



CRYSTAL
WATERWORLD

2023 Fact Sheet



GENERAL INFORMATION

Opening Year	2013
Season	Summer
Category	5 Star
Board	Ultimate All Inclusive
Total Area	42.000 m2 Main Building
Post Adress	Belek –Boğazkent Mevkii - Serik - Antalya
Telephone & Fax	+90 242 777 7 777 / + 90 242 777 0 799
E-Mail	info.waterworld@crystalhotels.com.tr
Official Website	www.crystalhotels.com.tr
Facility Structures	The facility consists of a main building (17 blocks).
Beach Properties	Private, 100 m beach

ROOM TYPES

Room Type	Piece	Total m2 & Capacity	View	Features
Standard Room	729	27 m2 / 2+1	Land / Side Sea View	All rooms have laminate parquet and ceramic floor, balcony, central air conditioning, safe for laptop computer, satellite TV and music broadcast, mini bar, direct telephone, card-lock system, wireless internet connection, fire alarm and extinguishing system. The bathroom has a shower, telephone and hair dryer, and the electricity is 220 volts. We have special rooms for our non-smoker and physically handicapped guests.
Family Room	48	33 m2 / 2+2	Land / Pool View	Maximum 2+2 people can be accommodated. Rooms have a single bathroom and 2 bedrooms, there is a French bed in the 1st room and two single beds in the 2nd room. All the features of standard rooms are available.
Grand Suite	96	33 m2 / 2	Land / Pool View	Maximum 2 people can be accommodated. Rooms have a single bathroom and all the features of standard rooms are available.
Junior Suite Room	4	50 m2 / 2	Sea View	Maximum 2 people can be accommodated. The rooms have 2 bedrooms, in the 1st room there is a french bed, a balcony with a jacuzzi and a shower, in the 2nd room there is a bathroom and a sitting group, a shower and a balcony. All the features of standard rooms, bathrobes and equipment required for making tea and coffee are available in the rooms.
Honeymoon Suite Room	4	23 m2 / 2	Sea View	Maximum 2 people can be accommodated. There are sunbeds and a jacuzzi on the terrace of the rooms, and the rooms consist of 1 french bed and a bathroom. All the features of standard rooms, bathrobes and equipment required for making tea and coffee are available in the rooms.

ROOM STANDARDS & ROOM SERVICES

Electronic Door Lock System	Daily room cleaning (from 08:00 to 16:00 every day)
Fire Alarm	Daily linen and towel change
Electronic Safe	Daily mini bar replenishment (once per day - from 08:00 to 16:00)
National and International HD Broadcasts	Child bathtub (on demand)
Mini Bar	Child potty (on demand)
LCD TV	Baby bed (on demand)
Music Broadcast (From TV Channels)	
Cartoon Channels	
WC, Shower Cabin, Bathroom	
Direct Dial Telephone in Bathroom and Room	
Central Air Conditioning System	
Large Single or Double Bed	
Balcony	
Balcony Hanger	
Hair Dryer	
Make-up Table and Mirror	
Bath Amenities Set & Bath Towels & Slippers	
Free Wi-Fi Connection	

CONCEPT TABLE ACCORDING TO ROOM TYPES

Room Type	Room Service	Split / Central AC	Use of A'la Carte	2 TVs	Turn Down	Bathrobe	Slippers	Tea-Coffee Set
Standard Room	€	Central	Once *	-	N/A	-	√	-
Family Room	€	Central	Once *	√	N/A	-	√	√
Grand Suite	€	Central	Once *	√	N/A	-	√	√
Junior Suite	€	Central	Once *	√	N/A	√	√	√
Honeymoon Suite	€	Central	Once *	-	N/A	√	√	√

€ = Services with Extra Charge

√ = Free of Charge Services

NA = Non-available Services

* A'la Carte dinner can be used once, for a minimum stay of 4 nights or more.



RESTAURANTS

RESTAURANT	OPERATION HOURS	CONCEPT	Extra Charge	Reservation
Main Restaurant	07:00 - 11:00 12:30 - 14:30 18:30 - 21:30	Breakfast Lunch Dinner	-	-
Caretta Restaurant	18:30 - 21:30	Dinner	-	-
Main Restaurant (open buffet - kids)	12:00 - 13:00 18:00 - 19:30	Lunch Dinner	-	-
Mini Club (Crispy) Restaurant	12:00 – 13:30 18:30 – 20:00	Kids Menu	-	-
Italian Alacarte	19:00 – 22:00	Italian Cuisine	-	√
Turkish Alacarte	19:00 – 22:00	Turkish Cuisine	-	√
Mexican Alacarte	19:00 – 22:00	Mexican Cuisine	-	√
Far East Alacarte	19:00 – 22:00	Far East Cuisine	-	√
Fish Alacarte	19:00 – 22:00	Seafood	€	√
Aqua Snack	11:00 – 18:00	Quick Snack Food Service	-	-
Caretta Snack	11:00 - 16:30	Quick Snack Food Service	-	-
Gözleme House	11:00 - 18:00	Handmade Gözleme Service of various types	-	-
Caretta Snack	21:30 – 07:00	Late Snack Restaurant	-	-
French Fries Corner	11:00 - 20:00	French Fries Varieties	-	-

BARS & PATISSERIE		
Outlet	Operation Hours	Concept
Aqua Snack Bar	10:00 – 18:00	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Aqua Bar (Cobra)	10:00 – 18:00	Beer & Soft Beverages
Lobby Bar	10:00 - 23:59	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Terrace Bar	16:00 - 23:59	Flavored Coffee Varieties
Irish Bar	16:00 – 23:59	Rich Import Option (J&B, Baileys), Rich Draft Beer Varieties
Disco Bar	23:00 – 02:00	Domestic Alcoholic and Non-Alcoholic Beverages
Coffee Street	10:00 – 23:00	Hot Beverages, Traditionally brewed samovar tea and herbal teas, handmade lemonade and traditional sherbets
Crystal Coffee & Patisserie Bar	10:00 - 23:59	Hot and Soft Beverages
Patisserie & Ice Cream	11:00 – 23:00	Baked Servings, Cake Varieties & Ice Cream
Atlantis Bar	16:00 – 23:59	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Prestige Bar	18:00 – 23:59	Hot Beverages
Arena Bar	20:30 – 22:30	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Pool Bar	10:00 - 23:59	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Sunset View Bar	21:30 – 23:30	Domestic Alcoholic and Non-Alcoholic Beverages
Beach Bar	24 Hours	Domestic and Foreign Alcoholic and Non-Alcoholic Beverages
Detox Bar	10:00 - 18:00	Beverages from Fresh Vegetables and Fruits with renewed contents
Beer Garden	11:00 – 00:00	Beer Varieties, Hot and Soft Beverages

MEETING HALL

HALL	DIMENSIONS m	HEIGHT m	AREA	THEATRE	CLASS	U-SHAPED	BANQUET GALA	GALA
Hall A	17.1 * 47.90	3.70	814	750	500	140	640	800
Cinema		3.70	70	49				

In our facility, there is a 814 m2 meeting room with a theater formation for 750 people and a classroom formation for 500 people, which can meet all kinds of requests with its state-of-the-art technical equipment and modern infrastructure.

ULTIMATE ALL INCLUSIVE FOOD & BEVERAGE SERVICES

Traditional Palace Sherbet and Cezerye with Carrots during Welcome	√
Table service in some units	√
Mini bar (replenished once a day)	√
Beverage service included in the concept at lunch and dinner	√
Grill types, pizza, pita, hamburger and similar snack foods, served in Snack restaurants all day long	√
Breakfast, lunch and dinner services in open buffet concept in the main restaurant	√
Fresh production daily bakery products servings in patisseries	√
International Regional Coffees	√
Various handmade food servings at Snack Restaurants	√
24-hour beverage service	√
Diet Foods in the Main Restaurant	√
Vegetarian Food in the main restaurant	√
Regional Themed Foods in the main restaurant	√
Kids Buffet	√
Ice cream service	√
Some Alacartes	√

ULTIMATE ALL INCLUSIVE FOOD & BEVERAGE SERVICES

A'la Minute food production in some units	√
Fresh cut fruit and delicatessen presentations at the buffet	√
Fresh daily bakery products	√
Beverage menus in all bars	√
For stays of 4 nights or more, 1 time use of Alacarte Restaurant	√
Thematic buffet presentations, including once a week Turkish cuisine	√
Freshly Squeezed Vegetables, Fruit Juices and Energy drinks	Extra Charge
All bottled alcoholic products, all special local and foreign wines and champagnes, Premium alcoholic drinks (10 and 12 years and above VSOP, XO Cognacs)	Extra Charge
All wine, champagne and special food orders are served with an extra charge in Alacarte Restaurants. (Excluding Table Wine)	Extra Charge
24-hour room service	Extra Charge
Organizations such as special meals etc., at determined special locations in the facility	Extra Charge
Special Day Celebrations (Wedding Anniversary and Birthday Cake)	Extra Charge
All Alacarte Restaurants for stays of 3 nights or less	Extra Charge



BEACH STRUCTURE

Beach	Sand and fine pebble
Blue Flag Certificate	√
Number of Wooden Pier	1
WC, Showers on the beach, Changing cabins	√
Lifeguard Service	√
Non-Smoking Zones on the Beach	√

POOLS

Amphi Pool	1800 m ²
Kids Pool	350 m ²
Baby Pool	50 m ²
Aquapark Pool	800 m ² (7 Slides)
Kids Aquapark Pool	350 m ² (4 Slides)
Annex Block Aqua Pool	150 m ² (2 Slides)
Annex Block Adult Pool	250 m ²
Annex Block Kids Aqua Pool	60 m ² (1 Slide)
Annex Block Baby Pool	40 m ²
Indoor Pool (Adult)	165 m ²
Indoor Pool (Child)	20 m ²

*All pools are closed between 20:00 - 08:00 for cleaning works and guest safety. There is no heating in the indoor pool between April 1st and October 31st.

*Free of charge: Pool bar services - Snack Restaurant services - Fixed shades at the pool, sun loungers, beach towels - Lifeguard service

CRISPY MINI CLUB (10:00 – 23:00)

Mini club (04-12 years old)	√
Teen club (13-16 years old)	-
Mini disco	√
Mini cinema	√
Playground (open air)	√
Mini pool and activity equipment	√
Developmental games and activities	√
Shows for children	√
Stroller service	Extra Charge

SPA WELLNESS

Indoor Swimming Pool	√
Relax Zone	√
Sauna	√
Turkish Bath	√
Steam Room	√
Jacuzzi	√
Massage	Extra Charge
Pouch / Foam	Extra Charge
Spa and Beauty Center	Extra Charge

ENTERTAINMENT ACTIVITIES

Daily activities	√
Evening shows	√
Live music (on certain days of the week)	√
Disco	√
Bowling	Extra Charge
Game machines	Extra Charge
Foosball, Billiards	Extra Charge

SPORT ACTIVITIES

Tennis court	√
Basketball court	√
Beach volleyball	√
Fitness center	√ (07:00 – 21:00)
Table tennis	√
Water ball / Aquaerobic	√
Darts	√
Mini golf	√
Motorized and non-motorized water sports (Jet Ski, Banana, ringo etc.)	Extra Charge
Tennis court lighting and tennis equipment	Extra Charge

GENERAL SERVICES

Wake up service

√

Message services

√

Parking service (OPEN)

√

Baggage carrying personnel

√

Telephone, fax, photocopy

Extra Charge

Laundry (dry cleaning, washing, ironing and tailor service)

Extra Charge

Stroller rental

Extra Charge

Health personnel service

Extra Charge

Shopping Center (Shops) - Leather Shop / Market / Boutique / Photographer / Textile / Hairdresser / Arcade / Gift Shop / Turkish Delight Shop

Extra Charge

SPECIAL DAYS & ORGANIZATIONS

Special service for honeymooners; Express Check-in, sparkling wine, Fruit basket, Room decoration in accordance with the theme, Special A la Carte Reservation for an evening you prefer (special table decoration) and breakfast in the room for a day you choose, Upgrade to a higher category room according to the availability of the hotel, In-room Special setups, symbolic honeymoon cake, Flowers and special design gifts

**** For the package to be valid, the date of marriage must not be older than 6 months (based on check-in date). It is obligatory to present a marriage certificate at the entrance.**

For guests who have a birthday / wedding anniversary, celebration card, wine, fruit plate, decorated table in the restaurant are free of charge; cake presentation on birthdays requires extra charge.

ENVIRONMENTAL APPLICATIONS

MEASURES WE IMPLEMENT AGAINST GLOBAL WARMING IN OUR HOTELS

Natural Gas Usage

Waste separation

Use of recycled materials

Use of energy saving system in rooms

Use of electricity-saving lighting and sensors

Use of sensors and aerators for water saving

Solar Energy Use

IMPORTANT INFORMATION

Quality Management Systems: ISO 9001 Quality Management System

ISO 14001 Environmental Management System

ISO 50001 Energy Management System

ISO 10002 Customer Satisfaction Management System

ISO 45001 Occupational Health and Safety 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 a food allergy are required to inform the Guest Relations upon their check-in. Otherwise, the Hotel Management is not responsible for any problems that may arise.

According to the laws of the Republic of Turkey dated 19.05.2008, smoking is prohibited in indoor areas of general use.

Pets are not accepted in our facility.

Check-in time is 14:00 and departure time is 12:00. Even if the room is delivered on time by the guest, use of the facility services after 12:00 is subject to an extra fee.

Dress codes may apply in some restaurants and bars on the property. (Dinner buffet and A la Carte Restaurants)

The operating hours of the air conditioning are automatically adjusted by the automation system in accordance with the outside weather conditions in order to provide maximum comfort.

Tobacco products and alcoholic beverages are not served / sold to guests under the age of 18.

Alcoholic beverages are not served in bottles.

Alcoholic beverages are not served at breakfast.

An electric kettle is used in the rooms and it is obligatory to read and approve the operating instructions.

Our guests with health risks are not served alcohol.

Preparatory work carried out during the season opening and closing may be delayed due to adverse weather conditions.

The beach opening date is determined by the hotel management in accordance with the weather conditions.

The hotel management reserves the right to make changes unilaterally in all services and hours in the fact sheet due to unexpected reasons such as Pandemic, weather conditions etc.

The days on which restaurants and bars will be closed can be changed by the hotel management, depending on weather conditions and reservation requests.

It is not appropriate for hygiene and safety to take food, beverages and equipment from food and beverage units to outside areas.

Bath amenities are given daily according to the number of people.

The information letter containing the general rules of the facility is declared to all guests during check-in, by their signature.

Regarding sunbeds that are occupied for a long time without being used, hotel officials may take the items from the sunbeds and bring them to be empty.

Fishing and hunting are prohibited within the swimming limits.

Motorized watercraft cannot be used within the swimming limits.

All consumables, amenities, towels, mini bar contents, cosmetic products presented in the rooms are served as part of the all-inclusive package for daily use within the facility. It is not appropriate to take these materials out of the facility.

Water sports service is not a property of the hotel. The hotel does not have the right to impose sanctions on issues such as providing / not providing service, service hours / conditions and equipment, in regards to water sports.

The right of the hotel management to make unilateral changes regarding the services and information in this guide is reserved.

Our current concept is always published on our crystalhotels.com.tr website. Tour Operators and Agencies accept that these currently published concepts are valid within the scope of contracts and that they will update this information simultaneously in their sales and marketing channels.

Crystal Hotels does not accept responsibility for the outdated content on the websites of Agencies and Tour Operators.

CURRENT IMAGE, VIDEO, LOGO, FACT SHEET

You can access all our current fact sheets, images, logos and videos of Crystal Hotels on

www.crystalhotels.com.tr and <https://b2b.kilithg.com>

websites.

