



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

whitecityhotels.com
444 36 32

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.

A'LA 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 Relation Department (112) for assistance.
- The White World Cuisine or Terrace Taverna A'la Carte Restaurants are free of charge once staying over 6 days. for second or more visits per person 10 € reservation fee required.
- The Grill A'la Carte Restaurant reservation charge is 10 Euro per person.

SNACKS

Lobby Patisserie	10:00 - 19:00	Daily
The White Beach Snack (Beach)	12:00 - 16:30	Daily
Turkish Pancake/Gözleme	12:00 - 16:30	Closed on Wednesday
Coffee House	10:00 - 00:00	Daily
Ice Cream Service (Coffee House)	12:00 - 17:00	Closed on Sunday
BBQ (Grill House)	16:30 - 18:00	Closed on Saturday

BARS

Lobby Bar	10:00 - 02:00	Local / Import Alcohol and Alcohol-Free Beverages
Lobby Bar	02:00 - 10:00	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	Local / Selected Import Alcohol and Alcohol-Free Beverages
Disco Bar	00:00 - 01:00	Local Alcohol and Alcohol-Free Beverages
Vitamin Bar	10:00 - 00:00	All Fresh Juices are Fee Required

- Alcoholic drinks are not served to the guests under 18.

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)
Open-Air cinema
Fitness center
Turkish bath, sauna
Table tennis, dart, boccia
Beach volleyball
Beach and pool games
Beach parties
Library
Mini-Club
Cabana usage (reservation required)
DVD player (on request)
Umbrellas, sunbeds on the beach
Aqua park (10:00 -12:00,14:00 -17:00)
Kids-table
Safe box
Usage of lounge area for early check-in and late check-out
Wheelchair

CHARGEABLE SERVICES

Import drinks out off the concept
Between 02:00 - 10:00 local alcoholic and import alcoholic drinks
Fresh juices
Bottled drinks
Minibar (second or more filling payable)
Laundry service
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
Butler
Water pipe
Late check-out
Room-upgrade
Internet corner
Water sports
Pavilion
Billiards, coin playing machines
Conference rooms, business center services
Baby car + Babysitter service

ENTERTAINMENT PROGRAM

Our Entertainment Team are happy to offer you a daily variable Program with several games, sport activities and evening shows. The Daily Entertainment Schedule is announced in the Lobby and at the Pool area.

THE WHITE SENSE SPA (210)

Our Spa Center is open every day from 8 a.m.-7 p.m. . Please dial 210 for reservation and detailed information.

MINI CLUB

CLUB	ACTIVITIES	FEATURES	HOURS
1 – 3 years (Infant)	Special Baby Sitting	Extra Charge (With Reservation)	09:00–02:00
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 near the Pool	14:00–17:00
-	Game Room	Extra Charge	09:00–00:00

ROOM SERVICE- 24 HOURS (121)

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

MINIBAR

The Minibar is filled 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 Relation Department for further information.

GUEST RELATIONS (112)

Our Guest Relation will assist you with pleasure for your all questions and requests on the Guest Relations desk between 8 a.m. – 12 p.m.

DOCTOR (211)

Our Doctor office is located in the lower lobby (-1 floor). Nurse service is between 9 a.m.- 6 p.m. 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.

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 change on the same day is on charge.
Changing times: 08a.m.-12 a.m./ 4 p.m.–7 p.m.

INTERNET

WIFI is available free of charge in all rooms and the whole hotel area. Please ask the reception for password and user name details. You can purchase the optional high-speed Internet online. Payment is made to the reception.

LAUNDRY

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 “all inclusive”, guests from outside have to pay extra charge. Please contact to reception for more information.
(Visitor times 10a.m. - 9 p.m.)

LOST & FOUND

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

PLEASE BE INFORMED

- The last c/out time is 12:00 p.m. 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 € penalty applies.
- Please check the safety information for pool-usage. Sunbed reservation with towels is forbidden.
- 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