

## WELCOME TO FER HOTEL!

Please read USEFUL INFORMATION about hotel rules and services

### CHECK IN/OUT TIME

**Check-in time: 2 pm**

**Check-out time: 12 pm**

Following check in/out rules will help hotel operation run smoothly. If you still have late check out request please contact reception desk or dial '0' at 10:00 am latest. Electronic door keys should be returned to reception upon check out. Luggage storage room is available at reception free of charge.

### INTERNET

Wi-fi is free in rooms and public area. After check in/registration is completed by the reception staff, you can connect to wi-fi with **username: Fer Hotel, password: your passport number**

### HOUSEKEEPING & ROOM MAINTENANCE

We provide free daily housekeeping service. We kindly ask you to use electronic LED plates in rooms (right next to bathroom doors) to inform housekeeping staff about your preference. Room cleaning service time: 08:00 - 15:00. Bed sheets and towels are changed every other day based on clean condition. If you would like bed sheets and towels to be changed daily, please, put '**Reuse & reduce**' card on your pillow. A towel on the hook or rock means '**I'll use it again**'. A towel on the floor means '**Please, replace**'. Call reception for extra pillow or towel requests. Pillow menus are available in rooms.

Air conditioners can be controlled either within rooms or central control panel at front desk. Call '0' for assistance. Special air circulation system regularly provides fresh air in rooms and public areas.



**- DO NOT DISTURB BUTTON**

(cleaning will not be provided)



**- CLEAN MY ROOM BUTTON**

### LAUNDRY & DRY CLEANING

In room wardrobes you will find price list for laundry and dry cleaning service. If you would like to use the service please fill in the form and give to your room attendant or call reception for assistance. Laundries received prior to 10 am are delivered same day, laundries received after 10 am are delivered next day. Iron and ironing board can be provided in room upon request.

### FOOD & DRINK

#### **Breakfast:**

Everyday hotel guests can enjoy their complimentary breakfast at RoofFer Restaurant (top floor). In order to reach the restaurant please use elevator and press button '**R**'. Extra breakfast fee is 16 Euros.

Breakfast time: 07:30 – 10:30

#### **A la-carte restaurant:**

Enjoy your meal and/or drink at RoofFer a la-carte restaurant. Available for hotel guests and visitors. A la carte menu is available in rooms.

Service time: 07:00 – 17:00 (Meal service time for guests with half board reservations may vary as per agreement)

#### **Room service:**

In rooms guests may find room service menu. For orders please, call 0. Service is available 24/7.

*According to Ministry of Health hygiene laws it is prohibited to bring food from outside and consume within the hotel area.*

### ROOM UPGRADE

In the hotel we have 5 room categories available: Superior, Deluxe, Executive, Junior suite, Executive suite. Room sizes differ from 23 sq m to 45 sq m. Upgrade your room with discounted fees specially available for in house guests only. Ask reception or guest relation for a hotel tour and detailed room information.

### ROOM FACILITIES

Room and bathroom facilities may vary according to type of room. For more information please visit our website. Supplements to room facilities and bathroom toiletries can be done free of charge if requested. Please, call 0.

### CONCIERGE

We stand ready to be of service seven days a week, dedicated to ensuring that each guest is able to get in touch with Turkish culture. From dinner reservations at the finest city restaurants to private tours of historical landmarks, our team always perform with efficiency. Turn to them for airport transfer service, directions, general information, and so much more. Meet us in lobby area, enjoy your complimentary coffee or tea and learn more about how to make the best of your holidays. Languages spoken: Turkish, English, Russian

### BUSINESS CORNER

PC, Printer, Scanner are available in the business corner within the lobby area. The service is free of charge.

### FITNESS CENTER (GYM)

For those who do not want to stay away from pleasure of sport, the fitness room is equipped with alternative sports equipment and is open 24 hours a day. Treadmill - Rosst Rainer - Vertical Bike - Fluid Rower - Adjustable ab bench are available.

### PARKING

There is on site covered garage with lift system in the hotel available for 24 hours. The service is for hotel guests only and free of charge. For valet assistance, please, contact the reception.

### PAYMENT

Hotel accepts the following credit cards: VISA, MasterCard, American Express, Union Pay. Payment is accepted in cash or by credit card at the hotel reception. Currencies accepted: TRY, USD, GBP, EUR.

### SAFETY AND SECURITY

All rooms are fitted with double locks, electronic key-card locks, fire resistant doors and walls, sprinklers, smoke detectors and safety deposit boxes. Fire emergency evacuation drills take place on a regular basis, in cooperation with the public emergency services.

### SMOKING

Our hotel is a non-smoking property. National laws in Turkey prohibit smoking within covered area.

### WATER

Tap water in the hotel is NOT safe to drink. In room there are 2 complimentary bottles of water, tea, coffee and sugar refreshed on daily basis. Electrical kettles are available.

**WE WISH YOU A PLEASANT STAY!**