



a premium holiday experience

Ultra All Inclusive

CONCEPT

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FOR WHITE CITY HOTELS APPLICATION



whitecityhotels.com 444 36 32



a premium holiday experience

WHITE CITY RESORT HOTEL
Ultra All Inclusive

Dear valued Guest,

Welcome to **White City Resort Hotel**

We prepared this Information Sheet to provide you an easy way to access to all services that you will need along your stay.

We would like to underline that our main goal is definite guest satisfaction.

Thank you for choosing us.
Your sincerely,

White City Resort Hotel

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RESTAURANTS / FOOD AND BEVERAGE

Breakfast	07:00-10:00	The White Restaurant
Late Breakfast	10:00-11:00	The White Restaurant
Lunch	12:30-14:00	The White Restaurant
Dinner	19:00-21:00	The White Restaurant
Midnight Snack	00:00-02:00	The White Restaurant

- Due to hygienic reasons, we would like to ask you kindly not to enter the Restaurants in swimming clothes. For Dinner we kindly ask you not to wear shorts, slippers etc.
- In The White Restaurant; on Saturday Turkish Night Buffet and on Wednesday Mediterranean Night Buffet concepts are offered.

- The Unit's operation timetable can be changed due to season conditions.

ALA CARTE RESTAURANTS

The White World Cuisine	19:00-21:30	You can check the available dates and book a la carte restaurants through the "White City Hotels application".
Terrace Taverna	19:00-21:30	
The Grill 16+	19:00-21:30	

- You need to book A la Carte restaurants at least one day advance through the "White City Hotels" application. You can contact with Guest Relations Department (112) for assistance.
- The White World Cuisine or Terrace Taverna A la Carte Restaurants are free of charge once staying over 5 days. For second or more visits per person 10 Euro reservation fee required.
- The Grill A la Carte Restaurant reservation charge is 20 Euro per person.
- The White World Cuisine A la Carte Restaurant is open between April 15 - October 31, Terrace Taverna A la Carte Restaurant is open between May 01 and October 15.

BARS

Lobby Bar	10:00 - 02:00	Local / Import Alcohol and Alcohol-Free Beverages
Lobby Bar	24 Hours	Alcohol-Free Beverages / Beer & Wine
The White Pool Bar (Pool)	10:00 - 00:00	Local / Selected Import Alcohol and Alcohol-Free Beverages
The White Beach Club Bar (Beach)	10:00 - 18:00	Alcohol-Free Beverages / Beer & Wine
Garden Cafe	14:00 - 17:00	WPS Starbucks Hot - Cold Coffee Varieties
Disco Bar	00:00 - 02:00	Local Alcohol and Alcohol-Free Beverages
Vitamin & Ice Cream Bar	12:00 - 17:00	Organic Generation Juice & Ice Fruit Juices and Ice Cream Types

- Alcoholic drinks are not served to the guests under 18.
- Garden Cafe is open between 15 April - 31 October.
- Vitamin & Ice Cream Bar is open between 15 April - 31 October.

SNACKS

Lobby Patisserie	Patisserie varieties	10:00 - 19:00	Everyday
The White Beach Snack (Beach)	Types of Fast Food Healthy Snacks	12:00 - 16:30	Everyday
Turkish Pancake	Turkish Pancake varieties	12:00 - 16:30	Closed on Wednesday
Coffee House	Patisserie and Fruit Varieties	10:00 - 00:00	Everyday
Ice Cream Service Vitamin & Ice Cream Bar	Ice Cream Types	12:00 - 17:00	Everyday
Barbeque Food Corner	Street delicacies	16:30 - 18:00	Closed on Saturday
	Grill Types	19:00 - 21:00	Everyday

- Coffee House, Barbeque Food Corner and Turkish Pancake House are open between 15 April - 31 October.

FREE SERVICES

- Between 10:00 - 02:00 local / selected import drinks
- Between 02:00 - 10:00 non-alcoholic beverages and beer & wine
- Free WIFI in all general areas
- Minibar (first usage)
- Safe box
- Open-Air cinema
- Fitness center
- Turkish bath, sauna
- Table tennis, dart, bocchia, billiards
- Beach volleyball and pool games
- Beach parties
- Library
- Mini-Club
- DVD player (on request)
- Umbrellas, sunbeds on the beach
- Aqua park (10:00 - 12:00, 14:00 - 17:00)
- Kids-table
- Usage of lounge area for early check-in and late check-out
- Wheelchair

CHARGEABLE SERVICES

- Import drinks out of the concept
- Between 02:00 - 10:00 local alcoholic and import alcoholic drinks
- Fresh juices
- Bottled drinks
- Minibar (for the second or more filling payable)
- Laundry service, dry cleaning
- Telephone - fax - copy, post service
- Room service, flower and cake service
- SPA treatments (different treatments, face and body packages, salt room, steam bath)
- Doctor & nurse service
- Rent a car, hairdresser, photographer services
- Shopping center
- Butler
- Water pipe
- Late check-out
- Room-upgrade
- Internet corner
- Water sports
- Pavilion
- Coin game machines
- Conference rooms, business center services
- Baby stroller + Babysitter service

MINI CLUB

CLUB	ACTIVITIES	FEATURES	HOURS
1 - 3 years (Infant)	Special Baby Sitting	Extra Charge (With Reservation)	10:00-00:00
4 - 12 years (Mini)	Mini Club	Activity room, Kids Playground, Handcraft activities, Workshops	09:00-12:00 / 14:00-17:00
	Mini Disco	Dance, Special shows for children	20:30-21:30
13 - 16 years (Youngster)	Sport Tournaments	Day time by the Pool	14:00-17:00
	Game Room	Extra Charge	09:00-00:00

ENTERTAINMENT PROGRAM

Our entertainment team will be happy to provide you with information about daily entertainment, sports activities and evening programs. You can learn about our daily entertainment programs through the "White City Hotels" mobile application or from the information boards in the lobby and poolside.

THE WHITE SENSE SPA (210)

Our Spa Center is open every day from 07:00 - 19:00 Please dial 210 for reservation and detailed information.

ROOM SERVICE- 24 HOURS (121)

Room service menu and fees are available in your room. You can place an order via the "White City Hotels" mobile application. You can get detailed information by calling 121.

MINIBAR

The Minibar is filled for free of charge on the first day. If you would like to fill the minibar once again, please contact the reception. (Fee Required)

SPECIAL DINING ORGANISATIONS

You can make surprises to your loved ones, celebrate your special days with special delicious tastes. Please contact Guest Relations Department for further information.

GUEST RELATIONS (112)

Our Guest Relations agent will assist you with pleasure for your all questions and requests on the Guest Relations desk between 08:00 - 00:00.

DOCTOR (211)

Our Doctor office is located in the lower lobby (-1 floor). Nurse service is between 09:00 - 18:00. In Emergency cases please do not hesitate to call reception any time a day.

PHONE

In order to call another room you can just dial the room number. For external calls, please first dial 9, and the phone number.

ROOM CARD

For your own safety, room numbers are not written on to the room cards. In case of a loss room card, please contact to reception.

Please, show your room card to our security staff on request. Please keep your room card during your stay. Lost card charge is 10 Euro per card.

TOWEL CARD

You can borrow your Beach and Pool towels from our SPA Center with your towel card. Please, do not forget to receive your card back by changing the towels.

Towel Borrowing Hours: 08:00 - 12:00
Used towel hand over hours: 16:00-19:00
Lost towel card charge is 10 Euro per card.

INTERNET

WIFI is available free of charge in all rooms and the whole hotel area. For the internet service, please put your birthday and room number in. You can purchase the optional high-speed Internet online. Payment is made to the reception.

LAUNDRY SERVICE

In your wardrobe you will find a laundry bag and a form to fill.

Please, put your clothes into the bag and place it on your bed. For details please call the reception (111) or the guest relations (112).

PAVILIONS

Pavilions are located near the beach and can be rent daily. In order to book or get detailed information, please contact to reception or guest relations.

VISITORS

Due to our hotel concept "ultra all inclusive", guests from outside have to pay extra charge. Please contact to reception for more information. (Visitor hours 10:00 - 18:00)

LOST & FOUND

Please do not hesitate to contact the reception about your lost properties.

PLEASE BE INFORMED

- The latest c/out time is 12:00. To request a late check out please contact the reception for the rates.
- Your comments are very important for us. Please fill in the form which you can find in your room and drop it to the box placed on the reception desk.
- In order to use safe box for your personal belongings please contact the reception. The hotel doesn't responsible for lost things outside the safe.
- Dear Guests, we do 24 hours as audio and video record by the camera system for your safety.
- Please do not leave your belongings unattended.
- Please do not smoke in your room and indoor areas. 90 Euro penalty applies.
- Please check the safety information for pool-usage. Sunbed reservation with towels is forbidden.
- Regarding the hygienic reasons, it's forbidden to take food and drinks out of the restaurant.
- Due to weather conditions the hotel can change programs and timetables.
- Pets are not allowed in the hotel.

IMPORTANT PHONE NUMBERS

0	OPERATOR
111	RECEPTION
112	GUEST RELATIONS
121	ROOM SERVICE
210	SPA
211	DOCTOR