



Guest Directory



**Dear Guests,
Welcome to the Arkin Hospitality,
the place you want to be.**



During your stay The Arkin Iskele Hotel family welcomes you to traditional Turkish hospitality with high quality service.

This specially prepared document details information regarding the hotel's services. Should you have any requirements throughout your stay and in order meet your expectations please contact reception by dialling extension **"9"**, our guest services team by dialling **"5"** 24 hours a day or please contact your PI (Personal Interactive) Assistant

We would like to thank you for choosing the Arkin Iskele Hotel and we hope to see you again.

Sincerely,

Adaptor

The voltage used in the hotel is 220 Volts. Please contact our Guest Services Team by dialling “5” or contact your Personal Assistant Executive for an assessment of your electrical appliances & requirements; we will be pleased to provide you with an adaptor.

Airline & Ferry Tickets

For airline or ferry ticketing information, please contact our Guest Services Team by dialling “5” or contact your Personal Assistant with any questions.

Aqua Park (seasonal)

Age and height restrictions apply - Please contact our Guest Services Team by dialling “5” or your Personal Assistant for further details.

Baby Cribs and Cots

Please contact reception by dialling “9” for all your baby sleeping requirements.

Banks

Please contact our Guest Services Team by dialling “5” or your Personal Assistant for information regarding local banking facilities and ATM machines located within the hotel.

Beach Rules

- Our hotel beach is open during the summer season only (from April to October).
- Beach flags will be placed at designated areas when there is a life guard on duty. Hotel guests who are not good swimmers or the ones who can't swim but want to go in to the sea are responsible for their own actions. Having an on-duty lifeguard doesn't guarantee your safety.
- The safe swimming area is shown below, swimming outside of this area is dangerous and is not allowed.



- The meanings of the beach flags that will be placed can be seen below. When you decide to go swimming guests must first check the flags and act accordingly.
- Hotel guests under the age of 18 must always be accompanied by an adult over the age of 21 without exception. Children must always be under the supervision of a responsible adult. The supervision of your children or anyone else you are responsible for should not be supervised by anyone else.
- Reserving sunbeds is not allowed. If sunbeds are left unattended for more than one hour, they will be made available for use for our other guests.
- Hotel guests who are not good or regular swimmers please enter the sea at your own risk. Even if a lifeguard is on duty, this doesn't guarantee your safety.
- Guests are not allowed to jump into the sea from the pier.
- Do not bring glass or porcelain materials, etc. to the beach and pier.
- We recommend that you don't swim between 12:00-15:00 as this is the time where you are most at risk of getting sun burnt or suffering heat stroke.
- To protect you from the effects of the sun please use sun cream before swimming.
- Do not swim under the influence of alcohol.
- Never swim in water which is deeper than your height. If you want to swim for a long period of time, please swim in water that is no deeper than your height and in parallel with shore.
- The Arkin Iskele Hotel Management does not take any responsibility for any accidents that may occur while hotel guests are using the beach and pier and shall not be held responsible for any loss or damage of any personal belongings.
- If you don't know how to swim or can't swim well enough, do not attempt to swim in the sea.
- Don't swim when you are excessively full or hungry.
- Children are not allowed to swim independently from their parents.
- If the sea is wavy, do not go swimming.
- Children must be under the supervision of their parents at all time on the beach, pier and in the sea.
- Parents are responsible for their children's safety.
- The hotel has a right to make changes to the opening and closing times depending on weather conditions or when deemed necessary.
- Please call Reception by dialling "9" in case of an emergency.
- Do not go swimming outside of the beach opening hours (please check lifeguard flags) or after it gets dark. Guests are responsible for their actions.



• 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!

Tower

Bicycle Hire

Bicycles are available for hire; Please contact our Guest Relations / Personal Assistant Executive by dialling "5"

Car Rental

For help with any car hire requirements please contact reception by dialling "9"

Credit Cards

All major credit cards are accepted in Northern Cyprus.

Check-in and Check-out

Our Check-in time is at 14:00.

Our Check-out time is at 12:00,

for late check-out requests please contact reception by dialling "9" one day in advance.

Currency Exchange

Currency Exchange facilities are available 24 hours a day at reception.

Drinking Water

Please contact Room Service by dialling "6" should you require drinking water served to your room.

Facilities for Disabled Guests

Restrooms for disabled guests can be found in our public areas. If required, wheel chairs can be provided, please contact our Guest Relations / Personal Assistant Executive by dialling "5"

Facsimile & Photocopy

Please contact our Guest Services Team by dialling "5" or contact your Personal Assistant for any facsimile and photocopy requirements.

Floral Services

Please contact our Guest Services Team by dialling "5" or contact your Personal Assistant for any floral requirements.

Guest Services Team

Should you have and requests, complaints or suggestions our Guest Services Team will be happy to assist you. Guests may also benefit from our Personal Assistant service, please contact our Guest Services Team by dialling "5" or visit the Guest Services Desk in the Lobby.

Hairdresser

Our hairdressing service is available for both male and female guests. The salon is located in the main building on the lower ground floor. Please contact our Guest Services Team by dialling "5" or contact your Personal Assistant with any questions.

Heating, Ventilation & Air Condition System (HVAC)

For your personal comfort all of our guestrooms and suites have individual thermostatic control switches enabling you to regulate your room temperature. Central Heating or Cooling is assigned by senior management depending on the season. Please contact our Guest Services Team by dialling "5" or contact your Personal Assistant with any questions.

Hotel Reservation

We would be delighted to take your reservation for a return stay, please visit www.thearkiniskele.com or please contact our Guest Services Team by dialling “5” or contact your Personal Assistant with any questions.

Housekeeping

For your comfort and convenience our Housekeeping Team provides daily services to your room. For any special requirements such as additional blankets, pillows, quilts, towels etc. please contact our Guest Relations / Personal Assistant Executive by dialling “5”

Ice

Please contact Room Service by dialling “6” should you require ice served to your room.

Internet Service

For your convenience a complimentary wireless internet service is provided in your guest room and public areas of the hotel. Your internet username and password is provided in your room card wallet. Please contact our Guest Services Team by dialling “5” or contact your Personal Assistant with any questions.

Laundry / Dry Cleaning / Pressing

Please complete the form provided in your wardrobe and place your laundry in the laundry bags provided. Laundry sent before 10:00 am will be returned the same day. Dry Cleaning sent before 10:00 am will be returned the following day. Unfortunately, there is no dry-cleaning service on Sundays & National Holidays. Our hotel laundry service is offered 7 days a week. An Express Service is available (surcharge applied). Please contact our Guest Services Team by dialling “5” or contact your Personal Assistant for your laundry service.

Lost and Found

Should you lose or forget anything during your stay please contact our Guest Services Team by dialling “5” or contact your Personal Assistant with any questions.

Luggage Services

Please contact reception by dialling “9” for luggage pick-up & storage.

Medical Services

A medical professional is on call 24 hours a day, please contact Reception by dialling “9”, our Guest Services Team by dialling “5” or please contact your Personal Assistant.

Meeting Rooms and Banqueting Facilities

With meeting rooms starting from 51 m² to conference facilities of up to 376 m² The Arkin Iskele is able to provide state-of-the-art audio/visual equipment, high speed internet access complimented by 5-star cuisine and service that has come to be expected of the Arkin Group. Please contact Reception by dialling “9” with any questions.

Minibar

Your room is equipped with a minibar (items included in the ultra-all-inclusive concept). Your room attendant will stock your Mini Bar daily. Please contact our Guest Services Team by dialling “5” or contact your Personal Assistant with any questions.

Mini Club

Supervised activities and games for 4 – 12 year olds are provided between 10:00 – 22:00. Please contact our Guest Services Team by dialling “5” or contact your Personal Assistant for further information.

Newspapers and Magazines

When requested Turkish and English newspapers can be made available to our guest's rooms (chargeable). International daily newspapers are subject to availability. Please contact our Guest Services Team by dialling “5” or please contact your Personal Assistant.

Non-Smoking Rooms

Please contact reception by dialling “9” for information on non-smoking rooms in the hotel.

Other Services

- Yacht and Boat Tours
- Sightseeing trips
- Religious services.

Please contact our Guest Services Team by dialling “5” or contact your Personal Assistant with any questions.

Parking Areas

There is a complimentary outdoor parking area provided for our hotel guests. Please do not leave any valuables in your car, the hotel takes no responsibility for any loss or damages.

Payments

Payment methods accepted are cash, credit card, mail order and bank transfer. For any questions, please contact Reception by dialling “9”

Pets

Pets are not allowed in the rooms or in public areas of the hotel.

Privacy

A "Do Not Disturb" touch pad is located near your guest room door, please press the relevant button for room privacy. Telephone privacy can be requested, please contact reception by dialling "9"

Restaurants & Bars

Restaurants

- **Main Restaurant** (Open buffet Turkish & International cuisine)
Breakfast: 07:00 – 10:00
Late Breakfast: 10:00 – 11:00
Lunch: 12:30 – 14:30
Dinner: 19:00 – 21:30
Night Buffet: 11:00 – 02:00
- **Beach A La Carte Snack:** 11:00 – 17:00 (Chargeable)
- **Seafood A La Carte Restaurant:** (Chargeable / reservation required) 19:00 – 22:00
- **Aşık Baba A La Carte Restaurant:** (Chargeable / reservation required)
Traditional Turkish Charcoal Grill & Steaks 19:00 – 22:00
- **Tosceno A La Carte Restaurant:** (Chargeable / reservation required) Italian 19:00 – 22:00
- **Far East A La Carte Restaurant:** Coming Soon (Chargeable / reservation required)
- **Casino A La Carte Restaurant:** Coming Soon (Chargeable / reservation required)

Snack Outlets

- **Main Restaurant Snack Buffet:** 14:30 – 16:30
- **Food Court:** 14:30 – 17:00
- **Ice Cream Stand:** 12:30 – 18:00 (Poolside)
- **Patisserie:** 10:00 – 23:00 (Tea / Coffee / Soft Drinks)
11:00 – 19:00 (Freshly prepared sweet & savoury snacks)

Our A La Carte restaurants are open on specified days, opening and closing times and menu items are subject to change. For further details or to make a reservation please contact our Guest Services Team by dialling "5" or please contact your Personal Assistant.

Bars

- **Main Bar:** 24 Hrs (Selection of local / imported alcoholic, non-alcoholic beverages, freshly prepared cocktails, tea / coffee & soft drinks)
- **Lobby Bar:** 08:00 – 24:00 (Tea, Coffee & Soft Drinks)
- **Pool Bar:** 08:00 – 24:00 (Selection of local / imported alcoholic beverages, tea / coffee & soft drinks)
- **Vitamin Bar (SPA):** Coming Soon – Chargeable (Freshly prepared fruit juices, soft drinks & sports drinks)
- **Cigar Room:** 24 Hrs (Cigar menu is chargeable)

Room Keys

All rooms are equipped with an electronic lock and card system. A different code is given to each of our guests and each card is electronically encoded. For security reasons room numbers are not indicated on the cards. Should you lose your card please visit Reception immediately, a new card will be issued and the old code will automatically be cancelled.

Room Service

Room Service is available 24 hours a day with menus available by reading the QR code in your room. Please contact Room Service by dialling “6” to place your order. (Room Service is not included in the ultra-all-inclusive concept)

Safety Deposit Box

Each room is provided with a personal safe which is free of charge. To use please follow the directions provided in the safe. The hotel is not responsible for your belongings, unless you would prefer to lodge your valuables in our main hotel safe which is located at reception. Please contact Reception by dialling “9” with any questions.

Security

Areas of the hotel prescribed by management are monitored by a CCTV camera system 24 hours a day. Please contact Reception by dialling “9”, our Guest Services Team by dialling “5” or contact your Personal Assistant for any security issues or requests.

Shopping

For details of shopping facilities in the local area please contact our Guest Services Team by dialling “5” or contact your Personal Assistant.

Sewing & Repairs

There is mini sewing kit provided in your room. There is also a tailor service provided within the hotel for minor repairs, please contact our Guest Services Team by dialling “5” or please contact your Personal Assistant.

Spa & Wellness Centre – Coming Soon

Full wellness facilities including gymnasium, sauna, steam room, hammam, indoor pool, relaxation room and massages are available on the lower ground floor. Please contact our Guest Services Team by dialling “5” or contact your Personal Assistant with any questions.

Sports (seasonal)

- **Tennis court** – Age restrictions apply, for details regarding equipment hire or reservations please contact our Guest Services Team by dialling “5” or contact your Personal Assistant with any questions.
- **Beach Volleyball** - Age restrictions apply, for details regarding reservations please contact our Guest Services Team by dialling “5” or contact your Personal Assistant with any questions.
- **Basketball Court** - Age restrictions apply, for details regarding reservations please contact our Guest Services Team by dialling “5” or contact your Personal Assistant with any questions.
- **Mini Football** - Age restrictions apply, for details regarding reservations please contact our Guest Services Team by dialling “5” or contact your Personal Assistant with any questions.

(There is an extra charge applied for equipment rental & lighting facilities)

Swimming Pools

There is an indoor heated swimming pool located in the SPA on the lower ground floor. Our outdoor pool facilities are seasonal and can be also be used during the day.

Swimming Pool and Water Slide Rules

For your own safety, please follow the rules below whilst using our swimming pools.

- Guests are not allowed to use the pools during maintenance and cleaning times.
- Hotel guests under the age of 18 must always be accompanied by an adult over the age of 21, without exception. Children must always be under the supervision of a responsible adult. The supervision of your children or anyone else you are responsible for should not be supervised by anyone else.
- Hotel guests who are not good or regular swimmers; please enter the swimming pools at your own risk. Even if a lifeguard is on duty, this doesn't guarantee your safety.
- Getting in the pool with food and drink is not allowed. Unfortunately, children are not allowed to walk around swimming pool or entertainment areas with glass or porcelain objects.
- Guests are requested to use outdoor showers before using the swimming pools. We also advise you to take a shower after you get out of the swimming pool.
- Proper swimming attire should be worn in the swimming pools at all times.
- Reserving sunbeds is not allowed. If sunbeds are left unattended for more than one hour, they will be made available for use for our other guests.

- Jumping into the pools is not allowed, please enter the pool using the swimming pool ladders provided.
- For your own safety diving into the swimming pools is not allowed.
- The Arkin Iskele Hotel Management does not take any responsibility for any accidents that may occur while hotel guests are using the swimming pools and aquapark and shall not be held responsible for any loss or damage of any personal belongings.
- Do not run around the pool. Do not make jokes that may insult others.
- Do not use the swimming pools if you have any contagious illnesses.
- Do not enter the swimming pools or use the water slides if you have consumed alcohol.
- Do not bring glass or porcelain materials, etc. around the pools.
- Use of inflatable toys and balls is only allowed in the children's pools.
- Children must be under supervision of their parents in the pool.
- Parents are responsible for their children's safety.
- Children are not allowed to get in to the swimming pools or use the water slides without their parents.
- In case of emergency please call Reception by dialling "9".
- The hotel has a right to make changes to the opening and closing times depending on weather conditions or when deemed necessary.
- Do not use the swimming pools outside of the pool hours and after it gets dark. Guests are responsible for their own actions.
- Waterslides are not suitable for individuals with physical disabilities, those who are overweight, those who may suffer from a health disorder, those who have consumed alcohol or pregnant ladies.
- The use of waterslides is prohibited outside the operating hours and when the "No Lifeguard on Duty" sign is up.
- It is forbidden to climb up the slide from the pool.
- Please remove all your jewellery, glasses and keys whilst swimming and using the waterslides.
- Please form a single line on the stairs and the platform above.
- After the lifeguard has given you the go ahead sign to slide, please only slide feet first and either lying on your back or in a sitting position.
- Sliding down the slide backwards, on your knees, one after another, as a chain, lying on your front or lying on your back in the wrong direction is prohibited.
- Please do not run, stand, turn, somersault or try to stop on the slide.
- Once you fall into the aquapark swimming pool please move away from the slide immediately.
- Those who do not comply with the rules and the lifeguard's instructions will be asked to leave the Aquapark.

Transfer Services

Airport transfers are available upon request, for further details please contact Reception by dialling "9"

Taxi

Please contact Reception by dialling "9" for any Taxi requirements.

Telephone

For room-to-room calls please dial 1 followed by the room number.

For local calls please dial 0 followed by the number.

For International calls please dial 0, followed by the country code and phone number.

All external calls will be charged to your room account.

Television

To access your Interactive TV menu press the TV button on your remote controller.

Umbrellas

If required, umbrellas can be obtained from Reception.

Wake Up Service

Please contact Reception by dialling **"9"**, our Guest Services Team by dialling **"5"** or your personal assistant for a wakeup call.

Working Hours

Most offices in Cyprus work from 08:00 to 18:00 weekdays. Some offices and agencies are also open on Saturdays until noon. Please contact our Guest Services Team by dialling **"5"** or contact your Personal Assistant with any questions.

Please Remember

- The day you check in to the hotel, please see "Emergency Instructions and Exit Diagram" behind your room door.
- The day you check in to the hotel, see where the nearest fire/emergency escape stairs, fire alarm and fire extinguisher is.
- According to the relevant law, alcoholic beverages are not served to our guests under the age of 18.
- During dinner time swimwear is not permitted in the Lobby, Lobby Bar, Reception, Main Restaurant and A La Carte Restaurants we kindly ask gentlemen to wear fabric shorts or trousers.
- Our hotel has sufficient sunbeds for all of our guests, please do not reserve a sunbed before 08:00.
- If you have any allergies, please contact our Guest Services Team by dialling **"5"** or contact your Personal Assistant with any requests.
- For your own safety, please pay attention to wet floor signs.

Emergency Situations

Emergency Situations

Please contact Reception by dialling “9”, our Guest Services Team by dialling “5” or contact your Personal Assistant in case of an emergency.

Emergency Exits

Every floor has emergency exit stairs. Please see “Emergency Instructions and Exit Diagram” located on the back of your room door. You can gain access to the closest emergency exits by following this plan.

Fire Extinguishers

Each floor has fire extinguishers, fire alarm buttons and fire detectors. In case of fire, push the nearest fire alarm button and leave the building using the nearest fire escape. Emergency exit directions are located on the back of your bedroom door, never use the elevators / lifts.

Fire Safety

The day when you check in to the hotel, please check the layout behind your room door to see where the nearest fire escape, fire alarm and fire extinguisher is. If a fire breaks out in the hotel, alarm system will be activated automatically. If you hear an evacuation alarm, proceed with the following;

- First of all, stay calm and do not panic.
- Touch the door of your room, if the door is NOT HOT, open the door and exit the building using the nearest fire escape.
- Close the doors while leaving your room.
- IF YOUR DOOR IS HOT, do not open the door of your room and stay in your room.
- Please call our Reception by dialling “9” and inform them of your location.
- Put a wet towel under the door of your room.
- Stay calm and wait for duty staff to arrive. If you can't get out of your room, it means that the most secure place is your room.

If there is a fire or smoke in your room

- If you have an opportunity, please immediately call our Reception by dialling “9” and inform them of your location.
- Close the doors while leaving your room.
- Warn people in adjacent rooms.
- Push the nearest fire alarm.
- If you encounter smoke on the way out, please crawl low to the ground.
- Exit the building using the nearest fire escape, never use the elevators / lifts.