

GO

WELCOME



GRAND

GRAND HYATT ISTANBUL

GRAND | HYATT

GO

[GUEST SERVICES]

GRAND

GUEST SERVICES

GRAND HYATT ISTANBUL IS AT YOUR SERVICE

Whether you are visiting for business or pleasure, our staff is at your service to ensure we have your expectations met. Please dial [0] to contact a staff member with any special requests or comments.

Enjoy your stay.

HIGH DEFINITION CHANNEL DIRECTORY

1	HOTEL INFORMATION	25	FOX SPORTS HD
2	NTV HD	26	SPORTS TV
3	STAR TV HD	27	EUROSPORT 1 HD
4	TRT1 HD	28	A SPOR
5	SHOW TV HD	29	ABU DHABI SPORTS 1
6	KANAL D	30	DUBAI SPORTS 1 HD
7	FOX	31	YAS SPORTS HD
8	ATV	32	TRT SPOR HD
9	TRT WORLD	33	MOVIE PLATIN HD
10	TV8	34	MOVIE PLATIN 2 HD
11	TRT HABER	35	MOVIE PREMIUM HD
12	KANAL 24	36	MOVIE PREMIUM 2 HD
13	HABER TURK HD	37	MOVIE GOLD HD
14	CNN TURK	38	MOVIE FEST HD
15	BLOOMBERG HT	39	MOVIE FAMILY HD
16	BBC WORLD NEWS	40	MOVIE CLASSIC HD
17	EURONEWS	41	DIZI PREMIUM HD
18	AL JAZEERA ENGLISH	42	FOX CRIME
19	FRANCE 24	43	DISNEY CHANNEL
20	DW ENGLISH	44	SUPER RTL
21	CNN INTERNATIONAL	45	CARTOON NETWORK
22	BLOOMBERG EUROPE	46	MINIKAGO
23	NHK WORLD-JPN	47	MINIKA COCUK
24	CANAL 24 HORAS	48	TOGGO PLUS

GUEST SERVICES

HIGH DEFINITION CHANNEL DIRECTORY [CONTINUED]

49	TRT ÇOCUK	80	JORDAN TV
50	NUMBER ONE TURK	81	SAUDI 1
51	DREAM TV	82	OMAN TV
52	DREAM TURK	83	LIBYA ALWATCNEH
53	POWER HD	84	AL ARABIA HD
54	POWER TURK HD	85	MBC 1
55	FASHION	86	AL JAZEERA
56	TLC	87	AL JAZEERA DOCUMENTARY
57	RAI 1	88	BBC ARABIC
58	RAI2	89	MBC DRAMA
59	RAI3	90	MBC 4
60	RAI NEWS 24	91	VOA
61	CNBC EUROPE	92	DUBAI TV HD
62	ERT WORLD EUROPE	93	SAMA DUBAI HD
63	TV5 MONDE EUROPE	94	MBC MAX
64	VOX	95	SKY NEWS ARABIA
65	RTL TELEVISION	96	MBC BOLYWOOD
66	RTL 2	97	AL SHARGIYA HD
67	DAS ERSTE	98	AL SHARJAH
68	2DF	99	ORIENT NEWS
69	BVN	100	CCTV DOCUMENTARY
70	KBS WORLD	101	CCTV4
71	ARIRANG WORLD	102	CCTV NEWS
72	TVK	103	CCTV FR
73	TVE INTERNATIONAL EUR.	104	TBN RUSSIA
74	DISCOVERY CHANNEL	105	RTR PLANETA
75	DISCOVERY SCIENCE	106	1 TV RUS EUROPE
76	NATIONAL GEO. HD	107	RUSSIA TODAY
77	ANIMAL PLANET	108	RUSSIA 24
78	NATIONAL GEO. WILD	109	AZ TV (AZERBAIJANI)
79	DMAX	110	XEZER (AZERBAIJANI)

GUEST SERVICES

EMERGENCY AND FIRE | 55

In the event of an emergency, please dial 55. We kindly ask you to familiarise yourself with the emergency evacuation plan on the back of your hotel room door. In case of a fire alarm please follow the announcements and do not use the elevators.

MANAGER ON DUTY | 0

Please call Guest Services to contact the manager on duty 24 hours a day.

ADAPTERS AND TRANSFORMERS | 0

Adapters are available under the work desk cover. Transformers are available upon request. 110V plugs are available in the bathrooms for razors only. Please contact Guest Services for additional needs.

AIRLINES AND FLIGHT CONFIRMATION | 1

Please contact Concierge for flight confirmation or airline addresses and telephone numbers.

AIRPORT TRANSPORTATION | 1

Atatürk International Airport [IST] is located 20 km from the hotel and Sabiha Gökçen Airport [SAW] is located 40 km from the hotel. Private taxis and limousine services are available upon request only. Please contact Concierge for details.

BABY COT | 0

Available from Housekeeping upon request.

BABYSITTER | 1

Please contact Concierge for bookings and allow 12 hours notice for us to make the necessary arrangements.

BAGGAGE SERVICE | 1

Please contact Concierge for assistance and temporary storage.

BEAUTY SALON AND HAIRDRESSER | 0

The hair and beauty salon located outside the hotel offers a full range of personal care services for both men and women. Appointments and further information may be obtained from Concierge. The beauty salon and hairdresser are not affiliated with Grand Hyatt Istanbul.

BUSINESS CENTRE | 0

Located on the lobby level, the Business Centre is open daily from 8:00 AM to 11:00 PM. Services and facilities on offer include: faxing, photocopying, workstations with the latest software and high-speed broadband Internet, translation and support services. A private boardroom with the latest technology equipment is also available for rental.

GUEST SERVICES

CARPARK | 1

Please contact Concierge for details and parking fees for hotel guests.

CAR RENTAL | 1

Please contact Concierge for bookings and rates.

CURRENCY EXCHANGE

Major foreign exchange currencies may be exchanged at the Front Desk any time during your stay.

DRY-CLEANING AND LAUNDRY | 0

Quality hand-finished dry-cleaning and laundry services are available daily from 7:30 AM to 7:30 PM. For same day delivery, please place your laundry bag outside the door before 10:00 AM. We also offer same-day express laundry service. Your laundry bag and list are available in your wardrobe.

E-CONCIERGE

Please provide your e-mail address during your reservation process in order to have an access to E-Concierge.

EVENTS, CONFERENCES AND CONVENTIONS | 1206

Our Event Department can assist you in planning large or small meetings, seminars or private celebrations, with any supporting audiovisual equipment you may require. All our conference rooms have smart "Easy Meet Unit" wall facilities, wireless and wired broadband Internet connections.

FITNESS CENTRE | 8

Workout on your schedule in our 24-hour state-of-the-art Gaia Fitness Centre.

Operation Hours:

24 hours [For access between 11:00 PM and 7:00 AM, please use your guestroom keycard.]

FLOWER ORDERS | 1

For all flower orders, please contact Concierge.

GUEST SERVICES

FOOD AND BEVERAGE OUTLETS

Experience a mosaic of local and international flavors of Grand Hyatt Istanbul's stylish venues, most of which feature both regional and Mediterranean cuisine as well as authentic cooking methods.

34 RESTAURANT | 34

Wide culinary variation and both regional Turkish and Mediterranean cuisine as well as authentic cooking methods. "34" is a preferred casual dining destination for both Istanbul residents and in-house guests, featuring animated show kitchens, lively atmosphere and a fascinating display of the best available 'Food under the Sun' for breakfast, lunch and dinner.

Operation Hours:

Breakfast 6:30 AM - 10:30 AM weekdays
6:30 AM - 11:00 AM weekends
Lunch & Dinner 11:00 AM - 11:00 PM

THE LIBRARY BAR | 81

With a relaxing atmosphere reflecting the style of an English gentlemen's club, a chic style and cosy interior, it is the perfect venue to savour fine cognac and whisky before or after dinner.

Operation Hours:

6:00 PM - 2:00 AM daily (close during the summer season)

THE MEZZANINE LOUNGE & BAR | 82

Afternoon tea and coffee, cocktails, pastries, and a wide selection of Turkish and international wines in a relaxing and cosy atmosphere.

Operation Hours:

8:00 AM - 11:00 PM daily

GAZEBO POOLSIDE CAFÉ & BAR | 1194

The poolside café and bar of the hotel, offering summer cocktails, light meals and various types of ice cream.

Operation Hours:

Only during summer months
Gazebo Pool Bar 09:00 AM - 7:00 PM daily
Gazebo Pool Restaurant 09:00 AM - 7:00 PM daily

GUEST SERVICES

GAIA SPA & FITNESS CENTRE | 8

Located on the M floor, Gaia Spa & Fitness Center offers a fully equipped health club, fitness studio, aromatic sauna and steam room, massage, outdoor swimming pool and children's pool, floodlit tennis court and Turkish bath to our guest.

Operation Hours:

Spa 9:00 AM - 9:00 PM
Aromatic Sauna and Steam Room 07:00 AM - 11:00 PM
Health Club 24 hours [For access between 11:00 PM and 7:00 AM, please use your guestroom keycard.]

SPA TREATMENT MENU

Dedicated to creating a unique spa experience, Gaia Spa offers a blend of relaxing and uplifting massage therapies from East and West, exquisite modern spa treatments and authentic Turkish rituals. Powered by the organic healing nature of Mother Earth, Gaia Spa has sourced high-quality natural ingredients that symbolise the local Turkish heritage.

JOURNEYS

Unwind, relax and pamper yourself with one of our Gaia journeys. We will create a customised and unique journey to meet your individual needs and preferences.

TRADITIONAL JOURNEYS

OTTOMAN | 2.5 HOURS

After a Turkish body scrub in the traditional Hammam, slip into a deep state of relaxation with our signature rose massage, enveloped by the delicate fragrance of pure Turkish rose oil. Our organic facial provides intense hydration and nourishment for glowing, radiant skin.

Turkish Body Scrub / Rose Massage / Organic Facial

HAREM | 2.5 HOURS

After a cleansing and purifying organic lavender body scrub, a nourishing body wrap provides intense moisturisation and nourishment. Our organic facial provides intense hydration and nourishment for glowing, radiant skin.

Organic Lavender Scrub / Nourishing Body Wrap / Organic Facial

MEDITERRANEAN | 2 HOURS

After a traditional cleansing ritual in the Turkish Hammam, a Mediterranean body wrap regenerates and nourishes your skin, while a back massage releases built-up tension and stress.

Turkish Body Scrub / Mediterranean Body Wrap / Back Massage

GUEST SERVICES

TURKISH DELIGHT | 2 HOURS

This ritual blends a traditional Turkish body scrub in the hammam with a Mediterranean body wrap and an organic facial for intense hydration and nourishment.

Turkish Body Scrub / Mediterranean Body Wrap / Organic Facial

MODERN JOURNEYS

ENERGY | 3 HOURS

After a cleansing and relaxing ritual in our hammam, restore your strength and vitality with a deep-tissue or Swedish massage. Our organic facial provides intense hydration and nourishment for glowing, radiant skin.

Turkish Body Scrub / Deep-Tissue or Swedish Massage / Organic Facial

RENEW | 2 HOURS

Experience a traditional Turkish body scrub in the hammam, increase your energy and release built-up tension and stress with a Foot Massage treatment and a back massage.

Turkish Body Scrub/Foot Massage/Back Massage

JETLAG RECOVERY | 2 HOURS

Relax, replenish your vitality and increase your energy with our Gaia massage after a traditional cleansing ritual in the Turkish hammam.

Turkish Body Scrub/Gaia Massage

HAMMAM

A traditional Turkish body scrub and soap massage offers deep cleansing and relaxation. It is a luxurious and blissful experience to refresh and purify body and mind.

TURKISH BODY SCRUB | 45 MINUTES

As one of the world's most ancient spa traditions, this full-body scrub and soap massage symbolizes Gaia Spa's local heritage. It is an unforgettable treatment for any guest looking for an authentic Turkish experience.

TURKISH HAMMAM [Personal Use] | 30 MINUTES

Soak in the exquisite beauty of the lofty, pure white space as you steam, bathe or lounge, and share the experience with a loved one or friend by reserving the Hammam for your private enjoyment.

COUPLES' RITUAL | 90 MINUTES

Luxuriate with a partner in the Hammam and experience a Turkish body scrub together. After cleansing and relaxation in the Hammam, enjoy a revitalising back massage side by side.

GUEST SERVICES

MASSAGE

GAIA MASSAGE | 50 MINUTES - 80 MINUTES

Combining Swedish and Deep-Tissue massage techniques with an uplifting blend of rosemary, orange and lemongrass, our Gaia massage balances your energy flow and replenishes your vitality.

AROMATHERAPY

MASSAGE | 50 MINUTES - 80 MINUTES

This massage is based on fluid, relaxing strokes dancing like waves along the curves of your body. We will create a special ritual for you with our signature synergy blends to balance your body and mind.

Relaxation - lavender, mandarin, bergamot, geranium

Energy - eucalyptus, rosemary, lemongrass

Immunity - myrtle, laurel, lemon, peppermint

Spicy - cardamom, mandarin, red orange, cinnamon

BALANCING MASSAGE | 50 MINUTES - 80 MINUTES

Soft, relaxing and deep strokes blend with Thai and Balinese massage techniques, acupressure and the harmonising essential oils of lavender, rosemary and petitgrain. Each session is unique and unfolds according to your needs, leaving you peaceful, refreshed and renewed.

ROSE MASSAGE | 50 MINUTES - 80 MINUTES

During this gentle and soft massage, let yourself be carried away by the delicate aroma of world-famous Turkish rose oil. You'll feel a deep sense of peace and relaxation while your skin is intensively moisturised, leaving it silky smooth.

JASMINE MASSAGE | 50 MINUTES - 80 MINUTES

Exquisite jasmine oil has a sweet, exotic and richly floral fragrance that was traditionally used in the Ottoman Empire to harmonise body and mind. This gentle massage is deeply calming and soothing.

SWEDISH MASSAGE | 50 MINUTES - 80 MINUTES

This world-renowned technique uses rhythmic strokes with light-to-medium pressure to soothe muscle tension and promote deep relaxation.

DEEP TISSUE MASSAGE | 50 MINUTES - 80 MINUTES

Slow strokes and deep finger pressure alleviate muscle tension in this full-body massage that can be customised to your specific needs, targeting specific problem areas.

GUEST SERVICES

MASSAGE [Continued]

HOT STONE MASSAGE | 60 MINUTES

Hot basalt stones are massaged onto the body and specific energy centres to increase the blood flow, soothe muscle tension and provide a profound sense of relaxation.

FOOT MASSAGE | 30 MINUTES

This ancient Chinese technique enhances and balances the flow of energy throughout your body and stimulates your body's own healing process.

BACK MASSAGE | 30 MINUTES

This massage treatment relieves stress and built-up muscle tension by focusing on your back, neck and shoulders in combination with a powerful aromatherapy blend of laurel, rosemary, lavender and lemon eucalyptus.

BODY

ORGANIC GRAPEFRUIT SCRUB | 30 MINUTES

This organic sugar scrub with grapefruit and cedar wood essential oils has cleansing, detoxifying and energising properties, leaving your skin glowing and silky smooth.

ORGANIC LAVENDER SCRUB | 30 MINUTES

With purifying essential oils of lavender and eucalyptus, this organic sugar scrub deeply cleanses, softens and nourishes your skin, giving it a healthy glow.

NOURISHING BODY WRAP | 45 MINUTES

This all-natural body wrap provides deep hydration and nourishment with sweet almond oil, apricot kernel oil, avocado oil, and essential oils of Turkish rose, lavender and geranium. The sweet floral essences have a soothing and calming effect the on body and mind.

MEDITERRANEAN BODY WRAP | 45 MINUTES

Designed with natural ingredients from the Mediterranean region of Turkey, this wrap combines essential oils of laurel, rosemary, lavender, sage and geranium with sesame oil and black cumin seed oil. This body wrap revitalises and replenishes your skin, leaving you feeling energised and refreshed.

GUEST SERVICES

BODY

[Continued]

BODY SHAPING | 45 MINUTES

After an energising and detoxifying body scrub, an intensive yet gentle cellulite massage with essential oils of juniper, cypress, cedar wood, rosemary and grapefruit improves lymphatic and blood circulation, and enhances the detoxification of body tissue for firmer body contours.

FACE

MINI-RENEWAL TREATMENT | 30 MINUTES

This mini-renewal treatment will give the skin a radiant glow within minutes. Lactic acid exfoliates dead cells, increasing turnover and allowing anti-oxidants, brighteners and nutrients into the skin for enhanced results.

PORE-PURIFYING FACIAL | 60 MINUTES

An effective pore-purifying facial that cleanses the skin deeply, combining professional-strength lactic acid and botanical extracts. This treatment refines skin clarity and reduces acne blemishes while soothing redness and inflammation.

BOTANICAL BRIGHTENING

HEALTHY SKIN FACIAL | 60 MINUTES

A highly effective and hydroquinone-free skin brightening facial designed for those who are concerned with uneven skin tone. A gentle exfoliation with papaya enzyme masque allows for better penetration of this intensive treatment infused with botanically derived lightening agents, such as bearberry root, mulberry root, licorice root and metacarpus scaber extract. This brightening facial also contains vitamin C in the forms of neroli and lemon oils, which help to restore the luster and radiance of the skin.

INTENSIVE AGE-DEFYING HYDRATING

FACIAL TREATMENT | 60 MINUTES

This highly concentrated and potent anti-oxidant treatment stimulates cell renewal and regeneration while providing vital components of the skin's natural lipid barrier. This facial imparts botanical essences, as well as lactic acid and collagen, to revitalise mature skin and insulate it from further dehydration and free radical damage. Smooths, hydrates, softens and restores clarity.

GUEST SERVICES

HOW TO SPA

RESERVATIONS

Advance reservations are highly recommended. Please contact Gaia Spa reception on ext. 1148. Prices are subject to change without prior notification.

CHECK-IN

Please arrive 20-30 minutes prior to your scheduled treatment in order to take full advantage of our facilities. As appointments begin promptly at the time scheduled, late arrival will result in decreased treatment time.

POLICY

In consideration of other guests and to preserve the Gaia environment, we request that you turn off your mobile phone. Please also be aware of the volume of your voice so as not to disturb other guests. We encourage the use of your in-room safety deposit box for any valuable items. Alcohol and smoking are not permitted.

HEALTH CONSIDERATIONS

When making a booking, please let us know if you have any allergies, ailments or disabilities, especially if you have high blood pressure or are pregnant.

CLOTHING

We will provide you with a robe and slippers, as well as a locker for your personal belongings and clothing. Although you will be draped appropriately at all times, undergarments are recommended.

CANCELLATION POLICY

To avoid a cancellation charge of 50% of scheduled services, two hours' notice is required to cancel individual treatment reservations. 24 hours' notice is required to cancel and/or reschedule Gaia journeys. No-shows will incur charges for the full price of the scheduled treatment.

Children under 16 are not permitted to use the spa facilities.

Gift certificates are available for purchase and may be redeemed for all Gaia Spa treatments.

GUEST SERVICES

WORLD OF HYATT | 51

The International World of Hyatt programme offers its members numerous advantages. Our Guest Services staff and World of Hyatt specialist will be pleased to help you with the enrollment for free membership.

You can also register for membership at www.world.hyatt.com.

GRAND CLUB™ | 1073

The Grand Club™ is located on the eighth and ninth floors, and offers exclusive services and added privacy for the discerning traveller.

The private lounge is open throughout the day and offers Grand Club™ guests complimentary continental breakfast, as well as evening cocktails and canapés. For further information please contact Guest Services.

Operation Hours:

Breakfast 7:00 AM - 10:30 AM weekdays

7:00 AM - 11:00 AM weekends

Cocktails 6:00 AM - 8:00 PM daily

The Grand Club™ Lounge is open daily 7:00 AM to 11:00 PM.

HOUSEKEEPING | 0

Extra beds, bed boards, pillows, blankets, baby products and additional supplies to make your stay more comfortable are available from the Housekeeping Department. You may also contact the Housekeeping Department for personal needs such as shaver, shaving foam, comb, toothbrush and toothpaste.

ICE MACHINE

Ice machines are located next to rooms 357, 457, 657 and 757 on the third, fourth, sixth and seventh floors.

KIDS' POOL | 8

The entrance to the kids' swimming pool is via the "M" level. It is only open during summer [June - September].

Operation Hours:

8:00 AM - 7:00 PM daily

Service starts at 9:00 AM

LOST ITEMS | 0

For lost items, please call Guest Services.

MASSAGE | 8

Please refer to Gaia Spa & Fitness Centre.

MEDICAL SERVICES | 0

A doctor is on call 24 hours a day for emergencies. Please contact Guest Services to arrange an appointment.

GUEST SERVICES

MINIBAR | 3

Each room has an automated minibar offering alcoholic beverages, soft drinks and snacks. Items removed from the minibar are automatically charged to your room account. If you need to use the minibar for your personal items, please contact Room Service.

NEWSPAPER | 1

Please indicate your newspaper preference during check-in.

PHARMACY | 1

Please contact Concierge for directions to the nearest open pharmacy.

PRIVACY | 0

If you do not wish to be disturbed, please use the “Do Not Disturb” switch at the entrance of your room, which will disable the doorbell. Please inform Guest Services if you wish to block phone calls.

POSTAGE | 1

Concierge will be pleased to assist you with any postage.

RELIGIOUS SERVICES IN THE IMMEDIATE AREA | 0

For information on nearby religious services please contact the Front Desk.

RESTAURANTS AND BAR | 1

Please contact Concierge for restaurant reservations.

ROOM RESERVATIONS | 1039

For information about reservations at Hyatt Hotels Worldwide, please contact Guest Services or visit www.hyatt.com to make an online reservation.

ROOM SERVICE | 3

Room Service is available 24 hours a day. Please refer to the Room Service menu on this directory.

SAFES | 1

All rooms are equipped with electronic safes. For storage of larger items please contact the Front Desk. Please note that the hotel may not be held liable for any valuables not deposited in the hotel safe at the Front Desk.

SHOE POLISHING | 1

Please contact Concierge.

SWIMMING POOL | 8

The entrance to the outdoor swimming pool is via the “M” level. It is only open during summer (June - September). A kids’ pool is also available.

Operation Hours:

8:00 AM - 7:00 PM daily

Service starts at 9:00 AM

GUEST SERVICES

TECHNOLOGY CONCIERGE | 1

A technology concierge is on duty 24 hours a day, providing dedicated technical support in setting up mobile communications, as well as general assistance with computers, peripherals and Internet connections. For assistance, please contact Concierge.

TOUR AND TRAVEL DESK | 1

For international and domestic airline reservations, travel and tourism information and assistance, please contact Concierge.

TRANSPORTATION AND TAXI SERVICES | 1

Hotel taxis are available 24 hours a day at the main entrance.

VOICE MAIL AND MESSAGES | 0

Please refer to the voice instructions provided when pressing the button on your telephone or contact Guest Services. For your written messages please contact Guest Services.

VOLTAGE / ELECTRICITY | 1

The voltage in Turkey is 220V. The outlet in the bathroom is to be used only for 110V electric shavers.

WAKE-UP CALL | 0

Please contact Guest Services.

WIRELESS INTERNET CONNECTION

A wireless broadband Internet connection is available in all public areas and guestrooms.

GO

[DIALING INSTRUCTIONS]

GRAND

TELEPHONE DIRECTORY

EMERGENCY NUMBER | 55

HOTEL EXTENSION NUMBERS

Concierge	1
Guest Services	0
Room Service	3
Housekeeping	0
Dry Cleaning & Laundry	0
Technical Maintenance	0
Gaia Spa & Fitness Centre	8
Technology Concierge	1
Business Centre	0
World Of Hyatt Specialist	51

RESTAURANTS & BARS

34 Restaurant	34
The Library Bar	81
The Mezzanine Lounge & Bar	82
Gazebo Poolside Café & Bar	1194

TELEPHONE DIRECTORY

HOTEL DIRECTORY

Operator	o
Room To Room Calls	7 + Room Number
Outside Line	9 + Telephone Number
Istanbul European Side Calls	9 + Telephone Number
Istanbul Asian Side Calls	9 + o + 216 + Telephone Number
Within Turkey Calls	9 + o + City Code + Telephone Number
International Calls	9 + o + Country Code + City Code + Telephone Number

APPROXIMATE TELEPHONE CHARGES

Local Calls	TL 1,50 Per Minute [Inc. VAT]
Domestic Calls	TL 2,00 Per Minute [Inc. VAT]
National Mobile Calls	TL 5,00 Per Minute [Inc. VAT]
Europe	TL 8,00 Per Minute [Inc. VAT]
USA, Canada, Israel	TL 13,00 Per Minute [Inc. VAT]
Middle East	TL 13,00 Per Minute [Inc. VAT]
Asia, Pasific, Uae, South Africa	TL 20,00 Per Minute [Inc. VAT]

DTMF MODE

While corresponding with an automatic call center [i.e. banks or airlines], first dial the number; when the line is answered, press DTMF button on your telephone once before you follow the instructions.

COLLECT CALLS

1-800 collect calls are NOT free of charge from your room. Please contact Guest Services for the assistance.

TELEPHONE DIRECTORY

NATIONAL TELEPHONE CODES

For national access please dial 9 + 0 + City Code.

ISTANBUL - EUROPEAN SIDE 212

ISTANBUL - ASIAN SIDE 216

ADANA	322	ESKİŞEHİR	222	OSMANİYE	328
ADIYAMAN	416	GAZİANTEP	342	RİZE	464
AFYON	272	GİRESUN	454	SAKARYA	264
AĞRI	472	GÜMÜŞHANE	456	SAMSUN	362
AKSARAY	382	HAKKARİ	438	SİİRT	484
AMASYA	358	HATAY	326	SİNOP	368
ANKARA	312	IĞDIR	476	SİVAS	346
ANTALYA	242	ISPARTA	246	ŞANLIURFA	414
ARDAHAN	478	İÇEL	324	ŞIRNAK	486
ARTVİN	466	İZMİR	232	TEKİRDAĞ	282
AYDIN	256	K.MARAŞ	344	TOKAT	356
BALIKESİR	266	KARABÜK	370	TRABZON	462
BARTIN	378	KARAMAN	338	TUNCELİ	428
BATMAN	488	KARS	474	UŞAK	276
BAYBURT	458	KASTAMONU	366	VAN	432
BİLECİK	228	KAYSERİ	352	YALOVA	226
BİNGÖL	426	KIRIKKALE	318	YOZGAT	354
BİTLİS	434	KIRKLARELİ	288	ZONGULDAK	372
BOLU	374	KIRŞEHİR	386	TURKISH	392
BURDUR	248	KİLİS	348	REPUBLIC OF	
BURSA	224	KOCAELİ	262	NORTHERN CYPRUS	
ÇANAKKALE	286	KONYA	332		
ÇANKIRI	376	KÜTAHYA	274		
ÇORUM	364	MALATYA	422		
DENİZLİ	258	MANİSA	236		
DİYARBAKIR	412	MARDİN	482		
DÜZCE	380	MUĞLA	252		
EDİRNE	284	MUŞ	436		
ELAZIĞ	424	NEVŞEHİR	384		
ERZİNCAN	446	NİĞDE	388		
ERZURUM	442	ORDU	452		

TELEPHONE DIRECTORY

COUNTRY CODES AND TIME DIFFERENCES

For international access please dial 9 + 00 + Country Code + City Code.

COUNTRY	CODE	TIME DIFFERENCE
AFGHANISTAN	93	+1,5 HRS
ALBANIA	355	-1 HRS
ALGERIA	213	-2 HRS
ANDORA	376	-1 HRS
ANGOLA	244	-2 HRS
ANGUILLA	1-264	-7 HRS
ANTIGUA	1-268	-7 HRS
ARGENTINA	54	-6 HRS
ARMENIA	374	+2 HRS
ARUBA	297	-7 HRS
AUSTRALIA	61	+8 HRS
Adelaide	61-8	+7,5 HRS
Sidney	61-2	+8 HRS
AUSTRIA	43	-1 HRS
Vienna	43-1	-1 HRS
AZERBAIJAN	994	+2 HRS
Baku	994-12	+2 HRS
BAHAMAS	1-242	-7 HRS
BAHRAIN	973	0 HRS
BANGLADESH	880	+4 HRS
BARBADOS	1-246	-7 HRS
BELARUS	375	0 HRS
BELGIUM	32	-1 HRS
BELIZE	501	-9 HRS
BENIN	229	-2 HRS
BERMUDA	1-441	-6 HRS
BHUTAN	975	+3 HRS
BOLIVIA	591	-7 HRS
BOSNIA AND HERZEGOVINA	387	-1 HRS
BOTSVANA	267	-1 HRS
BRAZIL	55	-5 HRS
BRITISH VIRGIN ISLAND	1-284	+6 HRS
BRUNEI	673	+5 HRS
BULGARIA	359	0 HRS

TELEPHONE DIRECTORY

COUNTRY	CODE	TIME DIFFERENCE	
BURKINA FASO	226	-3	HRS
BURUNDI	257	-1	HRS
CAMBODIA	855	+4	HRS
CAMEROON	237	-2	HRS
CANADA	1	-7	HRS
MONTREAL	1-514	-7	HRS
TORONTO	1-416	-7	HRS
VANCOUVER	1-604	-10	HRS
CAPE VERDE	238	-4	HRS
ISLAND			
CAYMAN ISLAND	1-345	-8	HRS
CHAD	235	-2	HRS
CHILE	56	-6	HRS
CHINA	86	+5	HRS
COLOMBIA	57	-8	HRS
CONGO	242	-2	HRS
COSTA RICA	506	-9	HRS
CROATIA	385	-1	HRS
CUBA	53	-7	HRS
Guantanamo Bay	5399	-7	HRS
CYPRUS		0	HRS
Southern Cyprus	357	0	HRS
Northern Cyprus	392	0	HRS
CZECH REPUBLIC	420	-1	HRS
DENMARK	45	-1	HRS
DOMINICA	1-767	-7	HRS
DOMINICAN REPUBLIC	1-809	-7	HRS
ECUADOR	593	-8	HRS
EGYPT	20	-1	HRS
EL SALVADOR	503	-9	HRS
ERITREA	291	0	HRS
ESTONIA	372	0	HRS
ETHIOPIA	251	0	HRS
FAROE ISLANDS	298	-2	HRS
FALKLAND ISLAND	500	-6	HRS
FINLAND	358	0	HRS
FRANCE	33	-1	HRS

TELEPHONE DIRECTORY

COUNTRY	CODE	TIME DIFFERENCE
Paris	33-1	-1 HRS
FRENCH GUIANA	594	-6 HRS
GABON	241	-2 HRS
GAMBIA	220	- 3 HRS
GEORGIA	995	+1 HRS
GERMANY	49	-1 HRS
GHANA	233	-3 HRS
GREECE	30	0 HRS
GRENADA	1-473	-7 HRS
GUAM	1-671	+7 HRS
GUATEMALA	502	-9 HRS
GUINEA	224	-3 HRS
GUYANA	592	-7 HRS
HAITI	509	-8 HRS
HONDURAS	504	-7 HRS
HONG KONG	852	+5 HRS
HUNGARY	36	-1 HRS
Budapest	36-1	-1 HRS
ICELAND	354	-3 HRS
INDIA	91	+2.5 HRS
INDONESIA	62	+5 HRS
IRAN	98	+0.5 HRS
IRAQ	964	0 HRS
IRELAND	353	-2 HRS
ISRAEL	972	0 HRS
Tel Aviv	972-3	0 HRS
ITALY	39	-1 HRS
Florence	39-55	-1 HRS
Rome	39-6	-1 HRS
Ivory Coast	225	-2 HRS
[Côte D'ivoire]		
JAMAICA	1-867	-8 HRS
JAPAN	81	+6 HRS
Tokyo	81-3	+7 HRS
JORDAN	962	0 HRS
KAZAKHSTAN	7	+3 HRS
Almaty	7-327	+3 HRS
KENYA	254	0 HRS
KUWAIT	965	0 HRS

TELEPHONE DIRECTORY

COUNTRY	CODE	TIME DIFFERENCE
KYRGYZSTAN	996	+3 HRS
Bishkek	996-2	+3 HRS
LATVIA	371	0 HRS
LEBANON	961	0 HRS
Beirut	961-01	0 HRS
LESOTHO	266	-1 HRS
LIBERIA	231	-3 HRS
LIBYA	218	-1 HRS
LIECHTENSTEIN	423	-1 HRS
LITHUANIA	370	0 HRS
LUXEMBURG	352	-1 HRS
MACEDONIA	389	-1 HRS
MADAGASCAR	261	0 HRS
MALAWI	265	-1 HRS
MALAYSIA	60	+5 HRS
MALDIVES	960	+2 HRS
MALI REPUBLIC	223	-3 HRS
MALTA	356	-1 HRS
MARSHALL ISLAND	692	+9 HRS
MAURITIUS	230	+1 HRS
MEXICO	52	-8 HRS
MICRONESIA	691	+8 HRS
MOLDOVA	373	0 HRS
MONACO	377	-1 HRS
MONGOLIA	976	+5 HRS
MOROCCO	212	-2 HRS
MOZAMBIQUE	258	-1 HRS
MYANMAR	95	+3.5 HRS
NAMIBIA	264	-1 HRS
NEPAL	977	+3 HRS
NETHERLANDS	31	-1 HRS
Amsterdam	31-20	-1 HRS
NEW ZEALAND	64	+10 HRS
NICARAGUA	505	-9 HRS
NIGER	227	-2 HRS
NIGERIA	234	-2 HRS
NORFOLK ISLAND	672	+8,5 HRS
NORWAY	47	-1 HRS
OMAN	968	+1 HRS

TELEPHONE DIRECTORY

COUNTRY	CODE	TIME DIFFERENCE	
PAKISTAN	92	+3	HRS
Islamabad	92-51	+3	HRS
PANAMA	507	-8	HRS
PAPUA NEW GUINEA	675	+7	HRS
PARAGUAY	595	-6	HRS
PERU	51	-8	HRS
PHILIPPINES	63	+5	HRS
POLAND	48	-1	HRS
PORTUGAL	351	-2	HRS
PUERTO RICO	1-787/1-939	-7	HRS
QATAR	974	0	HRS
ROMANIA	40	0	HRS
RUSSIA	7	+1	HRS
Moscow	7-095	+1	HRS
RWANDA	250	-1	HRS
SAN MARINO	378	-1	HRS
SAUDI ARABIA	966	0	HRS
SENEGAL	221	-3	HRS
SERBIA & MONTENEGRO	381	-1	HRS
Belgrade	381-11	-1	HRS
SEYCHELLES ISLAND	248	+1	HRS
SIERRA LEONE	232	-3	HRS
SINGAPORE	65	+5	HRS
SLOVAK REPUBLIC	421	-1	HRS
SLOVENIA	386	-1	HRS
SOLOMON ISLAND	677	+8	HRS
SOMALIA	252	0	HRS
SOUTH AFRICA	27	-1	HRS
SOUTH KOREA	82	+6	HRS
SPAIN	34	-1	HRS
Madrid	34-91	-1	HRS
SRI LANKA	94	+3	HRS
SUDAN	249	+1	HRS
SURINAME	597	-6	HRS
SWAZILAND	265	-1	HRS
SWEDEN	46	-1	HRS

TELEPHONE DIRECTORY

COUNTRY	CODE	TIME DIFFERENCE	
Stockholm	46-8	-1	HRS
SWITZERLAND	41	-1	HRS
Zurich	41-1	-1	HRS
SYRIA	963	0	HRS
TAIWAN	886	+5	HRS
TAJIKISTAN	992	+2	HRS
TANZANIA	255	0	HRS
THAILAND	66	+4	HRS
TOGO	228	-3	HRS
TRINIDAD & TOBAGO	1-868	-7	HRS
TUNISIA	216	-2	HRS
TURKMENISTAN	993	+2	HRS
TURKS AND CAICOS ISLAND	1-649	-7	HRS
TUVALU	688	+9	HRS
UGANDA	256	0	HRS
UKRAINE	380	0	HRS
UNITED ARAB EMIRATES	971	+1	HRS
Dubai	971-4	+1	HRS
UNITED KINGDOM	44	-2	HRS
London	44-171	-2	HRS
UNITED STATES OF AMERICA	1		
Chicago	1-312	-8	HRS
Los Angeles	1-310	-10	HRS
New York	1-212	-7	HRS
Washington Dc	1-202	-7	HRS
US VIRGIN ISLAND	1-340	-7	HRS
URUGUAY	598	-5	HRS
UZBEKISTAN	998	+2	HRS
VATICAN CITY	39	-1	HRS
VENEZUELA	58	-7	HRS
VIETNAM	84	+4	HRS
YEMEN	967	0	HRS
ZAMBIA	260	-1	HRS
ZIMBABWE	263	-1	HRS

GO

[HOTEL SAFETY]

GRAND

HOTEL SAFETY

THE HOTEL EMERGENCY PHONE NUMBER IS 55

Life safety is paramount to Hyatt. We care about our guests and their well-being throughout their stays. Therefore, we ask that you familiarise yourself with the following tips:

GENERAL

- Do not leave valuables in your room. Place all valuables in the hotel's safe deposit box, located at the front desk [metal key operated], or utilise the safe in your guest room [digitally operated]. Never leave it unlocked.
- Close the door securely whenever you are in your room and use all locking devices provided.
- Be sure that windows and connecting doors are locked properly.
- Before opening your door to anyone, use your peephole and be sure that you know the person. If the person is suspicious, call the front desk for verification.
- Do not provide credit card or identity information via the telephone. Please be advised that hotel staff will never ask for credit card or identity information via the phone.
- Be observant when entering parking lots and don't leave valuables in your vehicle.
- If you see or hear any suspicious activity, please report your observations immediately to the front desk.
- Housekeeping attendants may request you to place your room key in the door lock before allowing you to enter an open room.
- If you are in an unfamiliar city, familiarise yourself with the areas you plan to visit.
- Do not accept drink offers from strangers outside the premises.
- Watch your young children at all times. Remain with them while you are near the water.
- Warning signs on the premises are intended for your safety. We ask that you read and obey them.

FIRE

- Familiarise yourself with the location of hallway fire exits by referring to the emergency evacuation plan.
- If the alarm is sounded or if instructed to evacuate, test your door for heat or smoke - if clear, go to the nearest emergency exit.
- Do not use elevators.

HOTEL SAFETY

- If you must remain in the room, place wet towels under the door and tell the operator that you are stuck in the room.
- Turn off all air conditioning units; if there is smoke, stay low to the floor.

EARTHQUAKE

During an Earthquake:

- Remain calm and do not panic.
- If you are inside, keep away from windows and exterior walls. Drop, cover and hold on.
- Do not rush outside.

After an Earthquake:

- Never use an elevator until they have been inspected for safety. Use stairwells only after advised that they are safe.
- Do not use matches or lighters in case there is leaking natural gas.
- Telephones should be used only for emergency calls. Hotel staff will provide you with information using the public address system.
- It is typical for aftershocks to occur for several days following the initial quake. Aftershocks usually become less severe with time.

The text "INFORMATION PRIVACY" is centered between two large, light gray square brackets. The brackets are open on the left and right sides, with the top and bottom lines extending inward from the outer edges.

INFORMATION PRIVACY

Because we consider the privacy and confidentiality of your information to be important, we use your information in accordance with the Global Privacy Policy for Guests (located at privacy.hyatt.com) or by request from the hotel's Front Desk.