

# GLORIA SERENITY RESORT GLORIA ALL INCLUSIVE CONCEPT

**CALL CENTER 5555**  
with one call, we do all  
Please contact the Call Center for all your requests

BUFFETS	SUMMER	WINTER
Breakfast at Tetrasomia Main Restaurant	07:00 – 10:30	07:00 – 10:30
Lunch at Tetrasomia Main Restaurant	12:30 – 14:30	12:30 – 14:30
Dinner at Tetrasomia Main Restaurant	19:00 – 21:30	18:30 – 21:00
BARS	SUMMER	WINTER
Charlie Parker Lobby Bar	24 Hours	24 Hours
Ella Fitzgerald Lobby Bar	24 Hours	24 Hours
Polo Bar	19:00 – 00:00	19:00 – 00:00
Scarlet Wine Cellar	16:00 – 00:00	16:00 – 00:00
La Trattoria Romana Bar	10:00 – 18:00	Closed
Route 66 Bar	08:00 – 20:00	Closed
Traces Beach Bar	09:00 – 19:00	Closed
Dock's Pier Bar	09:00 – 19:00	Closed
Olivium Pool Bar	09:00 – 20:00	09:00 – 17:00
Wurlitzer Bar (Entertainment Center)	16:00 – 00:00	16:00 – 00:00
Insomnia Disco Bar (Entertainment Center)	23:00 – 02:00	23:00 – 02:00 open only on Saturday
Arena Bar - Amphitheater	20:30 – 23:00	Closed
G-Venture Bar (only event days)	21:00 – 00:00	Closed
Relax Vitamin Bar (SPA Center)	09:00 – 20:00	09:00 – 20:00
EXCLUSIVE BAR SERVICES	WINTER	WINTER
Fresh Fruit Juices at Lobby Bar	24 Hours	24 Hours
Detox & Fresh Fruite Juices at Tetrasomia Main Restaurant	07:00 – 10:30	07:00 – 10:30
A LA CARTE RESTAURANTS (EXTRA)	SUMMER	WINTER
Estela A La Carte (International, free, food service is not available between 11:30 – 12:00)	24 Hours	24 Hours
Le Jardin Au Printemps A La Carte (French)	19:00 – 23:00	19:00 – 23:00
Aka & Teppanyaki A La Carte (Japanese)	19:00 – 23:00	19:00 – 23:00
Chef A La Carte (International & local chef cuisine)	19:00 – 23:00	19:00 – 23:00
Fuego Steak House A La Carte (Steak House)	19:00 – 23:00	19:00 – 23:00
Kül A La Carte (Traditional Anatolian & BBQ)	19:00 – 23:00	19:00 – 23:00
River Landing A La Carte (Seafood)	19:00 – 23:00	Closed
SNACK RESTAURANTS	SUMMER	WINTER
La Trattoria Romana Snack (Italian)	12:00 – 16:00	Closed
Traces Beach Snack (International)	12:00 – 18:00 Between 16:00 - 18:00 Light Menu	Closed
Sushi Corner at Estela À La Carte (except Wednesday)	12:30 – 15:00	12:30 – 15:00
ICE CREAM	SUMMER	WINTER
Tetrasomia Main Restaurant	12:30 – 14:30 & 19:00 – 21:30	12:30 – 14:30 & 18:30 – 21:00
Scoop	12:00 – 23:00	12:00 – 23:00
Olivium Bar	09:00 - 20:00	09:00 - 17:00
Route 66 Bar	08:00 – 20:00	Closed
La Trattoria Romana Bar	10:00 – 18:00	Closed
Traces Beach Snack	09:00 – 19:00	Closed
PATISSERIE	SUMMER	WINTER
Bon Vivant	11:00 – 23:00	11:00 – 23:00
Chocolatier	12:00 – 23:00	12:00 – 23:00
ROOM SERVICES	SUMMER	WINTER
Room Service *	24 Hours Extra	24 Hours Extra
Minibar (refreshed daily)	Once a day	Once a day
Laundry Service (extra) **	08:00 – 00:00	08:00 – 00:00
EXCLUSIVE SERVICES (FOR KING SUITE & VILLA GUESTS)	SUMMER	WINTER
Villa Room Service Menu *	24 Hours Extra	24 Hours Extra
Route 66	Breakfast 08:00-11:00 & Lunch 12:30-16:00	Closed
POOL & BEACH SERVICES	SUMMER	WINTER
Outdoor Pool	08:00 – 20:00	Closed
Olivium Pool (heated in winter season)	08:00 – 20:00	08:00 – 20:00
Aquapark (at Gloria Golf Resort)	10:00 – 12:00 & 14:00 – 16:00	Closed
Pavilion (extra)	09:00 – 18:00	Closed
Water Sports (extra)	08:00 – 20:00	Closed
Beach Gym (16+)	08:00 – 20:00	Closed
MEETING ROOMS	SUMMER	WINTER
Meeting Rooms (extra)	On request	On request

• Reservations for A La Carte restaurants are subject to charge and must be made at least 2 days in advance at the Reception or Guest Relations Desk. • Food & Beverage services at Gloria Golf Club are included just for Golfer Guests. • Food & Beverage Services in other Gloria Hotels & Resorts are subject to charge with 50% discount. • A La Carte Restaurants in Gloria Serenity Resort, Gloria Golf Resort and Gloria Verde Resort are subject to a cover charge for all guests. • Gloria All Inclusive guests staying 28 nights or more receive the «Long Stay» concept: privilege to use Food & Beverage services at the other Gloria Hotels for free (except Teppanyaki A La Carte Restaurant), complimentary room service (due to the special menu), 50% discount for Laundry Services. • King Suite, Deluxe Villa, Serenity Villa, Queen Villa, King Villa, VIP Villa, Presidential Villa and Platinum Card holder guests receive the privilege to use Food & Beverage services at the other Gloria Hotels for free (A La Carte restaurants once per week, except Teppanyaki A La Carte Restaurant). • \* Room Service due to the special menu is free of charge for guests staying in King Suite, Deluxe Villa, Serenity Villa, Queen Villa, King Villa, VIP Villa, Presidential Villa, Long Stay guests (28 nights and more) and Platinum Card holders. • \*\* Guests staying in King Suite, Deluxe Villa, Serenity Villa, Queen Villa, King Villa, VIP Villa, Presidential Villa and Long Stay guests (28 nights and more) receive a 50% discount on laundry services. Platinum card holders receive a 15% discount on laundry services. • SPA special conditions: guests under 16 y.o. are allowed to use the Turkish bath, sauna and relax room every day between 13:00-15:00 (guests under 12 y.o. must be accompanied by an adult). • Gloria Hotels & Resorts reserves the right to make changes without notice at any time.

SPA & WELLNESS	SUMMER	WINTER
Serenity SPA (massage and all treatments are extra)	09:00 – 20:00	09:00 – 20:00
Turkish bath, sauna, steam bath, relax room (children under 16 years are allowed only with special conditions)	09:00 – 20:00	09:00 – 20:00
Indoor Pool (heated in winter season)	08:00 – 20:00	08:00 – 20:00
Fit Gloria (16+)	08:00 – 20:00	08:00 – 20:00
ENTERTAINMENT & ACTIVITIES AREA	SUMMER	WINTER
Arena Amphitheatre	During the activity	Closed
G-Venture Event Area	21:00 – 00:00	Closed
Insomnia Night Club (18+)	23:00 – 02:00	23:00 – 02:00 open only on Saturday
Entertainment Center: bowling, billiard, 3D games (extra)	16:00 – 00:00	16:00 – 00:00
Ella Fitzgerald Lobby Bar Area	According to the program	21:30 – 23:30
Charlie Parker Lobby Bar Area	21:30 - 23:30 Piano performance	21:30 - 23:30 Piano performance
Sports & Wellness Activities	According to the program	According to the program
Tennis Courts & Lighting	08:00 – 23:00	08:00 – 23:00
Tennis Lesson & Racket Rental (extra)	On request	On request
Gloria Sports Arena – Sports Areas (upon availability)	With reservation, extra	With reservation, extra
Wi-Fi (free) / High Speed Wi-Fi (extra)	24 Hours	24 Hours
KIDS ACTIVITIES	SUMMER	WINTER
Gogi VIM Club (1-3 years)	09:00 – 23:00	10:00 – 21:00
Babysitting Service (1-12 years, upon availability, with reservation, extra)	09:00 – 02:00	10:00 – 21:00
Gogi Mini (4-12 years)	16:00 – 23:00	16:00 – 23:00
Gogi Kids Club (4-12 years, at Gloria Golf Resort)	Between 1 April – 31 October 09:00 - 17:00 with staff & 17:00 - 23:00 with family	Between 1 November – 31 March 10:00 - 17:00 with staff & 17:00 - 21:00 with family
Gogi Fun Jungle (1-14 years, 1-5 years must be accompanied by family, at Gloria Golf Resort)	Between 1 May – 31 October 10:00 – 23:00	Closed
Gogi Teenage Club (13-17 years)	Between 01 June – 31 August	Closed
Eagle Team Sports Academy: swimming, football, gymnastics (5-13 years, group lessons are free & private lessons are extra)	Between 1 May – 30 September	Closed
Gloria Mini Farm	09:00 – 21:00	09:00 – 18:00
GOLF	SUMMER	WINTER
Golf & Golf Lesson (upon availability)	With reservation, extra	With reservation
Group Golf Lessons at Gloria Golf Club (by previous reservation, 1 hour on Monday, Wednesday, Friday, maximum capacity 40 pax)	Free Between 15 June - 31 August 10.00 - 11.00	Not available

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## SUMMER & WINTER CONCEPT

**ÖZALTIN OTEL İŞLETMELERİ A.Ş.**  
CLARIFICATION TEXT  
FOR THE PROTECTION AND PROCESSING OF THE PERSONAL  
DATA OF THE CUSTOMERS

### 1. DATA SUPERVISOR

Pursuant to the Law no. 6698 on the Protection of Personal Data ("Law"), your personal data may be processed by Özaltın Otel İşletmeleri Anonim Şirketi ("Company") acting in the capacity of data supervisor, within the below-described scope.

The detailed information about the purpose of processing of your personal data by our Company is available in Özaltın Otel İşletmeleri Anonim Şirketi Personal Data Protection and Processing Policy accessible via [gloria.com.tr/kvkk](http://gloria.com.tr/kvkk)

### 2. PURPOSE OF PROCESSING OF YOUR PERSONAL DATA

Your personal data collected may be processed in line with the basic principles stipulated in the Law and within the scope of the personal data processing requirements specified in Articles 5 and 6 of the Law, for the purposes ("Purposes") of the conduct of the necessary studies by our relevant business units and implementation of the associated business processes for the planning or execution of the activities for ensuring the legal and technical security of our Company and of the relevant persons in business relationship with our Company, the planning or execution of the activities necessary for offering and promoting to the relevant persons the products and services provided by our Company or for and on behalf of our Company by customizing the same according to the likes, usage habits and needs of the relevant persons, the conduct of the necessary studies and implementation of the associated business processes for enabling the relevant persons to benefit from the products and services provided by our Company or for and on behalf of our Company as well as for the realization of the commercial or operational activities being implemented by our Company.

### 3. PARTIES TO WHOM YOUR PERSONAL DATA ARE TRANSFERRED AND PURPOSES OF TRANSFER

Your personal data collected may be transferred within the scope of the Purposes by our Company, in line with the basic principles stipulated in the Law and within the scope of the personal data processing requirements specified in Articles 8 and 9 of the Law, to [our suppliers, our business partners, our agencies, social media providers, our shareholder, Özaltın Holding A.Ş., and public and private institutions and organizations authorized by law] that are resident or non-resident.

### 4. METHODS AND LEGAL REASONS FOR COLLECTING YOUR PERSONAL DATA

Your personal data will be collected by our Company through electronic and/or physical channel media (methods) e-mail, mail/cargo, faxnumber, phone/call center, Company web site, mobile application, printed form, closed circuit security cameras, public institution systems, our agencies, hotel/facility receptions, request/complaint platforms and corporate social media resources for the purposes of realizing the procedures for providing the check-in, check-out, accommodation and facility services. Further, your personal data will be collected within the framework of the drawing up or execution of a contract, legal responsibility of the data supervisor, establishment, exercise or protection of a right, publicity of the data owner and legitimate interest and explicit consent personal data processing requirements, if any, mentioned in Articles 5 and 6 of the Law.

### 5. YOUR RIGHTS GRANTED IN ARTICLE 11 OF THE LAW AS THE PERSONAL DATA OWNER

As the personal data owner, you may communicate your requests within the scope of the Article 11 of the Law regulating the rights of the relevant person to our Company, in line with the procedures and principles regulated by the Notice on the Procedures and Principles for Application to the Data Supervisor, by filling in the Data Owner Application Form accessible via the QR code. Your applications will be brought to conclusion free of charge within the shortest time possible and in thirty days at the latest according to the nature of your request; however, you may be charged a fee according to the tariff to be determined by the Personal Data Protection Board in case the transaction warrants a separate cost.



# GLORIA

## SERENITY RESORT



### ROOMS

- A. MAIN BUILDING (1001-2450)
- B. POOL VILLAS (3201-3230)
- C. GARDEN VILLAS (3105-3420)
- D. DELUXE VILLAS
- E. VIP VILLA
- F. PRESIDENTIAL VILLA
- J. SERENITY VILLA
- K. QUEEN VILLA
- L. KING VILLA

### FOOD & BEVERAGE

- 1. LOBBY BAR & COFFEE HOUSE (TERRACE)
- 2. TRACES BEACH SNACK
- 3. DOCK'S PIER BAR
- 4. FUEGO STEAK HOUSE A LA CARTE RESTAURANT
- 5. CHEF A LA CARTE RESTAURANT
- 6. SCOOP ICE CREAM
- 7. CHOCOLATIER
- 8. BON VIVANT PATISSERIE
- 9. KÜL A LA CARTE RESTAURANT
- 10. ESTELA A LA CARTE RESTAURANT 7/24

### 11. CHARLIE PARKER LOBBY BAR

- 12. SCARLET WINE CELLAR
- 13. OLIVUM POOL BAR
- 14. ROUTE 66 SNACK RESTAURANT
- 15. AKA A LA CARTE JAPANESE CUISINE & TEPPANYAKI
- 16. LA TRATTORIA ROMANA SNACK
- 17. LE JARDIN AU PRINTEMPS A LA CARTE
- 18. TETRASOMIA MAIN RESTAURANT & TERRACE
- 19. RIVER LANDING A LA CARTE
- 20. POLO BAR

### OUTLETS & FACILITIES & LOBBY

- 21. GUEST RELATIONS & CONCIERGE
- 22. SHOPPING AREA
- 23. SERENITY SPA & INDOOR POOL
- 24. DOCTOR OFFICE
- 25. GLORIA MINI FARM
- 26. RECEPTION
- 27. FACES MEETING ROOMS I-II-III

### BEACH & POOL

- 28. BEACH PAVILIONS
- 29. TOWEL DESK
- 30. OLIVUM POOL & OLIVUM KIDS POOL (HEATING POOLS)
- 31. SEAWATER POOL
- 32. FRESHWATER POOL

### ACTIVITIES

- 33. FIT GLORIA
- 34. TENNIS COURTS & BASKETBALL FIELD
- 35. AMPHITHEATRE & ENTERTAINMENT CENTER, INSOMNIA NIGHT CLUB
- 36. GOGI MINI
- 37. G-VENTURE (CONCERT & PARTY HALL)
- 38. WELLNESS AREA & ART STUDIO
- 39. WATER SPORTS
- 40. GOLF COURSE
- 41. GOGI FUN JUNGLE (GLORIA GOLF RESORT)
- 42. OUTLETS & FACILITIES
- 43. AQUAPARK (GLORIA GOLF RESORT)
- 44. GOGI KIDS CLUB (GLORIA GOLF RESORT)
- 45. TRAMPOLINE
- 46. BEACH VOLLEY
- 47. BEACH GYM
- 48. LOCKER ROOMS

● FIRST FLOOR OUTLETS

● GROUND FLOOR OUTLETS

