

Welcome to



Resort Information Pack

Issue Date: March 2019

Welcome to Horizon Sky. We hope you have a wonderful holiday. This information pack is designed to bring you up to speed and provide you with useful information about the resort and the surrounding area. Please try to take some time out to read this document.

GENERAL INFORMATION – HORIZON SKY

Horizon Sky Office

The Horizon Sky office is in the single storey building just up from the main and upper / Jacuzzi pool. The office is open from **10.00am – 4.45pm** Monday to Saturday and is staffed by Acelya (Site Manager) and Yuksel (Assistant Manager). During June, July and August peak season the office will also be open on Sundays between 10.00am – 4.45pm. At all times the office staff will do their best to assist with owner and guest queries but please note that the office is not geared up to provide a concierge service. For any maintenance or cleaning requirements owners should use our www.hsbr.info website. For maintenance, cleaning or general enquiries guests / renters must contact the owner of their apartment in all instances.

Resort Passes

All guests over 16 will be supplied with resort passes that identify you as a HSBR guest and eligible to use the transport, boat and full resort facilities. Passes will be prepared in advance, providing a booking form has been completed. Resort passes will be issued upon arrival. Enquire in the office if you have not received one.

Resort Etiquette

Resort etiquette is quite straightforward. Please do not create a nuisance and bother others. Keep noise to a respectable level during the evening hours. Please do not drop litter, use the bins provided. No glass is permitted near to the pools – glasses or glass bottles.

Speed Limits & Car Parking

From the start of the 2019 season all cars are banned from accessing site except for site vehicles and authorized delivery vehicles. This policy is being ratified at the 2019 AGM. Car parking is restricted to the main car park near security and the overflow car park near the tennis courts. Site cars can be requested to assist with bags, children and less mobile visitors. A strict 20mph / 30kmh speed limit is operated on site.

Security

We have 24-hour security on site. The security team conduct regular patrols of the site. Security is in the gatehouse in the main car-park. The security staff are employed as part of the team at HSBR.

Staff

The team at HSBR consists of Security, Drivers, Maintenance, Gardeners and Cleaners and they will be visible around the site. If you have a maintenance issue whilst you are on site, if this is in the communal areas, please use the hsbr.info website in the first instance or, if it is within a rented apartment, please refer this back to the Owner. There is a full maintenance (and cleaning) website that owners can book repairs which will then be dealt with speedily and efficiently.

Site Car Service & Buggy

If you need a car or buggy to take you up to your apartment, please ask in the gatehouse. Please allow extra time during peak season and at boat collection times. When departing, if you need a car to collect your suitcases, please arrange in advance with the office and they will collect you from your apartment and drop you at the boat. The café/shop staff will also accommodate if you need a buggy or car. A sheltered area is provided close to the Security office for owners and guests waiting for transport.

Horizon Sky Boat

The boat service for all Horizon Sky guests operates 7 days a week, sailing over to Gulluk. The current boat timetable for 2019 is printed towards the back of this pack and available on the hsbr.info website. Transport is provided to the marina. To use the boat, go to the main car-park at least **15 minutes** ahead of the boat departure time. Please note, we will endeavor to depart the boat on time this year so late arrivals to the car park will not be transported to the boat.

First Aid

The site has 3 trained first aiders on site. If required, please speak with the office or security. A First Aid kit is situated in the office.

Wi-Fi

Wi-Fi is available to all on site, but connection speeds and connectivity can be limited due to the location of the resort and the number of users. A significant Wi-Fi infrastructure upgrade is scheduled for early season 2019. Wi-Fi login details can be obtained in the first instance from the apartment owner, especially if you are arriving at the weekend when the office might be unmanned. Each apartment has a unique login and passcode. Please do not share with others as it will affect your own apartment's connectivity. Please contact the office if you experience difficulties.

TV Channels

There are a range of multi-language channels available on the resort TV. English language channels are very limited though – mostly news channels such as CNN, Bloomberg, CNBC, Euro News, Euro Sport, Sky News, RTL, Nick (childrens). A satellite TV trial is scheduled for early season 2019. If successful this will be rolled out site wide.

Electricity & Power Cuts

The electrical current in Turkey is 220V AC, 50Hz. Wall sockets are the round two-pin European type. Due to the location of the resort on the peninsular we are quite prone to power cuts. Don't be too alarmed as these are normally resolved quite quickly. If you experience a power cut check that it is affecting the wider resort rather than just your block. Sometimes power can be tripped in individual apartments (check your fuse board in the cupboard by your front door) and across apartment blocks (speak to security or the office team if just your block is out of power). Showers will still work during power cuts, but the hot water will not be re-heating.

Horizon Sky Related Websites

There is a Facebook page for the resort (Horizon Sky Owners – Turkey) which is useful for keeping in touch with what's happening at the resort. This is a secret group but is open to owners and regular visitors. If you'd like access speak to your owner or ask others at the resort to add you as a group member. Another Facebook page is open to owners only (HSBR Owners & MC). The owner bookings, cleaning and maintenance website: www.hsbr.info

Resort address

Kiyikislacik Mahallesi,
48200 Milas/Mugla Province

Apartment Cleaning

HSBR employ a team of cleaners. Owners can book Arrival and Departure cleans for themselves or guests prior to arrival. Subject to availability, mid stay cleans may be booked by owners through the HSBR Owners website. The website is www.hsbr.info

ON SITE FACILITIES & ACTIVITIES

Wet Seating Area

A wet seating area is provided for families wishing to take shelter in their wet swimming wear or parents wishing to supervise their children.





Pools

There are 7 different pools located around site. A site map showing the pool locations can be found in the office. Shower and toilet facilities are only provided at the main pool / café area.

Pool Etiquette

Pool rules are also straightforward. No glass is permitted near to the pools – no glasses or glass bottles. No eating or drinking is permitted in the pools. Please dispose of all rubbish in the bins provided and clear up after you. Please monitor the activities of your children to ensure they are safe and well behaved. Please ensure your children thoroughly wash their hands after visiting the toilet. Shower facilities are provided by the main pool and we ask that these are used prior to entry to the pools. Please have respect for others using the pool facilities.

Avoid running and diving poolside. No diving is permitted from the upper pool deck into the lower / main pool.

Recreation

Tennis & Basketball/Multi Sports facilities are available. Horizon Sky guests have priority in the use of the courts, although locals are allowed use of these facilities as well. Tennis rackets and balls are available for use by guests on site, enquire at the shop.

Two boules lanes are available for use by guests. Boule sets are also available at the shop. Please return after use and don't pass on to others, especially non HSBR.



There is a walking running track around the courts. Distance is around 0.1 miles, just over 160m per circuit. A recommended on-site running route starts at the upper car entrance barrier (Orange), along the roadway and up the ramp alongside the office, turn right and along the roadway to the end of the resort (Coconut), double back down the hill beside the main pool, up the hill past the office, turn left and back to the upper car entrance barrier. Distance is around 0.6 miles. Combine with 4 circuits of the courts to make 1 mile. Take water with you and be aware of the heat.

Children's Play Area

A small children's play area is situated behind the wet seating area and visible from it.

Jacuzzi, Steam & Sauna Area

There is an area on the left of the office foyer which has a steam room, sauna area, jacuzzi and cold dipping pool. This area is not constantly running. If you wish to use, please ask the office giving a few hours' notice for the steam and sauna area and a day notice for the Jacuzzi.

Book & DVD Library & Brochures

There is a small book/DVD share library in the office foyer. Please help yourself. Owners and guests are encouraged to expand this library with books that they have finished reading and don't want to have to carry home. Similarly, anyone picking up brochures from shops or tourist attractions is encouraged to drop them off after use in the foyer.

Horizon Sky 'Yeşil' Café & Shop

The resort café is located by the main pool. The café is open from 8.30am every morning (9.00am Spring and Autumn) serving breakfast, lunch, and evening meals. Closing times for the shop and café change between

Spring/Autumn (off peak) and Summer (peak), closing at around 8.30pm off peak and 12.00 midnight peak season. During peak season the café team also host weekly resort family evenings with food and entertainment. A schedule is available on the hsbr.info website. The café closing time in the evenings may vary depending upon how busy the resort is at the time. Notices will be displayed in advance of early closure.

The café shop sells alcoholic drinks for your consumption, but only as an off-license type facility. Shop staff are now allowed to serve and dispense drinks. To provide an improved service we now employ our own staff who can assist with the ordering, service and payment for drinks.

Yeşil Café Arrival Welcome Pack

Welcome packs can be pre-booked via Dursun in the shop, prior to arrival. For more information owners should contact Dursun via email directly to specify exactly what they would like in their apartment when they arrive and settle with Dursun directly: cafeyesil@hotmail.com

Takeaway Service

The café also offers a takeaway service. Please ask at the café for a menu.

Water Delivery

Drinking water is available for delivery to home. These will be delivered once in the morning and once in the evening.

SERVICES & ACTIVITIES OFF SITE LOCALLY

Local Taxi Service

Horizon Sky have a good relationship with a local taxi driver in Iasos and they can be called via the office or Security on site. Destinations usually are Jasmine Beach, Iasos Ruins, Iasos Village, SOK Supermarket & JR seafront Fish Restaurant, Airport or Gulluk for those that prefer car to boat. Prices are displayed in the office and security portacabin window.



Jasmine Beach is a short car ride away. There is a large beach, Pedalo's (for hire) and a small selection of cafes. If you take a taxi to Jasmine beach, there is a market in the village round the bay on a Weds and also some other supermarkets. Yakamos Restaurant provide a free taxi service day and evening to and from the beach, but you will be expected to frequent their restaurant which offers typical Turkish dishes and fresh fish. You can ask for Yakamos to pick you up by speaking with Security at the gate or phoning them directly on 0252 562 0254.

Local Shops

The resort café operates a shop and is open from around 8am every morning. Fresh bread, food items, drinks and ice creams are available, along with baked beans, HP sauce, etc.

Just down from the main car park is the local grocery shop, offering a slightly wider range of goods than the site shop. A wider selection of fresh bread is also available here with fresh bread deliveries to the shop around 9am and 1pm. Payment is cash only. Opening time is approx. 8am until around 9pm. The shop is happy to deliver goods to the apartments via moped and will also deliver and collect empty large pumped water bottles.

Supermarkets

The nearest supermarket to site has recently opened in Jasmine beach, with another now also open in Iasos (open from June on). These are SOK supermarkets and offer a comprehensive range of goods. Jasmine beach also has a SEC supermarket.

Markets

There is a small fruit and veg market which is located opposite the upper site car entrance (Orange). Operating days are generally Monday, Thursday and Saturday mornings during peak holiday season from around 11am– 1-2pm. Pop down to see if it is operating and do check it out. Days may vary and sometimes the early bird catches the goods.

Marina Restaurant

The Marina restaurant is open daily for breakfast, lunch and evening meals. It's a beautiful waterside setting with good food and well-maintained facilities. They provide a collection and drop off service. Simply ask security to ask the Marina to send up a car to collect you from the main car park.

Boat Trips

There are several boat trips available in the area. One of the most popular is the Mehmet Donmez boat moored in Gulluk (two boats along from the Horizon Sky boat). Setting off around 10.30am and returning around 6pm, Mehmet provides a great day of fun, swimming and diving. Food is included and is cooked on board. If you're lucky you will get to see and possibly even feed the Wild boars! Soft and alcoholic drinks are available on board, at very reasonable prices. All in all, Mehmet's boat trip is great fun and fantastic value. Speak to Mehmet when you get off the HS boat at Gulluk. Occasionally the boat is able to collect and drop off near to Horizon Sky, at the Correndon beach marina. Day-trippers would need to be in the carpark at 10.45 so the car can take them to the jetty for 11 am. Please enquire at the office. Coming back, our cars can collect at 5 pm so you may need to leave the boat before the final stop for tea or you have the option of staying for tea and being dropped back to Gulluk. It is imperative that none of the Seat Car surfaces are left wet. This service will have to be withdrawn if this is not adhered to.



Iasos Ruins & Restaurant

Iasos (pronounced ee-ya-sos) is a fantastic stop for anyone in search of ancient Greek ruins. It's a short taxi ride away from the resort. Taxi details can be obtained from security or the office. Alternatively, the Milas Dolmus can drop you off close to the ruins. Be sure to check out the return journey times although there is a taxi service close to Iasos. Whilst visiting the ruins at Iasos perhaps visit the Ceyar Deniz (JR's) restaurant on the waterfront. Fresh fish is a specialty at JR's.

Local Bus Service

The local bus runs from Milas to HSBR and back going close to Jasmine Beach, Iasos and the local village. The current timetable on the last page.

SERVICES & ACTIVITIES ACROSS THE WATER

Gulluk

Take the boat and take time to wander and explore the atmospheric market town of Gulluk. There are several supermarkets ranging from Migros, Carrefour and Kippa through to cheaper supermarkets frequented more by locals, such as BIM, A101 and SOK. Other shops sell a wide range of goods including food and drink (bakeries, patisserie's, etc.), clothing, electrical goods, BBQ's, mobile phones, etc. Barbers and hairdressers are available. Often the Hairdressers have the facility to do manicures and pedicures.

Car hire is readily available in Gulluk and there is also a wide selection of restaurants and bars – most with free Wi-Fi with strong reception. Do check out the local dishes – including the Meze’s and Pide’s available from the local Turkish restaurants.

See: www.gulluk.net for more detailed information about what is available in Gulluk.

See: www.TripAdvisor.co.uk (search for Gulluk) - for the best recommended restaurants and bars. Why not then write your own review(s) to let others know how it was for you?

Gym

The nearest gym is in Gulluk, near to the marina and next door to the A101 supermarket. The gym offers competitive rates. They charge a daily fee but a better option for regular gym goers covers up to a full month and for 2019 only costs 140TL (less than £20). The gym is open daily from 10am – 10pm.

Markets

Gulluk has an excellent market, selling fruit, veg, herbs, nuts, etc. – but also clothing. Market day is on a Thursday and the boat times change on a Thursday to allow for extra shopping time.

Bodrum has a large clothes market which operates on Tuesdays. It is in the building immediately adjacent to the Dolmus (bus) station. Milas also has a regular Tuesday vegetable market, located in the town centre. This market also has a fresh fish section.

It is normal to haggle or barter in the market or bazaars, but not in small local shops or if there is a price ticket. Haggling is not something everyone is used to but don’t be afraid to give it a go. It can be fun. Join in with the banter.

Med Inn Boutique Hotel

The Med Inn is a short taxi ride from the centre of Gulluk. Guests can visit and make use of the private beach and many of the other facilities, free of charge. Med Inn is an upmarket hotel with excellent facilities and an A la Carte restaurant. The only condition is a minimum daily spend. Enquire in the office for details. Please note – the Med Inn pool area is only available to Med Inn hotel guests.

See: www.med-inn.com

Spa Treatment

The Labranda Princess hotel is located on the hill just outside Gulluk. Open from May they provide steam and spa facilities and treatment including Turkish hamman scrubs, massages and face masks. Prices are very reasonable. A taxi is around 10TL from Gulluk and there is a courtesy car to return you to Gulluk. The Spa number is 0507 246 6710. Ask for Huseyin or Ali.

Bodrum

Bodrum is around 40 minutes away by Dolmus, from Gulluk. The latest timetable is on the last page. The Gulluk Bus Station is in the road up the side of Kipa (Tesco) on the right of the boat as you get off. Bodrum offers everything from ancient heritage sites to restaurants and nightlife. It can be more expensive than locally but it’s a very cosmopolitan town and should be visited. Search for Bodrum on Google.

The main shopping malls are as follows:

- There is an outlet complex (along with a Tekzen outdoor / DIY store) on the road towards Bodrum. This store is on the Bodrum Dolmus route. See: www.tekzen.com.tr
- Oasis and Midtown are located on the main road going out of Bodrum. They are accessible via Dolmus or taxi from Bodrum centre. See: <http://www.oasisbodrum.com> and <http://www.midtown.com.tr/>
- Various furniture stores are also located on the main road going out of Bodrum, including an Ikea store where items can be ordered in and collected or delivered.
- Koctas (B&Q) is also located on the main road out of Bodrum. See: <http://www.koctas.com.tr>
- There are lots of restaurants and bars and a beach round the bay and some waterside restaurants further up the hill offer the opportunity to bath and swim.

Bodrum Waterpark – Aquapark Dedeman

The Bodrum waterpark is in Ortakent, near Bodrum. There is a regular Dolmus service from Bodrum and excursions are also run via tour operators. It's a large park with 23 waterslides, a 350m river with artificial waves, cafes, etc. The park opens at 10am and the slides open at 11am. Check it out on Trip Advisor. Consider hiring a Car & exploring the peninsular, or, use the Dolmus from Bodrum Bus Station



Yalıkavak has a large marina and designer shopping. Gümüşlük is renowned for its beach front fish restaurants. Torba offers Water sports. Gölürkbükü has watersports, waterside shops and restaurants.

Milas

Milas is just over 1 hour away by Dolmus. The Dolmus will pick you up directly from the resort car park. Timetables are available in the gatehouse and office. Simply ask security to ring ahead for the Dolmus at least 30 minutes before its scheduled departure. The Dolmus will take a detour to pick up and drop off at the resort. A more frequent two-way Dolmus service to Milas runs from Gulluk. The journey time is only around 30 minutes. Milas is inland and is a vibrant town with a wide range of restaurants, bars and shops.

Other Tourist Attractions

A selection of leaflets and excursion options can be found in the office foyer area. If owners or guests do visit attractions, please bring back leaflets and place them in the foyer for others.

OTHER USEFUL GENERAL INFORMATION:

Drinking Water

Drinking tap water is not recommended. To be on the safe side, only drink water from sealed bottles on sale in all markets and shops. Water bottles are available in various sizes. In some Gulluk shops you can buy a plastic water pump for use with large 19L bottles. The site café bar shop and local shop sell and deliver (free of charge) these 19L bottles of water directly to your apartment as needed. A small deposit is payable for the initial bottle.

Travel & Passport Requirements

It is a current requirement in Turkey that you always carry your passport and visa with you and it is recommended that if you travel to towns such as Bodrum and Milas (and beyond) that you carry your Turkish visa and a photocopy of your passport / photo ID, as the minimum.

Currency

Currency in Turkey is the Turkish Lira (TL) = 100 Kurus (Kr)

Bank notes are in denominations of TL: 200 TL, 100 TL, 50 TL, 20 TL, 10 TL and 5 TL

Coins are in denominations of 1 TL, 50 Kr, 25 Kr, 10 Kr, 5 Kr and 1 Kr

Banks

Banks are generally open from 9am – 12 noon and 1.30pm - 5pm weekdays, although not all banks close during lunch. Banking transactions can be carried out in Turkish Lira or foreign currencies and most provide a bureau de change service in English. The nearest bank is Garanti in Gulluk.

ATMs

Several ATM machines are located off the main square in Gulluk. Some Gulluk banks also have hole-in-the-wall ATM's. Expect to pay a small charge when using these services.

Credit Cards

Most types of cards are widely accepted although this may not be the case in the local markets.

Post Office

The central post office called PTT. There is a post office in Gulluk and on the main road into Bodrum. Opening hours are normally 09:00-12:30 and 13:00-15:00

Mobile Phones

The main networks in Turkey are Turk cell, Turk Telekom and Vodafone. All of them have good coverage as well as competitive rates. These can be purchased at one of the many mobile phone shops in around Bodrum. Alternatively, your own mobile phone network provider may offer competitive daily/weekly call and data packages for Turkey.

International Calls

To make an international call, dial '00' followed by the international telephone code. For all international calls dial '00' + country code + telephone number (minus the area code's first '0')

Tipping

It is standard practice to tip although some establishments may add a service charge to the bill. If no service charge has been included, 10% gratuity is normal.

Driving in Turkey

In Turkey, vehicles drive on the right. Be aware and always prepared as drivers often pull out and overtake, sometimes on blind bends, without indicating. Some road conditions are poor so watch out for potholes, animals on the roads and vehicles driving with their lights off at night.

It is advisable to carry your passport, visa and driving license always when driving if the Police / Gendarmerie stop you to carry out a routine check.

Car Hire

There are many car hire companies available, several based in Gulluk. Some also rent out motorcycles and bicycles. Always thoroughly check the rental contract and insurance policy details before agreeing to hire a vehicle. Don't forget - when hiring a vehicle, you will need your driving license and passport. Driving in Turkey is easier than you might expect. Try it once and see how you get on. You'll want to do it again.

Local Transport

The Dolmus (minibus) is the cheapest form of public transportation to travel around, with routes to local villages and small towns. Fares are paid directly to the driver and will differ depending on the journey length. Always try to ensure you carry small denominations. For timetable information please contact the Horizon Sky office or security gatehouse.

Taxis – Gulluk, etc.

Turkish taxis are yellow and are fitted with meters and can be found waiting by the side of the road and parked at taxi ranks. Check to see if the driver has started the meter and that the correct rate is applied before your journey begins.

Mosquitoes

It would be advisable to use DEET-based insect repellent to help avoid mosquito bites which can cause irritation and infections. The Site is regularly sprayed.

Emergency & Health Services

Ambulance	0090 112
Directory Assistance	0090 11811
Pharmacy	0090 252 537 7444 (Kiyikislacik)
Fire Department	0090 110
Forest Fires	0090 177
Jandarma / Polis	0090 156

Private Hospitals

Izan Hospital Milas - Hayıtlı Mah.N:21, Milas Muğla Tel: 0090 252 512 9300

Acibadem Hospital Bodrum - Ortakent Mah Gölbaşı Sok No:11, Bodrum Tel: 0090 252 313 6566

Amerikan Hospital Bodrum Türkkuyusu Mah. Marsmabedi Cad. No: 33/35, Bodrum Tel: 0090 252 313 1298

Pharmacies (Eczane)

Most pharmacies are open from Monday to Saturday during normal working hours and are qualified to provide certain medical services such as taking blood pressure, giving injections, clean and bandage minor wounds and suggest medication for common ailments. Medicines are cheaper than at home.

The nearest pharmacy to Horizon Sky is in Iasos village: Kiyikislacik Eczanesi - Tel: 0090 252 537 7444.

Other pharmacies are available in Gulluk, including: Hayal Eczanesi Gulluk - Tel: 0090 252 522 3458

Average Climate Information

April	May	June	July	August	September	October
21 / 70	26 / 79	29 / 84	33 / 91	34 / 93	29 / 84	24 / 75

(Centigrade / Fahrenheit)

Average Sea Temperature

April	May	June	July	August	September	October
16 / 60	18 / 65	21 / 70	23 / 75	25 / 77	24 / 74	21 / 70

Average Hours of Sunshine per day

April	May	June	July	August	September	October
9	10	12	12	12	11	8

DOLMUS TIMETABLE

GÜLLÜK	BODRUM
08:00	10:00
10:00	12:00
13:00	15:00
16:00	18:00

Bus Timetable – Milas / Horizon Sky

From Horizon Sky		From Milas
7.00		8.30
8.00		10.15
9.00		11.45
10.00		13.15
11.00		14.45
13.00		16.15
15.00		17.45
18.00		19.15

Bus Timetable – Milas / Gulluk

From Milas		From Gulluk
7.30 am		6.30 am
Every half hr to 11.30		Every half hr to 11.30
Every 45 Mins		Every 45 mins
19.45		19.00

We hope you enjoy your stay at Horizon Sky Resort.



We hope this information has been useful to you. We have a fabulous resort. Enjoy your stay and have a wonderful holiday!