



ERESIN HOTELS

GUEST
DIRECTORY

WELCOME

Dear Guest,

As Eresin Hotels, we are very pleased to welcome you to Eresin Hotels Express, located in the historical part of the city center with a comfortable and elegant design.

Our hotel offers traditional Turkish hospitality combined with international 3 star service standards and you will leave Eresin Hotels Express with unforgettable memories.

We would like to thank you for choosing our hotel for your stay and wish to welcome you again in your future accommodation needs.

With our best regards,

Eresin Hotels



ERESIN HOTELS

ESSENTIAL INFORMATION

IN-HOUSE TELEPHONE NUMBERS

DEPARTMENT	WORKING HOURS	EXTENSION
Reception	7/24	5000
Reservation	09:00 - 18:00	3070 or 3057

ROOM TO ROOM CALLS

Please dial 5 (Five) before room number for calling other rooms.

CHECK-IN TIME

Hotel check-in time is 14:00. Early check-in is assisted according to availability

CHECK - OUT TIME

Check - out time is 12:00 noon, for late check - out request, please contact with Reception

Dial: Reception 5000

EMERGENCY EXIT

Floor plan for emergency exit is located behind the entrance door.

EMERGENCY CONTACTS

Please contact Reception in case of emergency

Dial: Reception 5000

DOCTOR/PHARMACY

Please contact Reception for your prescription and medicine needs.

Dial: Reception 5000

FIRE PRECAUTIONS

Please check the nearest fire exit from the floor plan attached behind your door. If you have any suspect of fire in any part of the hotel, please call Reception.

Dial: Reception 5000



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ESSENTIAL INFORMATION

CAR PARKING

The hotel has outdoor parking area. We would like to remind you that you should keep your vehicle locked at all times and not to leave your precious belongings inside. The hotel assumes no liability for loss or damage to vehicles parked. Parking is free

FOOD & BEVERAGE POLICY

Due to health and hygiene outside food and beverage are not allowed into Eresin Hotels Express

SAFE BOX

Hotel Management kindly asks to keep the valuable items in the safe box placed in guestrooms. Detailed instruction guide inside your safe box. The hotel is not responsible for loss, damage or theft of cash, jewelery or other valuables left unattended in guest rooms.

PET POLICY

Pets are not allowed.

ELECTRICITY

Voltage is 220 volts in Turkey

DRINKING WATER

Tap water in your room is filtered by the Hotel, however it is not recommended to drink.

HIGH SPEED INTERNET ACCESS

Free wi-fi connection is available, for further information please contact with Reception
Dial: Reception 5000

THE DIRECTION OF MECCA

The direction of Mecca shown by the arrow on the ceiling in front of your room door.

CHEQUES

The Hotel does not accept personal cheques.

FLOWER ORDER

For your flower needs, please contact with Reception.
Dial: Reception 5000

EXCHANGE

Reception will assist you in exchanging foreign currency 24 hours a day. You can exchange Euro, US Dollar,(as the laws allows)

PRIVACY POLICY

Your personel information is kept strictly confidential for your safety



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ESSENTIAL INFORMATION

LUGGAGE PICK UP/STORAGE

For your luggage pick up or storage please contact Reception.

Dial: Reception 5000

LOST & FOUND

Lost & Found properties are registered and kept by Housekeeping.

Dial: Reception 5000

CREDIT CARDS

Visa, Eurocard, Mastercard,

COURIER SERVICE

If you need local and international courier service, please contact the Reception desk.

Dial: Reception 5000

ROOM KEY CARDS

Electronic room key card is valid during your stay in the hotel. Please come by the Reception desk with your identity if you lose your room key card.

DO NOT DISTURB

If you do not want to be disturbed, there will not be anyone entering to your room as long as you keep "Do Not Disturb" card hanging on your room door. However, if you do not want to be disturbed by phone either, please contact Reception for your requirement.

Dial: Reception 5000

HOUSEKEEPING SERVICE

Daily Housekeeping service is provided between 08:00 - 16:00. If a certain time is requested for room cleaning, please contact Housekeeping or Reception.

Dial: Reception 5000

SMOKING & NON-SMOKING ROOMS POLICY

Smoking and non-smoking rooms are available. For the health and hygiene of future guests, please do not smoke in non-smoking guest rooms. If smoking occurs during your stay, 50 € cleaning fee will be charged to your account.

CITY TOURS/TAXI/LIMOUSIN SERVICE

Please contact the Reception.

Dial: Reception 5000

WAKE UP CALL SERVICE

Please contact Operator for wake up call service.

Dial: Reception 5000

ADDRESS

ERESIN HOTELS EXPRESS

Topkapı Mahallesi, Dullar Çıkmazı Sokak. No:11, 34093 Fatih/İstanbul, Türkiye

Tel : +90 212 631 12 12 (Pbx)

Fax : +90 212 631 37 02

e-mail : info@eresinhotels.com.tr

www.eresin.com.tr



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ESSENTIAL INFORMATION

REVAN RESTAURANT

Revan Restaurant, providing international gastronomy experience with seasonal featuring cold and hot starters, vegetable dishes, fish and meat dishes, selection of desserts, local and international beverages, Turkish and international wines daily . For breakfast, lunch and dinner on a'la carte service in trendy and relaxed atmosphere on the lobby floor at **Eresin Hotels Topkapı**



Breakfast	07:00 / 10:30 weekdays	07:00 / 11:00 weekends
Lunch	12:00 / 15:00	
Dinner	19:00 / 22:30	

E-Lounge

We are providing you a wide variety of special cocktails, local and international alcoholic and non-alcoholic beverages, light snack food, sandwiches and desserts all day between **08:00 - 01:30** on the lobby floor at **Eresin Hotels Topkapı**



ESSENTIAL INFORMATION

HEALTH CLUB

Aqua Life Club & SPA, located on the -1 floor in Eresin Topkapı Hotel offers the needs of our guest sports and relaxation with its high technology equipment and experienced staff.

Aqua Life Club & SPA is specially designed to take away guests from the intense city life to revive feelings and to cure both wellbeing of body and spirit. Aqua Life Club & SPA together with Vitamin Bar offers variety of service; sauna, steam bath, gym, fitness saloon pool, kiddy pool and massage.

Aqua Life Club & SPA is available 7 days between the hours mentioned below.

Fitness Saloon

Weekdays / Weekend 10:00 - 22:00

Massage Service

In order to benefit from our massage service, please make a reservation between the following hours.

Weekdays / Weekend 10:00 - 20:00

Gym, fitness saloon, sauna, pool ,steam room and massage services are paid
Please call Aqua Life Club & SPA Reception for more information and reservation.



LAUNDRY / DRY CLEANING

Laundry and dry cleaning service is available Monday to Saturday expect Sundays and Public Holidays. Our laundry is open between 08:00 - 17:00. In order to ensure your delivery on the same day you should contact Housekeeping or Reception before 10:00 and fill out the laundry list to be put inside the laundry bag. All items received by 10:00 will be returned by 16:00. Items received after 10:00 can be delivered on the same day with a %50 express surcharge.
Dial: Reception 5000

