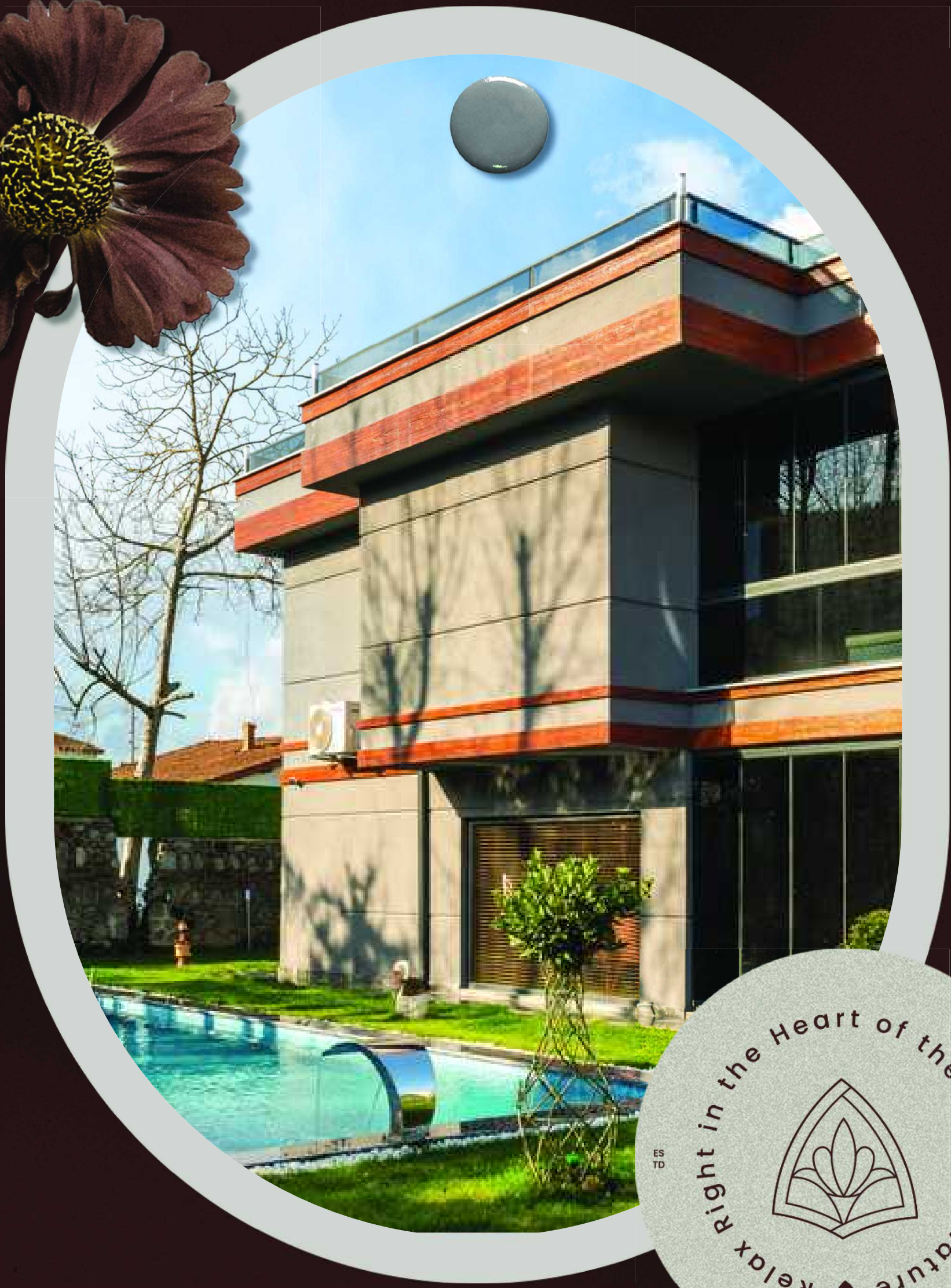


FAQ



LET'S START
THE JOURNEY

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26 Is the villa in a safe area?

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28 Is there a security deposit?

29 What is the cancellation policy?

30 Is there a baby cot in the villa?

01 Where are Andalus Villas located?

Andalus Villas are in the heart of Sapanca, in Sakarya province, in the Kırkpınar area on Bağdat Street.

02 What are the advantages of the location?

The villas are a 5-minute walk from the cable car, 4 km (5–7 minutes by car) from Sapanca Lake, 20 minutes by car from the Maşukiye waterfalls, 20 minutes by car from Mount Kartepe and 7 minutes from the Sopeli waterfalls. Restaurants and cafés on Bağdat Street are a 10-minute walk away, and supermarkets and pharmacies are 3 minutes by car.

03 What is there to do in Sapanca?

- Cable car
- Cebeci beach
- Mount Kartepe
- Sopeli waterfalls
- Sapanca Lake
- Paragliding hill (Paraşüt Tepe)
- Maşukiye waterfalls
- Ormanya nature park
- Adventure park (Macera Parkı)
- Restaurants and cafés on Bağdat Street
- Sakarya Aqua Park
- Glass terrace (Ayrı Gezegen)



04 Is the swimming pool heated?

Not at the moment. We are working on offering this service.

05 Is the swimming pool covered?

No, the pool is not covered.

06 Is there a view of the lake or the mountain from the villa?

Yes. There is a full view of Mount Kartepe and the cable car, and a partial view of Sapanca Lake from the roof floor only.

07 Is there a ground-floor bedroom suitable for elderly guests?

Yes. There is a bedroom on the ground floor with a bathroom opposite it and a terrace onto the garden and the pool.

08 Does the price include meals?

Meals are not included. Andalus Villas are on Bağdat Street in Kirkpınar, surrounded by restaurants and cafés. There is also a supermarket, and delivery to the villa is available.

09 Does the price include daily cleaning?

Daily cleaning is not included in the price and can be arranged at the guest's request.



10 Is there a car rental or airport transfer service?

We do not offer this service, but we can help you find the best prices.

11 Can parties be held in the villa?

Parties in the villa must be arranged with the management in advance.

12 Are pets allowed?

Pets are strictly not allowed.

13 Is alcohol allowed at Andalus Villas?

Alcoholic drinks are strictly forbidden inside the villa, and may not be brought in from outside.

14 How can I pay and confirm my booking?

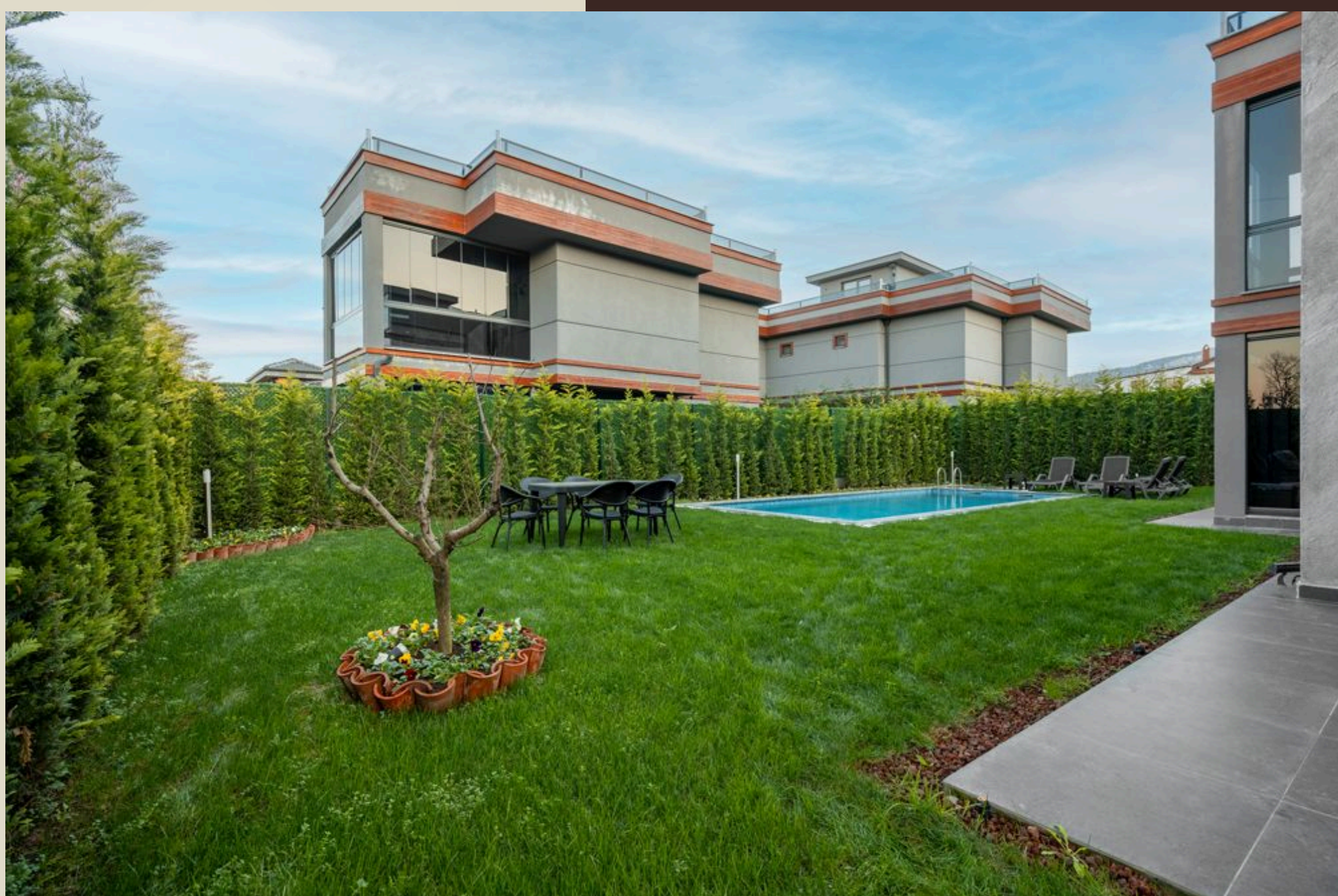
To confirm your booking you can pay by credit card, make a bank transfer, or contact our sales team on WhatsApp and they will help you.

15 How many people can stay at Andalus Villas?

There are two types of villa. The five-bedroom villa sleeps up to 15. The four-bedroom villas sleep up to 9 (6 adults + 3 children).

16 Does the price include electricity, gas, water and internet bills?

Yes, the price includes electricity, gas, water and internet.



17 Is there internet in the villa?

Yes, the villa has internet.

18 What are the check-in and check-out times?

Check-in is at 4:00 pm and check-out is at 11:00 am. These can be changed at the guest's request, subject to availability.

19 Is the villa fully furnished?

Yes. The villa is fully furnished and equipped with everything a family needs for a comfortable holiday.

20 Is there heating in the villa?

Yes, the villa has central heating.

21 Is the villa air-conditioned?

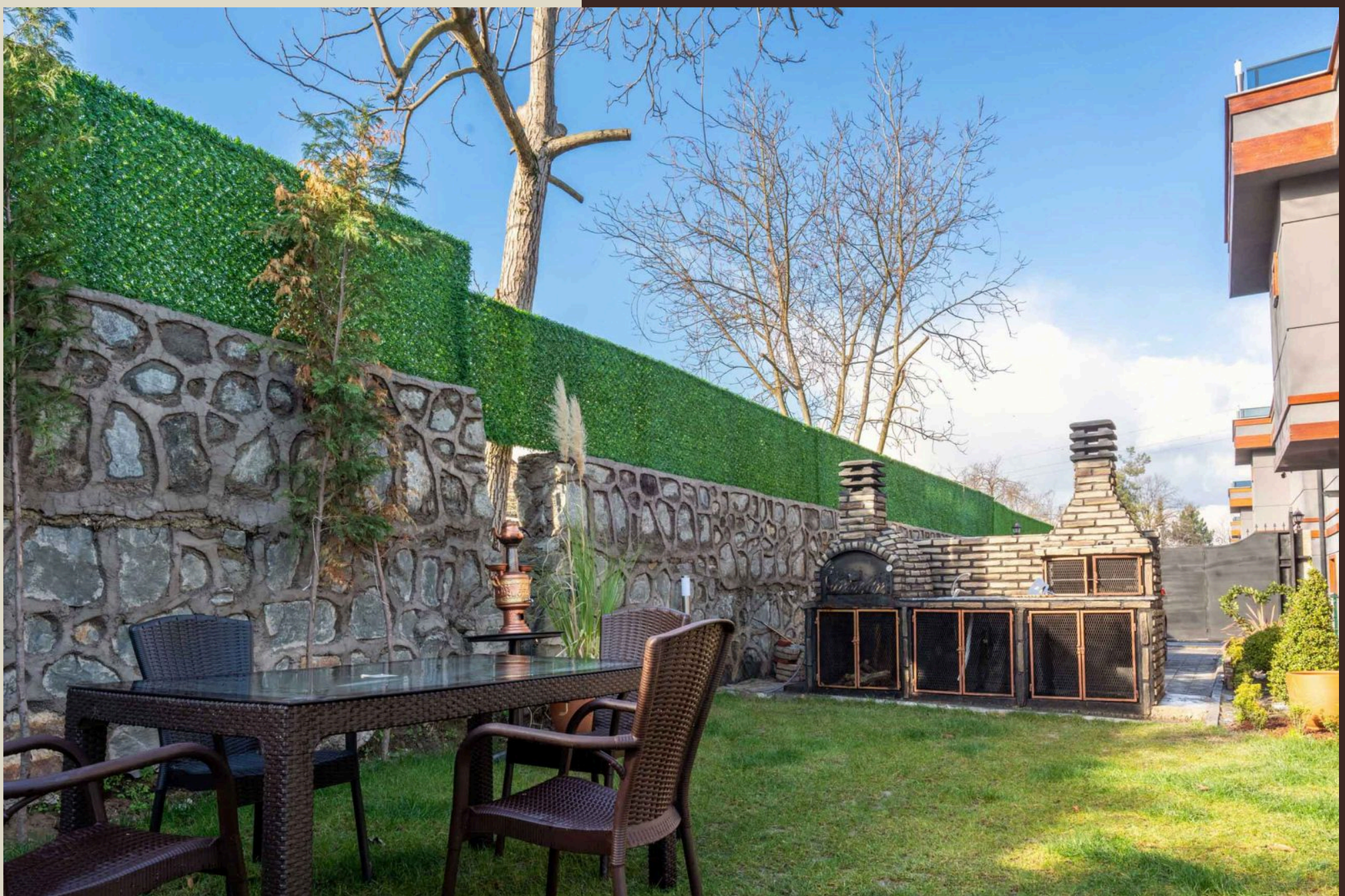
Yes. Every bedroom has air conditioning, and so does the living room.

22 Is there a barbecue in the garden?

Yes, there is a barbecue in the garden with its equipment.

23 How deep is the villa's swimming pool?

The pool is 150 cm deep.



24 Is there private parking?

Yes, there is a private parking space in front of each villa.

25 Are the villas suitable for elderly guests?

Some of the villas are. Please let us know when you book so that we can arrange it.

26 Is the villa in a safe area?

Andalus Villas are inside a private compound with security. Each villa has its own smart security system and cameras that work around the clock.

27 How do check-in and check-out work?

Our receptionist will be waiting for you to make check-in and check-out easy.

28 Is there a security deposit?

Yes. A security deposit is paid in cash at check-in to the receptionist and is returned at check-out if there is no damage to the villa.

29 What is the cancellation policy?

If the booking is cancelled at least one month before the check-in date, the amount paid in advance is refunded, less any transfer fees.

30 Is there a baby cot in the villa?

Yes, a baby cot is available. Please ask for it in advance.

VILLAS & RESORTS

ANDALUS

Relax Right in the Heart
of the Turkish Nature

THANK
YOU