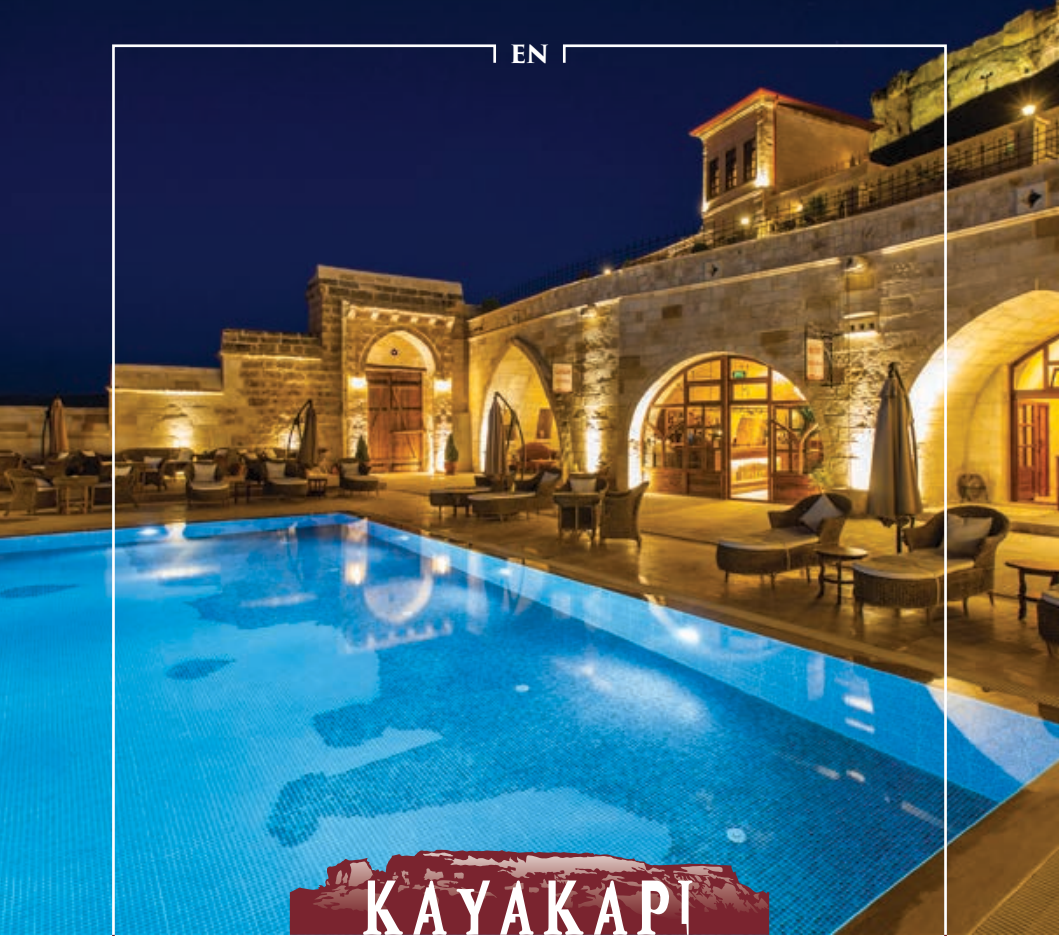


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**KAYAKAPI**

**PREMIUM CAVES**  
CAPPADOCIA

## **SERVICES & POLICIES INFORMATION**



[www.kayakapi.com](http://www.kayakapi.com)



“FIRST BOUTIQUE HOTEL OF  
CAPPADOCIA”

## SERVICES



### CONTACT NUMBERS

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### RECEPTION & GUEST RELATIONS

Reception and Guest Relations are at your service 24/7 and we are ready to assist you with all kind of requests and/or recommendations that you are willing to share with us. In addition, we are ready to assist you with all kind of special requests.



### MAIDE RESTAURANT

It is located at Davut Agha Mansion, at the lower level of our hotel just next to the Outdoor Swimming Pool. It is our Main Restaurant also hosting rich breakfast including Cappadocian & International Specialties between 07:00 – 11:00 every day. After our breakfast service, between 11:00 - 22:30 it acts as an “à la Carte Restaurant” serving International & Local Specialties from our rich menu.



## REVITHIA

Revithia's direct translation is "chickpea" and which is also the name a local and a traditional dish served in Cappadocia for hundreds of years that has given us the inspiration for Cappadocia's first tasting menu restaurant. Revithia is located just across the historical mosque in the lower end of Kayakapi Premium Caves - Cappadocia. Revithia serves Cappadocian local dishes which tend to be forgotten with a modern touch and of course pairing Cappadocian terra noir wine from local producers. Please bear in mind that Revithia's winter capacity is 25 persons (indoor) and summer capacity is 40 persons (terrace) so reservation is obligatory which you can easily make with the help of our reception and guest relations. Please note that Revithia only serves during dinner time. First order is at 18:00 and last order will be taken at 21:00; closing time is 00:00.



## BISTRO MANZARA

It is located at the upper level of our hotel in between the suites 106 – Arabaci Köylü Mehmet Evi and 107 - Kunduraci Fehmi Evi. It is open between 15:00 - 23:00 during summer season (upon availability) and acts as Snack Restaurant serving only snacks together with a wide range of beverage selection. The terrace of Bistro Manzara is very cozy with a spectacular view of Ürgüp.



## ŞEKERCİ WINE CELLAR

It is located at Davut Agha Mansion very close to our Maide Restaurant. At our very special Wine Cellar we only offer high quality Wines from Cappadocia. A bottle of Cappadocia Wine together with local and international cheese plate is highly recommended. It will open its door upon your request.



## F&B ROOM SERVICE

We offer 24-hour Room Service for the comfort of our precious guests. For the orders made after 23:00, the menu alternatives are a little bit more limited and are specified on the menu. You can find the Room Service Menu in your room / suite. Please call 04 for your orders.



## WIRELESS INTERNET

As a part of modern-day technology, we offer High Speed Wireless Internet at Kayakapi Premium Caves – Cappadocia. The use of the Wireless Internet is free of charge but you will need a password to use it. The password and the login procedures will be handed out to you during the c/in.



## SWIMMING POOL

Our outdoor swimming pool is located at Davut Agha Mansion. With its spectacular view of Ürgüp and it is one of the most popular venues of Kayakapi. The total area of the swimming pool is 90 m<sup>2</sup> including the children section. The children section's height is 40 cm and the pool's height is between from lowest 127 cm to 143 cm the highest level. Children under 12 years old must be accompanied by a parent or guardian. The pool itself is made from glass mosaic tiles hosting a wonderful panoramic view of Kayakapi, Cappadocia and Hot Air Balloons. The pool is heated up to 29 °C between March - November and can be used between 10:00 – 20:00.



## CAZGIR LOUNGE

Just like Maide Restaurant and Şekerci Wine Cellar, it is located at Davut Agha Mansion. If you would like to have a cup of coffee and spend time with your family or friends on comfortable antique Turkish chair you are at the right place. We also have TV and PCs with internet connection together with printers if you would like to surf on the net or print out documents.



## BABYSITTING & CHILD CARE

We are pleased to offer babysitting services for children aged 12 years old and under. A supplementary fee of 100,00 EUR for minimum 5 hours will be applied and please note that 24-hour advance reservation is required. For the fee of services more than 5 hours, please contact the Reception or Guest Relations.



## EXTRA BED

We are pleased to offer extra beds and baby cots upon request (fees may apply). Please note that for “Prime Rooms” the maximum persons allowed are 2 persons, therefore extra bed is N/A in this category. Please contact Reception or Guest Relations for more information.



## CLIMATE CONTROL

All of our rooms and suites are equipped with underfloor heating system which is turned on automatically depending on the required climate inside the rooms. We always recommend the temperature to be between 21 – 24 °C and this can easily be controlled by climate control utility at the wall of your room / suite. The rooms / suites are also equipped with individually controlled air condition (A/C) system if you need further climate control for your comfort.



## LAUNDRY SERVICES

We are offering laundry services for our precious guests everyday between 09:00 – 17:00. If the laundry is handed over before 12:00 (noon), your items will be delivered back to you within the same day. However, any laundry request after 12:00, your items will be delivered to you the next day. For more information about the laundry, ironing and dry-cleaning services, please check the laundry price list which can be found in your room / suite. Whenever you need assistance with our laundry services or request for your items to be picked up from your room, please do not hesitate to contact Reception or Guest Relations.



## SPA

Kayakapi Spa is located at the Historical Davut Agha Mansion just next to the Swimming Pool and Maide Restaurant on the lower end of Kayakapi Premium Caves - Cappadocia. The Spa is open daily between 14:00 - 23:00. Entrance to the Spa is Free of Charge for all Kayakapi Premium Caves – Cappadocia guests and only massages are due to a fee.

The following services are available at our Spa:

- Hamam (Turkish Bath)
- Sauna
- Fitness Center
- Massage

Further information of each massage type can be found in the “Kayakapi Spa” booklet which will be handed over to you during c/in.

For reservation requests and if you would like the Fitness Center to be available before the opening hour of 14:00 please contact Reception or Guest Relations. Please note that last massage appointment will be taken for 21:30. At our spa, regulations by the Turkish Ministry of Health and the Turkish Ministry of Culture & Tourism are applied and can be revised.



## PARKING

Hotel guests are offered complimentary parking at our outdoor parking facility, which is monitored at all times for the safety and security of our guests.



## SHUTTLE TO CITY CENTER

Kayakapi Premium Caves - Cappadocia is located on a hill overlooking the City of Ürgüp. Although it is only 10-12 minutes walking distance away from the Ürgüp City Center, we offer Free One Way (from Kayakapi to Ürgüp) Shuttle Service to all of our guests until 22:00 every day. Unfortunately, we don't have a return service back from the City to the Hotel. A taxi back from the Ürgüp City Center to our hotel will cost approx. 3,00 EUR.



## SHUTTLE WITHIN KAYAKAPI

Although we have a beautiful view at Kayakapi, some of our guests do not prefer to walk. If you would not like to walk to or from your room / suite, we have Environmentally Friendly Golf Cars, which will serve you whenever you want. Just ask our staff for a ride.

## POLICIES



### GENERAL POLICY

Kayakapi Premium Caves - Cappadocia has zero tolerance policy in which it will refuse to admit or refuse service or accommodation in the hotel or may remove a person who: while on the premises of the hotel acts in an obviously intoxicated or disorderly manner, destroys or threatens to destroy hotel property, or causes or threatens to cause a public disturbance; or refuses or is unable to pay for the accommodations or services. The hotel may limit the number of persons who may occupy a particular guest room in the hotel and will only allow registered guests to use its facilities. A person who negligently or intentionally causes damage to the hotel or any furniture or furnishings within the hotel, shall be liable for damages sustained by the hotel staff, including the hotel's loss of revenue resulting from the inability to rent or lease rooms while the damage is being repaired.

**18+**

### AGE REQUIREMENT

Kayakapi Premium Caves - Cappadocia is happy to welcome the children of our guests. It is a strict rule that at least one adult (a person 18 years or older) must be the registered occupant of a room at our hotel. Guests who are below the age of 18, must be accompanied by at least one parent or legal guardian. Please remember to provide identification for security purposes.



### ACCOMODATION POLICY

Check In Time..... : 14:30

Check Out Time ..... : 11:30



### ALCOHOL POLICY

We are pleased to serve alcoholic beverages to guests 18 and older with valid identification by Turkish Law.



### CORKAGE FEE

Guests will be charged 15,00 EUR corkage fee per bottle of alcohol purchased from outside the hotel and to be consumed in the room. By hotel policy the alcoholic drinks not purchased from the hotel will not be permitted to be consumed at the public areas of Kayakapi Premium Caves - Cappadocia.



### ID REQUIREMENT

A photo identification, a passport or national ID (for locals) is required upon check-in. Certain promotion-specific rates may also require verification via photo identification and/or membership card.



### EARLY DEPARTURE POLICY

Early departures will be treated as cancellations and subject to a 100% cancellation fee for the remaining reservation dates. Please contact the Reception for additional information.



### EARLY CHECK IN POLICY

We are pleased to accommodate early arrivals based upon availability. To guarantee early check-in before 14:30, we recommend reserving your guest room / suite for the night prior to your arrival date.



### LATE CHECKOUT POLICY

Late checkouts are available based upon availability and subject to additional fees, depend on the requested time of departure. Please contact the Reception for additional information.



### CREDIT CARDS

We are pleased to accept all major credit cards and require a card to be presented at check-in for incidentals. Please note that the hotel is not responsible for any currency exchange fees charged by credit card companies and/or banks.



### PET POLICY

Kayakapi Premium Caves - Cappadocia unfortunately does not allow pets due to concerns that some guests have allergic reactions towards pet dander and due to the threat of ticks and fleas.



### FOOD & BEVERAGES

No food or beverages may be brought into the hotel's premises from outside.



### SMOKING POLICY

All guest rooms / suites and indoor public areas are non-smoking. However, guests are allowed to smoke on the balconies, terraces or courtyards of the rooms / suites. Please note that Turkish Law prohibits smoking in all indoor public areas. A 200,00 EUR cleaning fee will be charged to guests who smokes in a nonsmoking room or indoor public area.



## CURRENCY POLICY

The local currency at our hotel is mainly the Turkish Lira (TRY). However, we also accept US Dollars (USD) and Euros (EUR). Foreign currencies can be exchanged to TRY at the Reception from the hotel's own buying rates. All room rates at Kayakapi Premium Caves - Cappadocia are confirmed in EUR and are guaranteed in EUR's when paid in Cash. Payments made by credit cards at the hotel will be charged in the local currency equivalent based on the daily exchange rate used by the hotel. Currency conversions by banks or credit card companies in processing payments are not within the control of the hotel and are subject to exchange rate fluctuations.



## LOST AND FOUND POLICY

Kayakapi Premium Caves - Cappadocia is not responsible for lost, damaged or stolen personal belongings. All rooms are equipped with in-room safes. Should any guests lose personal belongings while staying at the hotel, if found, the item will be recorded as "found". Kayakapi Premium Caves - Cappadocia keeps detailed records of all "found" items, and will make a reasonable effort to contact the guest if an item is left in the hotel's guest room after the guest has checked-out. We will ship items back at the owner's expense. Any items in the Lost & Found, which are not claimed within ninety (90) days, will be donated to a local charity or discarded.

HOPE YOU ENJOY YOUR STAY AT  
KAYAKAPI PREMIUM CAVES - CAPPADOCIA



📍 Kayakapı Mahallesi, Kuşçular Sokak No:43,  
50400 • Ürgüp / Cappadocia / TÜRKİYE

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