

# PRIVILEGE SERVICES

## TERMS & CONDITIONS

Complimentary privilege services are Regnum Carya's gifts to guests and not included in the "All Inclusive" accommodation.

These services are non-transferable and cannot be exchanged for cash in part or full, and are valid during period of stay

For further information, please visit the official website.

### Fast Track Service

- 12 months Fast Track Service (Meet & Assist and Lounge Service) is valid for guests staying a minimum of 4 nights or more in all room types or villas
- Fast Track Service is for direct international flights departing from Antalya Airport International Terminals
- All check-in formalities are completed by CIP staff
- All guests are required to make a reservation at the hotel concierge desk at least 24 hours prior to their flight departure time from Terminal 1 or 2
- Hotel check-out date and flight departure date must be on the same dates.

#### Service details:

- Greeting Regnum Carya passengers at the CIP meeting point in Terminal 1 or 2
- Entering the terminal through a private gate
- Completing all check-in and security formalities using Fast Track Lanes accompanied by CIP staff
- Waiting for the flight at Regnum CIP Lounge offering various refreshments, snacks and free Wi-Fi service

### CIP Service

- 12 months CIP Service (General Aviation Terminal Service)
- Excludes the private jet flights
- General Aviation Terminal CIP Access service is valid for guests staying a minimum of 7 nights or more in the Jade Presidential Suite, Sapphire Villa, Emerald Villa, Tiara Villa and Crown Villa.
- General Aviation Terminal service is valid for direct flights arriving to / departing from Antalya Airport Domestic & International Terminals
- CIP Terminal service is valid for arrivals to / departures from Antalya Airport Domestic and International Terminals and may only be used once per stay.
- "Flight arrival date & hotel check-in date" and "hotel check-out date & flight departure date" must be on the same dates.

#### Service details:

- Greeting Regnum Carya passengers at the General Aviation Terminal
- All check-in formalities are completed by CIP staff
- Private passport control and customs control
- Hot / cold dishes, alcoholic / non-alcoholic beverage service in the Lounge
- VIP transfer to the jet
- Airport Services are provided by third party business partners

### Helicopter Transfer

- Complimentary round trip (1 arrival & 1 departure) helicopter transfer is valid for guests staying a minimum of 7 nights or more in the Crown Villa ve Tiara Villa
- Helicopter transfers are available between sunrise & sunset hours and all transfers beyond these hours will be carried out with our VIP vehicles by land.
- The hotel shall not be held responsible for helicopter transfers that cannot be carried out due to adverse weather conditions and technical breakdowns and/or during maintenance periods and therefore no compensation can be claimed against the hotel if this service cannot be provided due to such reasons.
- Helicopter passengers are limited to 4 persons. Luggage is not allowed on board. For airport transfers, luggage is carried by land free of charge.
- Night flight is not possible.
- Please note that the complimentary helicopter transfer service is offered only to Crown Villa and Tiara Villa guests and will be provided depending on the terms of the contract made with the sales department.

### VIP Airport Transfer

- Round trip (1 arrival & 1 departure) VIP transfer is valid for guests staying a minimum of 7 nights in the Crown Villa ve Tiara Villa

### Airport Transfer

- Round trip (1 arrival & 1 departure) airport transfer is valid for guests staying a minimum of 4 nights and for bookings made directly through the sales department (+90 444 64 23 / [direct@regnumhotels.com](mailto:direct@regnumhotels.com)) or via the Regnum Hotel website

#### Service details:

- Arriving passengers should e-mail their flight information (flight date, arrival time, flight number, confirmation number) to [reservationbelele@regnumhotels.com](mailto:reservationbelele@regnumhotels.com) and [transfer@regnumhotels.com](mailto:transfer@regnumhotels.com).
- Outgoing passengers should make a reservation through transfer services with their flight information (flight date, departure time, flight number, confirmation number).
- For international flights, the hotel-airport transfer time is 3 hours prior to the time of departure.
- For domestic flights, the hotel-airport transfer time is 2 hours prior to the time of departure.

- The hotel-airport transfer service will wait a maximum of 15 minutes after the scheduled hotel pick-up time.
- Regnum Carya shall not be held responsible for delayed flights and cancellations.
- Transfer reservations may be cancelled at least 24 hours in advance, cancellations cannot be made on the same day.
- Free VIP transfer service is only available from Antalya International Airport

### The Land of Legends Theme Park

- Complimentary access and entrance to The Land of Legends (Depending on park operating days)
- Unlimited free entrance and shuttle service to The Land of Legends Theme Park is valid for hotel guests staying a minimum of 3 nights or more in all room types or villas
- All food and beverage services are extra charge and room credit account is not valid
- Park entry wristbands cannot be transferred or sold to third parties.
- Bringing any kind of outside food, alcoholic or nonalcoholic beverages into the park area is not allowed.
- The Land of Legends Theme Park is a third-party business partner
- This service is not available after room check out

### Villa Lounge Working Hours

- Lounge check-in / check-out times operation hours are between 09.00 a.m. and 11.00 p.m. for Pearl Pool Suite or Pearl Pool Family room