do not throw empty batteries in the rubbish bin. You can dispose of empty batteries in the Waste Battery box found at Reception. Our Reception staff will be happy to help you.
- o Zero Waste Project" is implemented within our hotel. You can throw your recyclable wastes (paper, metal, plastic, glass) into recycling bins that you can see in many parts of our enterprise, and you can support us with respect to mitigation of the environmental pollution by not requesting disposable products such as plastic straws.
- o With the use of water,electricity and detergent in mind, we kindly ask that you get as much as you need from beach towels.
- o Bed sheets in your room is changed regularly every two days.With the use of water, electricity and detergent in mind, we kindlyask you to leave this card on your bed should you require changes of bed sheets.
- o We recommend that you see the Cyclamen Alpina and the Acacia flower, which are both endemic plants of our region, before you leave our resort.

F

Faxing and photocopies

Please contact Reception for faxing and photocopying services.

Fire extinguishers

Every point in the resort is equipped with fire extinguishers, fire alarm buttons and fire detectors. You can use fire extinguishers to put out small scale fires only if you do not put yourself or others at risk.

Fire protection

The rooms and public areas have been fitted with fire detectors and sprinkler systems. The emergency exit directions can be found on the back of your door. Please use the fire exit staircase in the event of a fire and refrain from using the lifts. There are fire extinguishers at specific points in the corridors. Please call Reception in event of a fire. (Tel: 8000)

Fire safety

Please look at the "Emergency instructions and exit layout" on the back of your entrance door to your room the day you check-in. You are requested to check where the closest emergency exit, fire alarm and fire extinguisher to your room are.

The alarm system will be activated automatically when there is a fire in the resort. Please follow the instructions below in the event of a fire.

- o First of all, keep calm and don't panic.
- o If the entrance door to your room IS NOT HOT, open the door and use the closest emergency exit to evacuate the building.
- o Close your door while exiting the room.
- o If the DOOR IS HOT, do not open the door and remain in your room. Call the Guest Service (Tel: 8000) to report the fire.
- o Seal the door by rolling a wet towel and placing it under the door.
- o Stay calm and wait for staff to arrive. If you cannot exit your room, the safest place to stay is your room.

If there is a fire or smoke in your room

- o If you can, immediately call the Guest Service (Tel: 8000) or Reception (Tel: 5555) and report your location.
- o Close your door while exiting the room.
- o Warn the adjacent rooms about the fire.
- o Press the closest fire alarm button.
- o If you see smoke while evacuating the building, stay close to the floor and crawl towards the exit.
- o Evacuate the building using the closest emergency exit, do not use the lifts.
- o If the fire is very small and you wish to put it out, you can find a portable fire extinguisher in the hose closet in the corridors.

The meeting point for fires and emergencies is the car park of the resort.

Flowers

Guest Experiences. will be happy to help you with any flower orders for your special occasions.

Foreign exchange

Reception will be happy to help you exchange currency, provide you with the daily rate or answer any currency questions.

G

Guest Service

Guest Service can assist with any questions or queries about Akra Fethiye Tui Blue Sensatori or the local area, special requests, trip bookings, car hire and many other items (Tel: 8000)

Guests' visitors

Our resort operates with an all-inclusive concept and therefore a daily fee ₺ shall be collected from each visitor not staying at the resort. Visitors can only enter from the main entrance. Visitors are not accepted in the resort without our knowledge and approval. Please contact Reception staff for detailed information or to give notice of expected visitors.

Gym (Gymnasium)

The Gym is open from 07.00 to 20.00. We kindly request that you wear appropriate footwear and clothing while working out. The gym is not available to guests under 16.

H

Hairdresser

The hairdresser is located on the ground floor, in the wellness centre. This service is charged extra. (Tel: 7905)

Housekeeping

Please contact Guest Services for all your pillow, blanket, bed spread, towel, linen and laundry service requests. (Tel: 8000)

I

Info

We will be happy to provide you with any information regarding resort services. Please contact our Guest Services (Tel: 8000)

Internet, Wireless Internet Connection

Rooms and the public areas are provided with complimentary Internet 24/7. You can connect to the Internet by entering the personal information required on the home page. Your IP and DNS settings need to be automatic for you to connect to the Internet without any problems.

Iron and Ironing Board

There is an iron and ironing board in the wardrobe. Once switched on, the appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements as maximum temperature is reached quickly. Do not test the temperature of the iron by touching it.

Legal warning: As per the 5651 numbered Law on "Regulation of the Publications made on the Internet and the Crimes Committed through these Publications" of the Republic of Turkey, it is legally required to record all Internet logs of users. Therefore, the IP system you are assigned by the system, the MAC address of your computer and the websites you visited are recorded and stored by our system along with your ID information. Please take note that the resort's records will be taken as a basis in event that any legal violation arises from guests using the Internet and the resort is liable of handing over all your personal information to official authorities upon request.

K

Keycard

For your safety, the door to your room is unlocked with an electronic card valid for the duration of your stay. You can use this card to activate the power in your room and as a credit card to charge your extras in the resort. The keycard is programmed to work until 12.00 on the day of your check-out. The card automatically expires after this hour and will not open the door to your room. You can get a daily purchase card, which is a pre-paid and limited card from Reception after you have handed in your keycard while checking-out. Please immediately contact Reception when you notice you have lost your room's keycard.

L

Laundry hanger

There is a laundry hanger available on your balcony to hang your wet laundry and towels. We kindly request that you do not hang your wet laundry and towels on the balcony rails.

Laundry service

Please place your dirty laundry in the laundry bag located you can find in your wardrobe and fill in the laundry price list, marking which process you request for each piece. After filling the form, please leave your full dirty laundry bag on the bed. Your clean laundry will be delivered to your room the next day. A 50% extra charge applies for express services. The laundry is open from 09.00 to 16.00 every day. The above listed services are not included within the "all inclusive" concept and are charged extra. For further information, please contact: (Tel: 8000)

Location

Located in the west of Fethiye, our resort is 13 km from the city centre and 45 km from Dalaman Airport.

Lost and found

Please contact Guest Experiences or Reception if you have lost or found a belonging during your stay.

Luggage service

Please contact Reception if you need your luggage to be picked up or taken for safekeeping. We do not accept any responsibility in event of the loss of any luggage or personal belongings not left for safekeeping. Please make sure to collect a receipt for each piece of luggage you left for safekeeping and return the receipt to the staff upon collecting your luggage.

(Tel: 8000)

M

Mini bar

For your convenience there is a mini bar in your room, this will be stocked with water, soft drinks and local beer and will be replenished daily.

N

Newspapers, magazines and books

You can purchase newspapers and magazines from the general store at the resort. You can also enjoy our library.

Nursery

If you have pre-booked nursery sessions for your child, please contact the Childcare Team or Guest Experiences who will provide registration details.

P

Pest control

Our resort's pest control is performed by a professional company and the chemicals used in all areas are not hazardous to human health.

Pets

Pets are not allowed in our resort.

Pharmacy

Please visit the doctor's office found on -1 or contact Reception or Guest Services (Tel: 8000) for information.
(Tel: 1911)

Photography / Filming

Photography/filming services at our hotel are charged extra.

Power supply

The resort offers a 220 volt 50 Hz power supply. You can use 220 volt electric shavers with the sockets in the bathroom. We recommend that you do not use any other electrical devices in your rooms due to safety reasons. You can ask Reception for an adaptor for devices working with different power supplies.

Pushchair

Please contact our Childcare Team if you would like to hire a pushchair during your stay.

R

Radio

The radio is broadcast over the TV.

Religious services

Please contact Guest Service (Tel: 8000) for a prayer rug/tasbeeh and any other question. The closest mosque to our resort is located at Yaniklar Village while the closest church is at Kaya Village and the closest synagogue is in Antalya. Please contact Guest Experiences or Reception if you need any assistance with finding the direction of Mecca.

Restaurants

The Restaurant (open buffet)

Our breakfast, lunch and dinner buffet offers a wide selection of great flavours to enjoy and you can also watch our skilled chefs cooking delicious meals at the show buffet. Please see Annex 2 found at the end of the directory to see the locations of the restaurants and bars in our hotel.

Open buffet breakfast	07.00 - 11.00
Late Breakfast(On Sundays) Amber Restaurant	11.00 - 13.00
Open buffet lunch	12.30 - 14.30
Open buffet dinner	18.30 - 21.30
Over Night Dinner Amber Restaurant	22.00 - 07.00
Basilico Snack Restaurant	12.00 - 17.00
Sunset Snack Restaurant	12.00 - 15.00
THEA'S coffee shop (cakes and ice cream)	10.00 - 18.00
Amber A'la Carte Restaurant	18.30 - 21.30 (Requires reservations)
Basilico Italian A'la Carte Restaurant	18.30 - 21.30 (Requires reservations)
Tao Chinese A'la Carte Restaurant	18.30 - 21.30 (Requires reservations)
Neoman Lounge A'la Carte Restaurant	18.30 - 21.30 (Charged extra, requires reservations)
Sunset Grill A'la Carte Restaurant	18.30 - 21.30 (Charged extra, requires reservations)
Room service	24 hrs (charged service)
(You can place orders 24/7 from the room service menu in your room).	

Reservations: All restaurants apart from the main restaurant require a reservation. The Guest Relation is open from 09.00 – 00.00. You can also book from "BLUE APP". You will be able to book for the same day up until 14.00 and for the following two days.

Days open: Our à la carte restaurants are open on specific days of the week for dinner. The opening/closing hours, days and the services of the restaurant are subject to change.

Wine list: You will be offered a priced wine list upon request at all à la carte restaurants.

Dress code: Dress code applies in the evening - no beach wear or sportswear, gentleman must wear long trousers to dine in the A La Carte restaurants however tailored shorts can be worn when dining in the evening in the buffet restaurant

Vegetarian options: We offer a vegetarian buffet and all other vegetarian options are marked with a "V" for guests to choose easier. Please ask Guest Experiences for help if you have any food allergies. Our Guest Experiences staff will direct you to a person in charge at the restaurant who will help you with the dishes. Please familiarise yourself with our allergen notices and symbols.

Room cleaning

Your room cleaning and servicing will be carried out from 09.00 to 16.00 during your stay. All you need to do to place a request for prioritised cleaning is press the "please clean room" button in your room or call Guest Services to set a daily time. (Tel: 8000)

S

Safety deposit box

The safety deposit box is located in the wardrobe near the entrance of your room. Using the safety deposit box in your room is free of charge. Please note that the Hotel Management is not liable of the loss of valuable belongings and documents that are not stored in your safety deposit box. Please store your valuable items, money and jewellery in the safety deposit boxes in your rooms. Please call Guest Services for assistance. (Tel: 8000)

OPERATING INSTRUCTIONS

You may make use of our in-room safes as shown on the instructions. Please note that the management decline all responsibility or liability for the loss of money or valuables not kept in the safe.

TO LOCK THE SAFE

After placing your valuables, close the safe door. Type a 4- digit password and press #, the safe will be locked.

TO OPEN THE SAFE

Type a 4 - digit password, the safe will be unlocked.

Sewing kit

Please contact Guest Services if you need additional sewing materials. (Tel: 8000)

Shopping facilities☿

Our hotel has a number of shopes offering a wide variety of options.

- General store
- Hairdresser
- Jeweller
- Souvenir shop
- Boutique
- Photographer

Shuttle buses (dolmuş)

You can go to Calis, Fethiye or Ölüdeniz from the bus stop near to the entrance gate of the hotel.

Sights to see

Fethiye is rich with history and nature and offers plenty of sights to see.

You can contact Guest Experiences for information about where you can visit close by or you can contact your agency guide if you want to go on a tour.

SPA (BLUE SPA & WELLNESS CENTER)

The SPA is open from 09.00 to 20.00 and is located on the lower lobby.

Free of charge SPA services:

The complex comprising a Turkish bath, sauna and loungers is free of charge from 09.00 to 20.00.

Charged SPA services:

The SPA offers very exclusive

- Spa treatments
- Massages
- Body treatments,
- Turkish bath body care
- Skin treatments, to make your body, soul and mind rejuvenated with energy.

You can dial (Tel: 5000) to make a reservation or learn the prices and take a journey into the mystical world of SPA.

We kindly request that you observe the below notes for a maximum spa experience satisfaction and for consideration of other guests.

- Please make a reservation for the SPA treatments.
- We kindly request that you arrive at the SPA wearing a bathrobe or bring a bathrobe with you. You can find bathrobes in your rooms. There are no bathrobes at the SPA.
- We recommend arriving 15 minutes before your appointment so you can change and settle in.
- Please remove all your jewellery before your treatment. Our hotel assumes no responsibility of lost personal belongings. We recommend that you place your valuables in the safety deposit box in your room.
- Please observe cultural etiquette and wear a swimsuit while enjoying the SPA services. Nudity or inappropriate clothing is not allowed.
- Please do not smoke and avoid using your mobile phone.
- Please inform SPA Reception if you think that you might be pregnant so that you can be assisted in selecting an appropriate treatment.
- Guests with a heart condition, low/high blood pressure and who are pregnant should avoid using some of the SPA facilities, like the sauna.
- Please do not arrive at the sauna under the influence of alcohol.
- After meals, make sure you have given yourself enough time to digest and relax.
- We recommend that you take a shower before all body treatments.
- Guests who are disturbing other guests at the SPA may be asked to leave the SPA or may not be accepted to the SPA, subject to the decision of the SPA Manager.

Payment and cancellation policy

- Your treatments are charged to your room. Please do not bring cash or credit cards to the SPA. You can make your payments while checking-out in cash or with credit cards.
- All reservations cancelled within 4 hours of the appointment are subject to 50% payment of the treatment.
- The entire cost of the treatment will be charged to the guest in case of the guest not showing up.

Please contact SPA Reception by dialling (Tel: 5000) or any question or further information.

Sunbeds and umbrellas

The sunbeds and umbrellas by the pool and at the beach are available for free. Please do not reserve any of these with your towels or other belongings. Personal items placed on the sunbeds before 07.00 and items on sunbeds which have not been used for an hour will be gathered and put away.

Swimming pool

Please obey pool rules listed on the signs at the entrance of the pools for your own health and safety. Our resort swimming pools:

Adults only section	:	Adults only swimming pool	08.00 - 19.00
Mixed section	:	Indoor swimming pool	08.00 - 19.00
Family section	:	Family swimming pool	08.00 - 19.00
		Childrens pool	08.00 - 19.00
		Activity swimming pool	08.00 - 19.00
		Water slides swimming pool	10.00 - 12.00 and 14.00 - 16.00

Rules for the swimming pools and water slides

We kindly ask that you obey the following rules for the swimming pools and the water slides for your own safety.

- o There is a lifeguard on duty at the pool.
- o It is forbidden to use the pools after closing hours.
- o Guests under the age of 16 must be supervised by an adult at all times. Children must always be under the supervision of a responsible adult (a parent if possible).
- o It is forbidden for non-swimmers to enter the pool. Guests who cannot swim well but want to swim in the pools shall swim at their own risk. The presence of a lifeguard does not guarantee life safety. Life rings are available free of charge upon request.
- o Please do not take food or drinks with you in the pool. No fragile objects such as glassware and porcelain are allowed at the swimming pools.
- o We kindly request that guests shower at the showers available near the pool before entering the pool and we also recommend showering after you have exited the pool.
- o Please do not defecate, urinate or spit in the swimming pool for your safety and the safety of other guests. Guest toilet facilities are nearby.
- o You should always wear appropriate swimwear at the pools. Swimming naked or in hasemas/burqinis is not allowed.
- o Babies are required to wear special swimming nappies and swimwear, and will not be allowed into the pool with normal nappies.
- o Sun beds cannot be reserved. When guests leave their sun beds for longer than an hour, their belongings will be gathered and the sun bed will be available than an hour to the use of other guests.
- o Please enter all pools by stepping in. Please do not jump into the pools.
- o It is prohibited to dive into the pools for your own safety.
- o Akra Fethiye Tui Blue Sensatori management does not accept any responsibility regarding accidents, lost and damaged items while the guests are in the pools.
- o Please do not run while at the pool. Do not do pranks that will harm others.
- o Please refrain from using the pool if you have a contagious disease.
- o Do not swim in the pools while under the influence of alcohol.
- o Please call Reception (Tel: 5555) or Guest Services (Tel: 8000) in case of an emergency.
- o The resort reserves the right to change opening/closing hours depending on weather conditions and when it sees necessary.
- o Do not swim in the pools when the pools are closed and after the sun has set.

- o Guests under the influence of alcohol or who are pregnant are required to refrain from using the water slides.
- o Using the water slides after closing hours and while the "no lifeguard on duty" sign is up is prohibited.
- o It is prohibited to climb from the pool to the water slides.
- o Please make sure you have no glasses, keys and jewellery on while swimming and using the water slides.
- o Please make one line while on the stairs of the water slides.
- o Please slide down the water slides in a position with your feet first, on your back, your head back or sitting, and after the staff gives you a sign to slide.
- o It is forbidden to slide down the water slides backwards, on your knees, right after someone else or together with someone, face down or on your back with your feet upwards.
- o Please do not run, stand, rotate, flip and try to stop while on the slides.
- o Please immediately move away from the water slide once you are in the pool.
- o Families are responsible of the safety and security of their children.
- o Families staying in swim-up rooms are responsible for the pool safety of their children.
- o Children are not allowed to go in the pools without supervision of their family.
- o Guests who do not obey the rules and the instructions of the lifeguard will be removed from the aqua park.
- o The use of inflatable boats and toys are prohibited in the pools.
All pool laws apply to swim up and private pools.

T

Taxi

Reception will be happy to help you whenever you need a taxi.

Telephone

You can automatically dial resort numbers, local numbers☼, national numbers☼ and international numbers☼ from the telephone in your room. All you have to do to call a room's/service's number in the resort is dial their extension number. You can dial 0 (zero) to connect to a line to make national/international phone calls. National and international calls will be automatically charged to your room's account. Below you can find international telephone codes.

Local calls ☼	0	Dial the telephone number (7 digits)
National calls ☼	00	(city area code or mobile operator code) + (telephone number)
International calls ☼	0 00	(country code) + (city area code or mobile operator code) + (telephone number)

Guest Services	8000
Room service	6060
SPA	5000

Please see Annex 1 at the end of the directory for country codes.

Tennis

Our resort offers two tennis courts. The Sports Coordinators at the Club House

Towels

Please do not use the towels from your bathrooms at the beach or pool. You can use the beach towels provided for you, beach towels are one per guest.

Transportation

You can travel to Fethiye from the bus stop on the main road. There are scheduled coaches from Bodrum to Muğla. Please contact Guest Service for detailed information. (Tel: 8000)

W

Wake up service

Please contact Reception to request for a wake-up call. (Tel: 5555)

Water sports

The water sports centre is on the beach and is run by a company with no affiliation to the resort.

Paid services☼: Jet ski, parasailing, Canoeing and pedalo, water skiing, wakeboarding, knee boarding, banana, ringo, flying fish, hiring a boat, boat tours, private lessons (catamaran and windsurfing lessons and licenses, water skiing and wakeboarding lessons), etc

Wellbeing platform

You can join in a wide range of Wellbeing sessions located on our wellbeing platform next to the Club House. Please contact the Sports Coordinators at the Club House for more information.

PLEASE REMEMBER!

- o Please look at the "Emergency instructions and exit layout" on the back of your entrance door to your room the day you check-in.
- o You are requested to check where the closest emergency exit, fire alarm and fire extinguisher to your room are.
- o Gate security and beach security will ask for your resort card during your stay for your security, we kindly request that you provide the necessary information.
- o Please take note of slippery floor signs for your own safety.
- o Please apply for a resort exit/entrance card while leaving the resort during your stay (except for group excursions with the agency, a tour, etc.).

Thank you for being our guest, we wish you a peaceful and happy holiday.

Kind regards,

Akra Fethiye Tui Blue Sensatori Management

Notes:

1. Please note that Akra Fethiye Tui Blue Sensatori Management reserves the right to make changes in the opening/closing hours specified in this directory when deemed necessary.
2. Some outdoor venues may limit their services due to unfavourable weather conditions during the change of seasons.

Annex 1: International Country codes:

Name of country	GMT
USA	1
Germany	49
Australia	61
Austria	43
Azerbaijan	994
Belgium	32
Belarus	375
United Arab Emirates	971
Bulgaria	359
Denmark	45
Armenia	374
Estonia	372
Finland	358
France	33
Georgia	995
Croatia	385
The Netherlands	31
Hong Kong	852
United Kingdom	44
Ireland	353
Iran	98
Spain	34
Israel	972
Sweden	46
Switzerland	41
Italy	39
Japan	81
Canada	1
Kazakhstan	7
Latvia	371
Lithuania	370
Lebanon	961
Norway	47
Uzbekistan	998
Poland	48
Romania	40
Russian Federation	7
Slovak Republic	421
Slovenia	386
Syria	963
Saudi Arabia	966
Turkey	90
Turkmenistan	993
Ukraine	380
Greece	30

