



ROOMS

1. Is it possible to receive an extra bed on request? If yes, is it paid or not?

We do not have an extra bed service.

Room sale is made according to the age and the number of the guests.

2. Do the bathrooms have shower cabins?

Yes, all our bathrooms have shower cabins, except the penthouses. Our penthouses have private Turkish baths.

3. Do the balconies of the rooms overlook each other?

We do not have a room layout, where the balconies face each other in any way.

A bamboo separator is present between the balconies of the rooms.

4. Are the beds separate or can be joined?

French and twin types of beds with fixed mounting are present. We are unfortunately unable to join beds or change the location of them in rooms due to that condition.

5. Is the mini bar refurbished every day?

Our mini bar service is free-of-charge and replenished every day.

6. Are there carpets on the floors?

There are no carpets in the rooms or corridors of the floors.



7. Are balconies present in the rooms?

All our rooms feature balconies of approximately 7 m², while the Penthouses are designed with spacious terraces overlooking the sea.

8. Is smoking allowed in the rooms?

Smoking is not allowed in our rooms.

9. Is a central air conditioning system available?

Yes, a central air-conditioning system available. You can adjust the temperature from the air conditioning control unit in the room.

10. Are safe-deposit boxes present in the rooms?

Yes, safe-deposit boxes are available in all our room types.



GENERAL QUESTIONS

1. What is the concept of your hotel?

The concept of our hotel is “Luxury Ultra All Inclusive.”

2. When was the facility founded?

Our facility was renovated and renamed in the winter of 2016-2017.

3. Is there a doctor at the facility?

Yes, a doctor is in charge 24 hours at our facility. Our health services are paid.

4. Is a parking lot available at the facility?

Yes, a parking lot is available as supervised by the security staff. We also have a valet service.

5. Do you accept pets to the facility?

Unfortunately, we are unable to accept pets.

6. Is there a Mini Club? Is there a playground?

Yes, we have the Marvy Kids Club for ages 4 to 12. A grass area, a mini amphitheater and an aqua fun area with slides are available inside the Marvy Kids Club. Exploring art and creating with their own hands bring a huge smile to children’s faces. Workshops for every interest including discovering plants, recycling, dancing, cooking and many more await at the Marvy Kids Club.

7. Do you have a Teenage Club?

Yes, we have Youngsters club for ages 13 to 16. Billiards, table football, table tennis

and game consoles are available in the Youngsters.

8. Is an aquapark available?

There is an aquapark with 12 slides. There is no age limit for 7 of the slides which pour into the pool. For the rest of the 5 slides, we apply an age limit of 16.

The slides with age limit (16+):

Combo: +16 MIN. 150 cm – MAX. 190 cm
MIN. 55 kg. – MAX. 110 kg.

Looping Rocket: +16 MIN. 150 cm – MAX. 190 cm
MIN. 55 kg. – MAX. 110 kg.

Black Hole: 150 cm – MAX. 190 cm
MIN. 55 kg. – MAX. 110 kg.

Body Slide: 150 cm – MAX. 190 cm
MIN. 55 kg. – MAX. 110 kg.

Windigo: 150 cm – MAX. 190 cm
MIN. 55 kg. – MAX. 110 kg.

9. Do you have a SPA service?

Yes, we have Mar Spa. With a sauna offering a 180 degree sea view, massage rooms and a terrace, Mar Spa combines traditional and modern therapies to relax the body, mind and soul. The Turkish bath, inspired by Roman baths, brings guests closer to the millennia old rituals of the Aegean.

Mar Spa Kesre Bay offers a unique relaxation experience in massage rooms located above the sea, accompanied by the soothing sound of the waves.

10. Is there internet in common areas and, if any, is it free?

Free internet connection is available all around the facility.

11. Do you have babysitting service?

Yes, we provide a babysitter service for hourly fares. You can organize it through the Guest Relations department once you arrive at the facility.

12. Do you have a transfer service?

Yes, our transfer service is provided by an outsource company, the fares might vary according to the season.

13. Are sun beds and towels paid?

Our sunbeds and towels are provided free of charge. Please note that beach towels are not placed in the rooms. Guests may collect and exchange towels from the towel station located by the pool using their towel cards, with a number of towels corresponding to the number of guests. The operating hours of the towel station may vary depending on the season and it is open at designated times in the morning and afternoon.

14. Are activities available?

At Club Marvy, we believe in meaningful experiences that connect guests to something bigger and inspire lifelong passions. Guests can take part in a variety of creative and interactive workshops such as culinary, artisanal, mixology and kids workshops.



From dusk till dawn, Marvy Sessions transform your stay into a musical celebration with performances by distinguished musicians, where jazz and chill out sounds come together in rhythm, melody and harmony.

Guests can also enjoy a wide range of activities yoga, running, Flex Up, CrossFit, Pilates, TRX, Body Pump. Sports facilities include volleyball, beach volleyball, table tennis, tennis courts, football, basketball, padel and mini golf and sea experiences with Marvy Sail.





15. Are there festivals? If any, what are those festivals and their times?

At Club Marvy, we cherish and keep alive the ancient rituals of the Aegean, bringing them into today with a contemporary expression shaped by nature, creativity and togetherness. From the awakening of Hidirellez in May, to Art & Abundance in September inspired by the symbolism of the pomegranate, and the Olive Harvest in October, each ritual follows the rhythm of the land.

16. Is a baby package available?

Yes, our special equipment for babies; Bath set (tub, bucket, mug), baby bottle sterilizer, baby carriage and jars of food in the main restaurant and baby food are available upon request, free of charge for our guests staying in all our room types. With our Kid's Chef program, your children can enjoy healthy and nutritious meals.

17. Does the hotel have its own beach?

Yes, our facility is located on two bays consisting of fine sands and it has its own pier.



18. Is its sea wavy? Does it become deep right away in the area where it is accessed from the beach?

Sea might be wavy from time to time and deepen gradually.

19. Are there Cabanas?

Cabana service is not available at our family beach; however, private lounge service is offered at Kesre, reserved for our adult guests.

20. Is there a fitness center on site?

Yes, MAR Fitness is available on site. You can opt for personal training sessions or join group activities to keep your body, mind and soul active. You may also enjoy the MAR Fitness Centre, featuring a 180-degree sea view and state-of-the-art equipment for a complete workout experience.

21. Is there a separate beach for adults?

Club Marvy offers unlimited options for families, while also providing a dedicated area for adults seeking a quiet and peaceful retreat.

Our adults-only beach, Kesre Bay Plage (+18), offers a serene experience with private lounges, exclusive food & beverage service and a tranquil atmosphere.

22. Are the Turkish baths hot?

Yes, our Turkish baths are hot.

23. Do you have a special service for birthdays?

Yes, we serve a symbolic free-of-charge cake upon request.

24. Do you have a special service for wedding anniversaries?

Yes, we serve a symbolic free-of-charge cake upon request.

25. What are the check in/check out times?

Our C/in time is 14.00 and our C/out time is 12.00.

26. Is an early C/in and a late C/out possible?

Early C/in is possible according to the availability. Late C/out is subject to an extra fee if there's availability. You can receive information regarding the fees from the reception.



27. Is a daily use of the hotel possible?

Yes, we offer a daily use service.

28. What is your honeymoon package and how much does it cost?

- If the reservation is made 30 days before the arrival, it is possible to upgrade the room to a higher category room type.
- Special amenity set served to the room.
- Possibility of early check in and late check out in line with availability.
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- Reservation priority at the a' la carte restaurant
- Discount at MAR SPA (excluding SPA packages)

F&B

1. Are the a' la carte restaurants paid?

At our property, there are 7 à la carte restaurants in total. Buono Italiano and The Cut Steakhouse are available at an additional charge, while Iona, Buono on the Beach, Boa Grill, Kesre Bay Snack and Değirmen (Kesre) are free of charge; however, reservations are required.

2. Can the quality and proportion of meals reduce in line with the occupancy of the hotel?

The service quality standards are maintained, being directly proportional to the number of guests.

3. Can I eat at whatever hours I feel like?

You can have your meals during the times when the restaurants and snack bars are open. We do not provide room service.

BOA Grill

(is open from the inauguration of the facility to the end of October, situated in an indoor area, and not affected by weather conditions)

13:00-16:30 Snack 19:30-22:30 A la Carte

Buono.Italiano

(is open from the inauguration of the facility to the end of October, situated in a semi-indoor area, and can be closed in line with weather conditions)

19:00-22:30 A la Carte

16:00-18:00 Panino and Delicatessen

The Cut Steakhouse

(is open from the inauguration of the facility to the end of October and can be closed in line with weather conditions)

19:30-22:30



Iona Pool Bar & Restaurant

(is open from the inauguration of the facility to the end of October and can be closed in line with weather conditions)

13:00-16:30 Snack 19:30-22:30

Değirmen Restaurant (+18)

(is open from opening the facility until the closure of the facility and can be change in line with weather conditions)

07:00-11:00 Breakfast (Only for Adult Rooms) 19:30-22:30

Buono on the Beach

14:00 - 17:30 Snack 19:00 - 22:30 Dinner pizza

Kesre Bay (+18)

13:00-16:30 Snack 19:00 - 22:30 A la Carte

4. Are there organic products of you?

Yes, the products that are entirely our own crop and that come from Yerlim Farm are served at the organic corner of our buffet. There are many organic products like sauces, olive oil meals, jams, composts, spices, vegetables, and fruits.

5. Do you have a separate buffet for children?

Yes, our special children buffet prepared by our Kids' Chef is present. Our Kids Chef makes special meals for our children with certain feeding needs.

6. Are there baby feeding chairs?

Yes, baby feeding chairs are available in our restaurants

7. Are there water pipes?

Unfortunately, we do not have a water pipe service.

RESERVATIONS

1. I was your guest last year, is there a special discount?

If you are a member of our loyalty program, Marvy People, in your previous stay, discounts and service opportunities are offered according to your membership status, valid for your second and recurring stays via the Club Marvy website or call center.

2. Do you apply a reservation accident insurance?

We do not have an accident insurance, but we have conditions for cancellation in our service agreement. You can access our service agreement via our website.

3. Why don't you have a one-night sale?

A minimum accommodation limit is present as required by the hotel procedure and concept.

