



ERESIN HOTELS TOPKAPI

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ERESIN HOTELS

Guest Directory

WELCOME

Dear Guest, Eresin Hotels are very pleased to welcome you to Eresin Hotels Topkapı, located in the historical part of the city center with a comfortable and elegant design. Our hotel offers traditional Turkish hospitality combined with international 5 star service standards and you will leave Eresin Hotels Topkapı 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 sincere regards,

General Manager



ESSENTIAL INFORMATION

IN-HOUSE TELEPHONE NUMBER

DEPARTMENT	WORKING HOURS	EXTENSION
Operator	7/24	9
Reception	7/24	6
Room Service	7/24	4
Security	7/24	3910
Aqua Life Club & SPA	(10:00 - 22:00)	3901
E Lounge	(08:00 - 01:30)	3771
Banquet Office	(09:00 - 18:00)	3753
Reservation	(09:00 - 18:00)	3070



ROOM TO ROOM CALLS

Please dial **3 (three)** 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 6 / Operator 9**

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 6 / Operator 9**

DOCTOR

Please contact Reception or Operator.

Dial: **Reception 6 / Operator 9**

PHARMACY

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

Dial: **Reception 6 / Operator 9**

DIALING INSTRUCTION

- **Dial "0" 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

AQUA LIFE CLUB & SPA

Aqua Life Club & SPA, located on the -1 floor 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 and steam room are free of charge for hotel guests.

Please call Aqua Life Club & SPA Reception for more information and reservation.

Dial: **Aqua Life Club & Spa Reception 3901**



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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 6 / Operator 9**

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 6 / Operator 9

LOST & FOUND

Lost & Found properties are registered and kept by Housekeeping.

Dial: **Housekeeping 3850**

CAR PARKING

The hotel has indoor parkings. 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 TOPKAPI

Turgut Özal Millet Caddesi No: 186 Topkapı 34104 Fatih - Istanbul / Turkey

Tel : +90 212 631 12 12 (Pbx)

Fax : +90 212 631 37 02

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 Topkapı

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 4 for room service

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.

Extension: **3771**

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.

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

Extension : **4**



LUNCH BOX

We will be pleased to prepare a variety of snacks if you are planning to spend your day outside or travelling. Please call the Room Service for further information.
Extension 4

BABY COT

Please contact with Reception or Operator.
Dial: Reception 6 / Operator 9

BABY SITTING SERVICE

Please inform our Housekeeping Services 24 hours in advance of your babysitter request
Dial: Reception 6 / Operator 9

BUSINESS CENTER

Business Center is available 7 days 24 hours located on the 1. floor.

CHEQUES

The Hotel does not accept personal cheques.

CITY TOURS/TAXI/LIMOUSIN SERVICE

Please contact the Reception.
Dial: Reception 6

CREDIT CARDS

Visa, Eurocard, Mastercard,

COURIER SERVICE

If you need local and international courier service, please contact the Reception desk.
Dial: Reception 6

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 6**

DUVET

Please contact Reception or Operator for your extra duvet request.
Dial: **Reception 6 / Operator 9**

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 6 / Operator 9**

HIGH SPEED INTERNET ACCESS

Free wi-fi connection is available, for further information please contact with Reception or Operator.
Dial: **Reception 6 / Operator 9**

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 3850 / Reception 6**

ICE CUBES

For ice cubes delivery please contact with Room Service.
Dial: **Room Service 4**

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 6 / Operator 9**



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 3850 / Reception 6**

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 6 / Operator 9**

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 6 / Operator 9**

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, jewelery 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 6 / Operator 9**

WAKE UP CALL SERVICE

Please contact Operator for wake up call service.

Dial: **Operator 9**

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 6 / Operator 9**

ANTIQUE GALLERY

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

Dial: **Reception 6 / Operator 9**



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BUSINESS & MEETING SERVICES

Eresin Hotels Topkapı 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 13 meeting rooms of 3358 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.

MEZZANINE FLOOR MEETING HALLS

	Cocktail	Banquet	Theater	Class	U-Shape	Boat Shape	m2
Burç	80	60	60	60	30	35	93
Otağ	50	40	40	24	25	28	54
Tuğra	60	50	50	30	25	28	78
Burç Otağ Tuğra	250	150	175	100	N/A	50	225
Atlas	50	50	55	40	25	28	72
Diba	60	50	50	30	25	28	64
Atlas/ Diba	150	100	120	60	40	43	136
Topkapı Hall	250	180	200	150	70	75	250



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CONGRESS CENTER

	Cocktail	Banquet	Theater	Class	U-Shape	Boat Shape	m ²
Kapadokya	80	60	55	40	25	28	66
Assos	80	60	55	40	25	28	66
Efes	80	60	55	40	25	28	66
Truva	80	60	55	40	25	28	66
Nemrut	60	50	30	25	20	20	57
Congress Center	450	290	400	200	150	155	321
Aspendos	60	50	60	40	25	28	60

BALL ROOM

	Cocktail	Banquet	Theater	Class	U-Shape	Boat Shape	m ²
Ball Room	750	550	650	250	N/A	N/A	566
Istanbul Ball Room	1500	1000	N/A	N/A	N/A	N/A	1800

Please contact the Conference and Banquet Office

Dial: **Banquet Office 3753**



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