



ERESIN HOTELS

Guest Directory



ERESIN HOTELS

WELCOME

WELCOME TO ERESIN HOTELS SULTANAHMET

Do you believe in “**time travel**”?

Only if you could travel in time... would you like travelling to different ages and places? With Eresin Hotels Sultanahmet, you bet your traveler soul you can.

As you arrive to the Hotel, you will be surrounded by the ancient historical findings from Hellenistic, Roman, Byzantine and Ottoman eras. Let the ancient cistern's remains located in the lobby mesmerize you. Many historical artifacts of the 2nd and 3rd centuries BC and 5th and 6th centuries AC, reproductions of the original Iznik tiles' collection dating from 1400-1500 AD with its originals exhibited in the British Museum in London as well as a precious picture gallery consisting of 168 pieces of Byzantine and Ottoman lifestyles made by Turkish artist Gültekin Çizgen are displayed along with the Eresin Hotels Sultanahmet's fascinating finds.

Eresin Hotels Sultanahmet has been totally renovated to provide not only an irrefutably high level of quality but also to showcase original and carefully conceived design. This means that this museum hotel located in Istanbul's historic Sultanahmet district, close to the city's main touristic, entertainment and shopping areas and just a short walk away from world-famous sights such as Blue Mosque, Hagia Sophia, The Hippodrome and Topkapi Palace, has its own unique identity.

With our best regards,

Eresin Hotels



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ESSENTIAL INFORMATION

IN-HOUSE TELEPHONE NUMBER

DEPARTMENT	WORKING HOURS	EXTENSION
Operator	7/24	0
Reception	7/24	2000-2001
Room Service	7/24	2351
Mosaic Restaurant	(07:30 - 22:30)	2351
Column Bar	(07:30 - 22:30)	2365
Terrace Mozaic Restaurant	(07:30 - 22:30)	2365
Terrace Bar	(08:00 - 01:30)	2365
Reservation	(09:00 - 18:00)	3070



ROOM TO ROOM CALLS

Please dial 2 **(two)** before room number for calling other rooms.

EMERGENCY EXIT

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

EMERGENCY CONTACTS

Please contact Reception or Operator in case of emergency

Dial: **Reception 2000 / Operator 0**

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 or Operator.

Dial: **Reception 2000 / Operator 0**

DOCTOR

Please contact Reception or Operator.

Dial: **Reception 2000 / Operator 0**

PHARMACY

Please contact Reception or Operator for your prescription and medicine needs.

Dial: **Reception 2000 / Operator 0**

DIALING INSTRUCTION

- **Dial "9" for external line.**
 - **Wait for the dial tone.**
1. For local calls please dial "Phone number".
 2. For mobile numbers please dial "0" + GSM operator code + Phone number.
 3. For domestic calls dial "0" + Area code + Phone number.
 4. For international calls dial "00" + Country code + Area code + Phone number.

Calling Rates

The units spent per phone call depends on the distance and the duration of the call. Turk Telecom company units data is taken into account

Domestic Calls (Fixed-line)	0,20 Euro per minute
Domestic Calls (Mobile line)	0,50 Euro per minute
International Calls (Europe)	0,50 Euro per minute
International Calls (Russia & North America)	1,15 Euro per minute
International Calls (Middle East)	1,30 Euro per minute
International Calls (Other)	1,50 Euro per minute



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USEFUL INFORMATION

CHECK - OUT TIME

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

Dial: **Reception 2000 / Operator 0**

CHECK IN TIME

Check in time is 14:00 noon.

LUGGAGE PICK UP

For your luggage pick up please contact Reception or Operator.

Dial: **Reception 2000 / Operator 0**

LOST & FOUND

Lost & Found properties are registered and kept by Housekeeping.

Dial: **Housekeeping 2474**

CAR PARKING

Our hotel has a paid parking lot in front of the door. 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 paid. Current prices apply.

ADDRESS: ERESIN HOTELS SULTANAHMET

Küçükayasofya Cad.No: 40 34122 Sultanahmet / Fatih / İstanbul

Tel : +90 212 638 44 28 (Pbx)

Fax : +90 212 638 09 33

e-mail : info@eresinhotels.com.tr

www.eresin.com.tr

FOOD & BEVERAGE POLICY

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

BREAKFAST IN THE ROOM

If you want to have breakfast in your room, please call the room service. Extra charges apply for this service.

ROOM SERVICE

Offering the unique tastes you may find in our restaurant with the comfort in your room.

Please call 2351 for room service

COLUMN BAR

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.

Extension: 2355

MOSAIC RESTAURANT

Mosaic 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.

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

Extension : **2351**



BABY COT

Please contact with Reception or Operator.

Dial: **Reception 2000 / Operator 0**

BABY SITTING SERVICE

Please inform our Housekeeping Services 24 hours in advance of your babysitter request

Dial: **Reception 2000 / Operator 0**

BUSINESS CENTER

Business Center is available 7 days 24 hours located on the Lobby floor.

CHEQUES

The Hotel does not accept personal cheques.

CITY TOURS/TAXI/LIMOUSIN SERVICE

Please contact the Reception.

Dial: **Reception 2000 / Operator 0**

CREDIT CARDS

Visa, Eurocard, Mastercard,

COURIER SERVICE

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

Dial: **Reception 2000 / Operator 0**

DRINKING WATER

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

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 2000 / Operator 0**

DUVET

Please contact Reception or Operator for your extra duvet request.

Dial: **Reception 2000 / Operator 0**

ELECTRICITY

Voltage is 220 volts in Turkey

EXCHANGE

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

FLOWER ORDER

For your flower needs, please contact with Reception or Operator.

Dial: **Reception 2000 / Operator 0**

HIGH SPEED INTERNET ACCESS

Free wi-fi connection is available, for further information please contact with Reception or Operator.

Dial: **Reception 2000 / Operator 0**

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: **Housekeeping 2474 / Reception 2000**

ICE CUBES

For ice cubes delivery please contact with Room Service.

Dial: **Room Service 2351**

IRONING SERVICE

Hotel laundry gives ironing service between **08:00 - 16:00**. Please contact with Reception or Operator for the items to be taken.

Dial: **Reception 2000 / Operator 0**



LAUNDRY / DRY CLEANING

Laundry and dry cleaning service is available Monday to Saturday except 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. Express service is available for laundry and dry cleaning services on Sundays and Public holidays. Please check laundry and dry cleaning list for detailed information.

Dial: **Housekeeping 2474 / Reception 2000**

LUGGAGE STORE

If you wish to keep your baggages in our luggage store while you are leaving, please contact with Reception or Operator.

Dial: **Reception 2000 / Operator 0**

PET POLICY

Pets are **not** allowed.

PILLOW MENU

To ensure your comfort, our standart pillows are silicon. We know that some of our guests may prefer an alternative. That is why we offer you the following choice. Please notice that quantities are limited and therefore subject to availability

- Microfiber soft
- Feather medium
- Orthopaedic
- Silicone hard
- Visco

Extra pillow is available, please contact with Reception or Operator.

Dial: **Reception 2000 / Operator 0**

PRIVACY POLICY

Your personel information is kept strictly confidential for your safety

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.

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, jewelry or other valuables left unattended in guest rooms.

SMOKING & NON-SMOKING ROOMS POLICY

Smoking and non-smokings 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.

TEA & COFFEE

2 bottles of 0.5 ml. water, tea and coffee are complimentary offers of our hotel.

THE DIRECTION OF MECCA

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

TOILETRY ITEMS

Please contact the Reception or Operator for complimentary shaving kit, comb, toothbrush and toothpaste.

Dial: **Reception 2000 / Operator 0**

WAKE UP CALL SERVICE

Please contact Operator for wake up call service.

Dial: **Reception 2000 / Operator 0**

WEBSITE

Please reach our hotel at www.eresin.com.tr

WORSHIP

The Holy Quran, Bible and Testament are available as well as prayer rugs and beads upon your request from Reception or Operator. The direction of Mecca shown by the arrow on the ceiling in front of your room door.

Dial: **Reception 2000 / Operator 0**

ANTIQUE GALLERY

Please contact reception if there are special parts you are interested in.

Dial: **Reception 2000 / Operator 0**



ERESIN HOTELS

BUSINESS & MEETING SERVICES

Eresin Hotels Sultanahmet is at your service with its superior service quality and conference halls designed for different needs. You can organize your invitations and meetings in our 2 meeting rooms of 191 square meters.

We try our best with our professional, highly trained and skilled as well as creative staff in order to provide you a perfect organization.

You can also contact the Banquet Office for technical equipment for banquets and meetings.

Please contact the Conference and Banquet Office.

Dial: **Banquet Office 2000-2001**

MEETING HALLS

	Cocktail	Banquet	Theater	Class	U-Shape	Boat Shape	m ²
Bosphorus	160	96	144	76	62	64	145
Golden Horn	60	35	45	25	18	N/A	46

