

SUN HEAVEN QUEEN				
	Season	2026 Summer	Concept	Ultra All Inclusive
	Category	4*	Adress	Payallar mah, D-400 caddesi No. 14, Alanya
	Built	1993	City	Antalya – Türkiye
	Renew	2025	Phone	0090 242 545 4013
	Area	3100 M2	E-mail	gm@clubsunheaven.com
	General Manager	Muhterem Karsli	Room	100
	GIATA	https://giatadrive.com/1384909	Beds	
	Concept Period	09.05.2025-07.11.2025	Guest Elevators	5
Web Site	www.sunheavenqueen.com			
Distances				
Antalya Airport	110 km			
Gazipasha Airport	55 km			
Antalya City Center	105 km			
Alanya City Center	15 km			
Konakli City Center	2 km			
Time Center Mall	2 km			
Neva Outlet	2 km			
Summer Garden Club	2,5 km			
Transfer Types	VIP Transfer, Bus, Taksı			
Beach	Pebble-sandy, distance 50 mt, underpass			
Languages				
Turkish	German		English	Russian
Credit Cards				
Visa	MasterCard		Eurocard	American Express
Room Details				
Room Type	Size	Properties		Maximum Capacity
Standart Room	24m2	A: 3 Single Beds B: 1 French Bed + 1 Single Beds Tv (Satellite) Split Air Condition, Shower-WC, Hair Dryer, Phone at Room and Shower, Minibar (Water), Tea and Coffee Set Up, Safe (paid), Laminate Floor, Balcony		3 Adults + 1 Child
Standart Side Sea	24m2	A: 3 Single Beds B: 1 French Bed + 1 Single Beds Tv (Satellite) Split Air Condition, Shower-WC, Hair Dryer, Phone at Room and Shower, Minibar (Water), Tea and Coffee Set Up, Safe (paid), Laminate Floor, Balcony		3Adults + 1 Child
F&B Service				
Food Service				
Restaurants	Activity	Service Type	Capacity	Open-Close
Main Restaurant	Breakfast	Open Buffet	200 (Indoor)	07:00-09:30
	Late Breakfast	Open Buffet	200 (Indoor)	09:30-10:00
	Lunch	Open Buffet	200 (Indoor)	12:30-14:00
	Dinner	Open Buffet	200 (Indoor)	19:00-21:00
	Late Soup			23:00-02:00
POOL BAR		Self Service		10:30-18:30
SNACK	F&B Service	Snack Bar (Self Service)		11:00-16:00
Ice-Cream	Open ice-cream	Beach		14:00-16:00/20:00-21:00
Gozleme		Beach		11:00-16:00
Tea break	Tea & Cookies	(Self Service)		16:00-17:00

Bars			
Looby Bar	Soft & hot local alcoholic and non-alcoholic drinks, UAI		10:30-02:00
Servis Bar	Soft and hot local drinks, beer, wine, UAI		Lunch and dinner time
Pool Bar	Soft & hot local alcoholic and non-alcoholic drinks, UAI		10:30-18:30
Beach Bar	Soft local drinks, beer, UAI		09:30-17:30
Minibar			
Daily filled water			
Entertainment & Sport & Health			
Free	Daytime Animation, Aerobik, Table Tennis, Bocca, Dart, Fitness, Evening Shows (club sun heaven family)		
Paid	Water Sports, Doctor's Office		
Pools & Water Slides			
	Capacity	Depth	Heating
Outdoor Swimming Pool 1	160m2	140 cm	
Outdoor Kids Pool	30m2	40 cm	
1 Adult Water Slide			
			Open-Close
			08:00-19:00
			08:00-19:00
			10:00-12:00; 15:00-17:00
Mini Club	Details		UAI
4 –12 Years old	Indoor and outdoor kids club, games, mini video, mini-disco, educational workshops (cookie day, face painting) (club sun heaven family)		X
Spa & Wellness			
Opening: 08.00 – Closing: 18.00			
Free			
Relaxation Area	Indoor Pool		club sun heaven family
Paid			
Turkish Bath (Hamam), Steam Room, Sauna, Jacuzzi, Massage and Turkish Bath Services, Face & Body Care and all Spa & Wellness Services			
Honeymoon Concept			
Special Room Decoration			
Fruit Basket			
Other Services			
Free	Beach towels (deposit), Baby cot, High baby chair, microwave, blender, Baby bottle sterilizer in the main restaurant, Change of bed linen and bath towels, Housekeeping, Tea and coffee set, Water in the minibar, Mattresses, Umbrellas and sun loungers, Wheelchair, Children's potty		
Paid	Wi-Fi throughout the hotel, Safe in the rooms, All Imported and bottled drinks, Turkish coffee, Freshly squeezed fruit juices, Baby stroller, Cake order, Laundry service, SPA services, Organization of special events, Change of beach towels, Hookah, Hairdresser, Shops, Car rental, Airport transfer, Taxi		
General Principles			
All-inclusive guests can only use the food and beverage service for themselves.			
The all inclusive concept starts at 14:00 on the check-in day and ends at 12:00 on the check-out day.			
In our hotel, there is an armband application for our guests to benefit from the services offered and for their safety. Charged in case of loss.			
The time to c/out is 12:00. During the c/out process, the room key, guest armband and towel card must be returned to the reception.			
Late check out (Late c/out) and Early check in (Early c/in) are fee required with possibility.			
Rooms are cleaned daily, towels and textiles are changed every 3 days.			
It is prohibited to take white towels out of the room.			
In case the food and beverages offered in the facility are brought to the rooms, they will be charged extra to guest's account.			
Safe boxes in the room for your valuables are at your service as charged. Our facility is not responsible for your lost items.			
All tools and equipment that may pose a fire hazard in the rooms, such as hookahs, prohibited at our facility.			
The beach are opened for use according to the weather conditions.			
Snack Bars can be changed or canceled by the hotel management depending on the season and product supply.			
Due to local law, alcoholic beverages are not served to guests under the age of 18.			
The hotel management reserves the right not to serve alcohol to guests who may harm themselves and their surroundings after a certain amount of alcohol consumption.			
Parental accompaniment is obligatory in the use of the pool and activity areas.			
Animation programs and all other activities; it may change or be canceled depending on weather conditions, season and physical factors.			
The health problems of our guests who use the Gym are their own responsibility.			
Smoking is prohibited indoors (Rooms, Lobby, Restaurant, etc.) in accordance with local laws. Otherwise, they are subject to financial sanctions determined by local authorities.			
It is not allowed for the guests to listen to loud music with portable devices in the rooms and in the open area.			
The services of private businesses within the facility do not belong to the hotel and are not the responsibility of the hotel management.			
In our facility, pest control and spraying studies are carried out regularly in accordance with international quality norms.			
Pets are not allowed in our facility.			
Our hotel has been designed for our "SPECIAL" guests to stay unhindered.			
Fixed Voltage of our hotel is 220V			