

## **WELCOME!**

Thank you for choosing Exelsior Hotels.

You're on holiday now — let us take care of the rest.

This brochure has been designed to help you enjoy your stay, with helpful information on dining, pools, services and useful contacts.

If you need anything at all, our team is always happy to help.



## NEED HELP? CONTACT US

Welcome to Club Exelsior- Your digital guest guide.

Scan below sections for live information during your stay.

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## ✦ ESSENTIALS

📞 Reception: Dial 0

💬 WhatsApp: +90 542 241 19 28

✉ Email: [info@exelsiorhotels.com](mailto:info@exelsiorhotels.com)

📶 Wi-Fi: Free throughout the hotel and pool areas  
Enter Passport No

🔒 Safety Deposit Box.

For your peace of mind, we recommend using the free safety deposit box provided. The hotel cannot accept responsibility for valuables not stored in the deposit box.

🍷 Dining: Club Room Service / Bar: 606

🍷 Dining: Junior Room Service / Bar: 506

Emergency: Please contact reception immediately.

🚗 Guest Relations: Please contact Reception or Email: [pr@exelsiorhotels.com](mailto:pr@exelsiorhotels.com)

Need something extra? Just call Reception, we like being useful.



## FOOD & DRINK

Menus: <https://order.exelsiorhotels.com/>

For your convenience, all online orders can be paid quickly and securely by bank card.

Bar.

\* Open until 03:00

Restaurant.

\* Last food orders at 22:30



Snack Bar.

\* Snacks available from Paddington Snack Bar

(Opening times are displayed on site)

Half Board Guests.

Enjoy added convenience and value with our half board option, which includes:

- A delicious daily breakfast
- A variety of evening meal options
- Fresh, locally sourced ingredients
- A stress free dining experience

Breakfast: 08:00 – 10:00

Includes 1 tea or coffee and 1 soft drink

Dinner: 18:00 – 20:30

Drinks not included

If half board is booked for a child, meals must be selected from the 'Kids Menu'.

A minimum of 3 consecutive days apply

If an International Cuisine Night falls within this period, no alternative service will be available.

Missed meal times cannot be refunded or replaced.

Room service is not available for half board guests.

Upgrade today and make the most of your stay!

Half board price is £23.95, half price for 3-12 years old. (Minimum 3 days)

Our Food and Beverage Manager is on site at all times, ready to assist with any needs and to ensure your dining experience is exceptional.



International Cuisine Night (Every Wednesday)

Join us for a special evening of global flavours and entertainment.

Enjoy a buffet inspired by the tastes of:

IN India | 🌐 Asia | IT Italy | TR Turkey

To complete the night, sit back and enjoy our International Dance Show.

📍 Location: Main Restaurant

🕒 Time: Evening (see weekly programme for exact times)



Special occasions & celebrations.

We love making your special moments even more memorable! Whether you are celebrating a birthday, anniversary, honeymoon or any other special occasion, we offer beautifully decorated tables in the restaurant to add to your celebrations.

For more details or to make arrangements, please speak to our Guest Relations Manager or Restaurant Manager, both will be happy to assist in creating a personalised experience just for you.

We look forward to celebrating with you!


## ENTERTAINMENT


Get ready for fun from morning to night with our fantastic animation team!

Justin and his team bring the holiday atmosphere to life every day with:


 Entertainment / Shows

 Poolside Activities

 Evening Entertainment

 Games & Competitions

 Family Fun

 Kids Club / Mini Disco



- Monday: Karaoke
- Tuesday: Kids night / Show
- Wednesday: International Dance Show
- Thursday: Family Games / Survivor
- Friday: Competitions / Drag Show
- Saturday: Pool Party / Fire Show
- Sunday: Family Games / Squid Game

The perfect way to spend your day and make unforgettable holiday memories.

## KIDS CLUB

Our Kids Club offers a safe, fun and welcoming space where children can enjoy a variety of supervised activities, giving parents the chance to enjoy some well- earned 'me-time', whether that's relaxing beside the pool, enjoying a drink, or simply switching off for a while.

Session details and activity schedules are displayed on site.

9am - 10am: Mum's tots and tiny explorers. 0-3 yrs.

(Must be accompanied by a parent)

Ages 3-12 years:

10.30am - 12.30pm: Standard session. FREE for Jet2 customers.

12.30pm - 1.30pm: The kids club lunch. (Supervised)

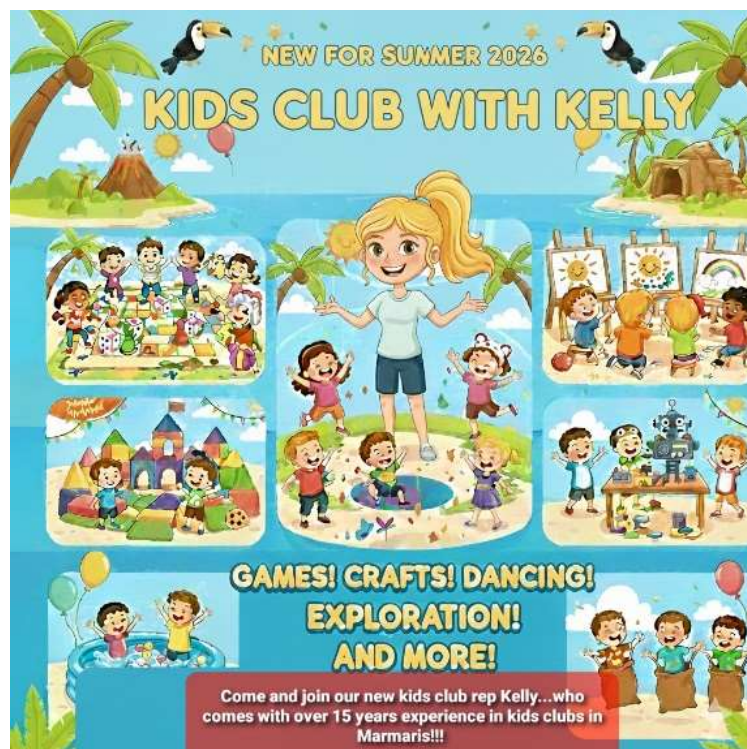
1.30pm- 3.30pm: Creative workshop. (Payable)

3.30pm- 5pm: The chill zone: Movie and ice cream. (Payable)

8.30pm -10.30pm: Evening social. Party sessions (payable)

9am - 5pm: All day adventure club.

Full day kids club experience for kids, full day freedom for parents! (Payable: Lunch included).



## FACILITIES

At Exelsior Hotels, we go beyond just providing a place to stay. Our amenities ensure that every moment of your visit is filled with relaxation and convenience.

### Pools & Slides.

#### Pools.

Open daily: 08:00 – 18:00 hrs.

#### Water Slides.

Morning: 10:00 – 12:30 hrs.

Afternoon: 15:00 – 17:30 hrs.

#### Pool Hygiene and Safety.

Please:

- Observe all safety and cleaning signage around pool areas.
- Please ensure that children who are not toilet trained must wear swim nappies.
- Shower before and after using the pool as this will help to reduce any risk of ear infections.

Pools are cleaned daily and monitored. The full cleaning and maintenance process is available for our guests to read on signs located in the pool areas.



Sunbeds.

We have sufficient sunbeds available for our guests.

If you need assistance, our staff will be happy to help.

\* Towels may be placed on sunbeds after 03:00 hrs

\* Towels placed earlier may be removed

\* Towels left unattended after 11:00 hrs may also be removed

Room towels and hotel equipment may not be taken to pool or reception areas

Thank you for helping us ensure fairness for everyone.

Adults only sunbathing terrace.

We also have many sunbeds on the terrace located above the restaurant.

As we are a family hotel, for any of our guests who would appreciate a little "Privacy" whilst sunbathing, we have separated the sun terrace for this purpose.

Waiter service still available, allowing you to relax and enjoy drinks and refreshments in a peaceful setting.

Food & Drink Policy.

Drinks around the pool are served in plastic glasses.

Food or drinks from bars or restaurants may not be taken to apartments

Food and drink bought from outside is not permitted in public areas (including reception).

Guests are welcome to enjoy their own food inside their apartment.

## ➤ Room Information.



### Keycard.

Your keycard provides:

1. Access to your apartment
2. Activation of electricity and air conditioning (payable)

For safety reasons:

- \* One keycard is issued per apartment
- \* Electricity operates only when someone is present

Please note: Lost or damaged keycards will be charged at £5 per card.

### Air Conditioning (AC).

	1 Unit	2 Units
1 Week	£35	£50
2 Weeks	£70	£105
3 Weeks	£105	£150

### Operating the remote control.

- Use only the ON / OFF buttons
- Select mode: ❄ for cold / ☀ for heat

For reasons of Health & safety please refrain from leaving the air conditioning on when you are out.

■ Pay TV.

\* 4 channels free.

\* Additional channels available.

A list of all other available channels can be found on the 'Pay TV' leaflet (ask at reception).

Extra channels are chargeable as follows:

1 day	£5	1 week	£10
2 days	£6	2 weeks	£15
3 days	£7	3 weeks	£20



## The Tom Band System.



The TOM Band is a pre-loaded wristband (watch-style) used for cashless payments across Excelsior Hotels. It also offers two discount options that apply when buying food and drink in the bar and restaurant.

### Discount Options

- Load £330 → 20% off food & drinks (bar & restaurant only).
- Load £220 → 10% off food & drinks (bar & restaurant only).

Discounts do not apply during Happy Hour (20:00–22:00), special nights or promotional offers.

### Top-Ups

- You may top up the TOM Band at any time with any amount.
- Your original discount rate continues.

### Checkout & Refunds.

- If you have used the discount offer, any remaining balance is non-refundable.
- However if you have not used the discount offer, any remaining credit is refundable.
- Please check your balance 1–2 days before departure.
- TOM Bands must be returned to Reception at checkout

## Shopping & Services.

Explore the variety of shops conveniently located in the hotel foyer, just steps from your room! These include:

Tattooist:	Professional tattoo services for a lasting holiday memory.
Toys, gifts & handbags:	Souvenirs, toys and unique keepsakes.
Boutique:	Fashion and beachwear for all occasions.
Spa:	Indulge in a luxurious experience at the onsite spa, designed to refresh your mind, body and soul.
Unisex hair salon:	Professional hair treatment, our expert team is here to ensure you look and feel your best during your stay.
Brother's mini-market:	Stocked with all the essentials to make your stay hassle free.

## Capturing your holiday memories.

Make your stay at Exelsior Hotels unforgettable with our on-site photographers, available to capture your special moments.

Professional photo sessions: Perfect for families, couples and solo travelers.

Celebrations:	Birthdays, anniversaries or any special occasion.
Beach / Scenic shoots	Stunning backdrops for the perfect holiday snapshots. Visit the photography desk next to Gameland to book a session or speak to a member of our team for more details.

Take home beautiful memories of your stay!

### Please note:

*\* Shops and services within the hotel are independently operated. Any concerns should be addressed directly with the provider.*

*\* The Tom band may be used for purchases; however, discounts do not apply.*

## Guest Services

Your apartment comes with a fully equipped kitchen, allowing you to prepare meals just the way you like. If you need anything extra contact reception and we'll be happy to assist if possible.

The bedrooms have 2 single beds in the bedroom that can be made into a double bed on request. In the lounge area there are 2 x single sofa beds, these too can be changed to a double sofa bed on request.

- Our housekeeping services operate in line with our sustainability policy.  
Your room will be cleaned daily. If you prefer not to be disturbed, please use the 'Do Not Disturb' sign.
- Helping reduce environmental impact rooms are cleaned daily, while towels and bed linen are changed every third day.

Medical assistance.

We have a medical room, located in the reception area. A fully trained nurse is available for all of our guests 7 days a week. He/she will be able to contact the Doctor immediately if further assistance is required.

Late Check-Out.

\* Standard check-out: 12:00

\* Until 16:30 → £20

\* Until 21:00 → £30

(Subject to availability)

📞 Telephones.

\* Room-to-room calls: dial room number

\* External calls: contact Reception

(All external calls are chargeable)

Getting to the beach.

If you'd prefer to skip the 20 minute walk to the beach, there are convenient transport options available:

Taxis: Located opposite Exelsior Junior, for a quick and comfortable ride.

Bus services: Run near to the beach front, ask reception staff for bus stop locations.

Electric bikes & mobility scooters.

We are pleased to offer convenient charging facilities for guests using electric bikes and mobility scooters. (A nominal charge will apply).

The charging points are located at the security box next to Kids club. Please ensure your bike/scooter is not blocking walkways or access points.

Additional outlets maybe available in select communal areas: ask reception for details.

Charging cables must be in good condition to prevent safety hazards.

Health & Safety (H&S).

The H&S & hygiene of our guests is uppermost for us at Exelsior Hotels.

Independent companies monitor our bar, restaurant, kitchen & pools.

Reducing the chance of minor illness.

- Please shower before and after pool use.
- Please stay hydrated, use high-factor sun protection and avoid setting air conditioning too cold.
- We advise not to set the AC too low (cold) as together with the extreme heat outside may affect your overall health during your stay.

Fire Safety Information.

For your safety and peace of mind, we kindly ask all guests to familiarise themselves with the nearest fire exit and escape routes from their room and the surrounding areas. Please take a moment to review the evacuation plan displayed on the back of your room door.

In the unlikely event of a fire:

- Remain calm
- Leave the building immediately using the nearest fire exit
- Do not use the lifts
- Follow staff instructions and proceed to the designated assembly point

*Please note a routine fire alarm test will take place every Friday at 14:00 hrs. During this time, the alarm will sound briefly. No action is required.*

Guest's Visitors.

Overnight visitors must be registered at reception

This will be payable at £15 per person, per night

Unregistered visitors may be asked to leave.

Method of payment.

QR codes are available in every room for easy access to an alternative payment method.

GBP is accepted.

Card payments are processed at the Central Bank Rate (CBR) on the day of transaction.

Food Deliveries.

The reception team are unable to place food orders on guests' behalf.

External food is permitted inside apartments only.

## **Help & Feedback**

Guest relations.

The Guest Relations Manhalfr is your personal link between yourselves and the Hotel Management so if you require any assistance or have special requests they will be available to help.

Please feel free to contact them by visiting the reception desk who will be able to locate them for you.

Jet 2 representative.

For your convenience, a Jet 2 representative will be available at specific times, in the reception area.

Excursion bookings: Explore local attractions and activities.

Travel assistance: Flight information, transfers and transport guidance.

General queries & support: Any concerns or questions during your stay.

Airport transfers: Please ask at reception.

Feedback.

We truly value your feedback.

In line with our sustainability commitment and helping us to reduce paper use, our guest questionnaires are now available online. Your comments are extremely important to us, as

they help us identify areas for improvement and ensure we continue delivering the best possible experience.

We would also greatly appreciate it if you could leave an honest review on Trip Advisor or Google Reviews. As a thank you, all named reviews will be entered into our annual prize draw to win two weeks' complimentary accommodation for four people at one of the Exelsior Hotels.

*Enjoy your stay with us.*

## Pricelist

Please note that all damaged or broken items will be charged for.

Keycard	£5.00	Microwave	£115.50
Glass	£0.50	Television (bedroom)	£167.00
Plate 25	£3.50	Toilet brush	£1.00
Plate 21	£3.00	Picture	£15.00
Plate 13	£2.50	Air conditioner	£395.00
Cup	£1.75	Telephone	£15.00
Fork	£1.00	Balcony chair	£10.95
Spoon	£1.00	Balcony table	£15.95
Knife	£1.00	Interior door	£89.50
Bread knife	£1.00	Television (lounge)	£269.00
Service spoon	£1.00	Blanket	£9.95
Tea spoon	£1.00	Main door	£299.50
Kettle	£20.50	Towel (large)	£6.95
Grill tongs	£1.75	Towel (foot)	£2.50
Skimmer	£1.00	Towel (small)	£4.95
Plastic bin	£2.00	Double sheet	£6.00
Steel saucepan	£6.95	Single sheet	£4.95
Steel frying pan	£13.95	Pique cover	£9.95
Sieve	£0.75	Pillowcase	£1.50
Cooker	£122.00	Pillow	£6.95
Salad bowl	£3.50	Hairdryer	£25.00
Salad tongs	£2.00	Bottle opener	£1.00
Juice squeezer	£0.75	Ashtray	£1.50
Drainer	£2.50	Fridge	£235.00