



Frequently Asked Questions

The following FQA is only meant as a guide, things constantly change in the resort, please always check on topics such as anything to do with banking , exchange rates and use of ATM's.

What is the Address of the Villa? - Hanimeli Villa, 360 Sokak 2B, Hisarönü, Fethyie, Muğla

What three words location? - [///tickets.twirled.snow](http://tickets.twirled.snow)

What time zone is Turkey in? - + 3 Hrs GMT. There are no Daylight-Saving Time clock changes.

Passports – You must always carry your passports going out of resort, there are numerous Jandarma / Police check posts where you will be asked for identification. **PLEASE NOTE** copies are **NOT** accepted, fines can be heavy.

Is there Wi-Fi in the Villa? - Yes, the password (şifre) is on the router label identifier.

Most bars and restaurants' have free WI-Fi, if you are planning to do lots of trips or excursions and still need Wi-Fi one possible way around this is hiring a mobile dongle, several outlets hire them, Mr Dongle, The DVD shop, Costcutters to name a few.

Guest safety – there is a Carbon Monoxide detector located on the left hand wall by the log burner. It has a sealed for life battery, when the unit is operational it produces an intermittent green flash. There is also a self test button.

There are also three smoke detectors, one in the lounge and one on each landing ceiling between the bedroom doors, again each has a self test button and intermittent red flashing light during normal operation.

There is also a fire extinguisher and a first aid box in the entrance way cupboard, plus a fire extinguisher on each bedroom landing.

What about Electric Plugs & Sockets? - Turkey operates on 220 volts, 50 Hz, with a two round-prong European-style plugs that fit into recessed wall sockets /points. Assuming people have replaced them after use, there are three Euro / UK adapters located in the TV cupboard, please replace them after use.

Is there a Safe for valuables? – No, after constant guest misuse (deliberately locking the keys inside on departure) the safe was removed.

Is it safe to drink the tap water? - Local water has high mineral content so it can cause some people to have tummy upsets.

However, the Villa has a reverse osmosis water purifier fitted, the tap to the right-hand side of the sink. The unit removes all minerals and impurities from the water supply.



What facilities does the Villa have? - The Villa has a television, a fully equipped kitchen with oven and hob, fridge/freezer, microwave, kettle, pots, pans, crockery and cutlery. There is also a hairdryer, dishwasher, washing machine, iron and ironing board and a vacuum cleaner

Where can I buy food? - The main road in Ovacik has numerous supermarkets, green grocers, butchers and a bakery, there are also larger Migros supermarkets in in Ovacik, and a Migros and Carrefour Supermarkets in Hisarönü about 10 minutes' walk.

How often is the pool cleaned? - The pool is clean most days by Nokta Maintenance staff

Is the Pool water monitored for chemicals levels etc? - Yes, by Nokta Maintenance staff

What about Mosquitos? - Mosquitos can be an issue for some people. The villa has mosquito nets on the doors and windows, however plug-in units with tablets and repellent spray can be purchased in the local supermarkets. The local lemon cologne sold in shops and supermarkets also works well as a repellent.

Can I drive with my driver's license? - Foreigners may drive in Turkey provided that they keep their passport, driver's license and the vehicle license with them all the time. Turkey drives on the right side of the road.

What are the opening and closing times?

- All of the museums in Turkey are closed on Monday and are open from 9:00 to 17:00 on the other days.
- Pharmacies are open across the country every day from 09.00 – 19.00 except for Sunday. One pharmacy, however, is open 24/7 in each neighbourhood.
- Shopping centres are open every day usually from 10.00 am until 22.00 pm.
- Banks are open from 09.00-12.30 and 13.30-17.00 on weekdays, closed weekends and public holidays.

Where is the nearest Doctor? - Several Doctors are located in Hisarönü, there is also a walk-in clinic by the top roundabout by Memories Restaurant & Bar.

Where is the nearest Pharmacy? - Hisarönü, the nearest being by the top Hisarönü/Oludeniz round about next to Memories Restaurant Bar

Where is the nearest Hospital - Fethyie

Where is the nearest dentist? - There is a dentist on the main street in Ovacik just up from the Hisarönü roundabout. Also, there is a Dental Clinic located at the rear of the funfair, close to the Migros Supermarket

Can I use Credit / Debit Cards? - Credit cards are widely accepted, if you are thinking of using a normal credit or debit card, check with the card provider on the expected transaction fees and exchange rate (which can increase your final spending considerably, on some cards it can be as much as 2.5% to 3% per transaction). We would recommend obtaining a credit card that doesn't



charge a transaction fee and gives a favourable exchange rate. See Martin Lewis website for more information and latest offers on 0% Travel credit cards. Copy and paste the following into your browser, <https://www.moneysavingexpert.com>

ATM's are located everywhere, but again before withdrawing cash with UK cards check on the fees that your U.K. bank will apply. Turkish Bank ATM's fee's, at time of writing, **but please check** as things do change

Turkish Bank ATM's fee's, at time of writing, **but please check** as things do change

NOT Charging withdrawal fee

Ziraat Bank
HalkBank
ING Bank
Sekerbank
Fibabanka
Ptt Bank (post office)

Charging withdrawal fee

AKBANK
VakifBank
QNB Finansbank
Garanti
Bankamatik
YapiKredi
Denizbank

Should I buy Turkish Lira before I go? The Turkish lira is fairly volatile currency and on average the rate changes every two or three days. We only take sterling and change in the resort for a better rate. We would not recommend changing sterling at your UK departure airport or Dalaman airport as the rates can be very poor. Some people like to take some lira to cover the first day in resort, but from experience the exchange offices are open very early every day.

Where can I exchange money? - There are multiple money exchange shops in Hisarönü, Oludeniz and Fethyie

Note - Bars and restaurants will take payment in Turkish Lira, GBP's, Euro's Just be aware of the exchange rates they are using as any change will be in Turkish Lira.

Travel Money Cards? - Although we have never used them, a lot of people including ex-pats use a Travel Money Card called 'Revolut'. www.revolut.com. These can be used similar to debit card and can be used in stores, restaurants, on-line or withdraw from ATM's in local currency. Many have to be activated in the UK before use overseas.

Where are the nearest ATM's? - Several are located by the Hisarönü / Oludeniz round about, but see note above re charges.

Where are the Nearest Banks? - Fethyie

Kent Kart (Dolmus Travel Card) - If you are going to use the Dolmus frequently then we would recommend you buy a "Kent Kart" from the vending machine by the main bus stop just down from the top roundabout. You can also use the machine to top up and check the credit you have left on the card. The benefit is the by having the card it gives a good discount on fare depending where you are going. The card costs a few lira and you can top it up at any machine (which have English



menus). When you get into a bus or minibus, tell the driver where you want to go, you will see a small device with an LCD display just behind the driver. This is a contactless reader for your card. If you are out of credit, the driver will tell you that you have insufficient credit on your card. It happens a lot so don't worry you can still make your payment with cash or credit card.

Do you have any local knowledge about the area? - Please refer to the Guest Pack

Do you provide baby equipment? - Sorry no baby equipment is supplied

Can I bring my pet? - Sorry no pets allowed

Can I play my own movies on the TV? - The television has 2 USB slots, and 2 HDMI slot2. There are no cables/connectors or devices at the villa to play your own DVD's etc Flash drives/memory sticks/ portable hard drives need to be formatted for FAT32 (no other formats will work). To play your film, on TV the handset select "multimedia".

What about using Mobile Phones? Turkey is not in the European Union therefore the usual rules for using your allowances from UK operators may not apply. You should check with your provider for the costs of calls, texting and data. E-sims for Turkey can be purchased in the UK before your departure,

Don't forget to take your charger and lead, there are NO chargers or spare leads in the Villa, if you do forget your charger/lead there are mobile phone shops in Hisarönü, Oludeniz and Fethyie.

Local tourist sim cards can be purchased on arrival at Dalaman airport as you exit the airport **BUT** they are very expensive compared to the in-resort prices. The major three companies, Turkcell, Turktelekon and Vodafone all offer visitor welcome sims.

An alternative is hiring a mobile dongle from "Mr Dongle" located on the top Hisarönü roundabout, or from these can be pre-booked from the UK <https://mrdongle.rentals>