Alaattin Apartments Guest Information

WELCOME

We have created a short page of guest information you will find useful prior to your arrival at Alaattin Apartments and we ask you review this following your booking to ensure your arrival and stay goes smoothly.

We look forward to welcoming you to our apartments and to Istanbul …

POST-BOOKING CONTACT

Step1 | Welcome + Flight Details
Following your booking, a member of our team will contact you within AirBNB Messenger to prepare for your visit and guide you through the following steps prior to your arrival. We will ask you to confirm your flight details (flight dates + flight number) and a mobile number for future direct contact (outside of AirBNB). Our team can then keep abreast of any changes, delays or cancellations which can sometimes happen while guests are in-flight and so limited access to internet connection.

THE WEEK BEFORE ARRIVAL

Step2 | Host Introduction using WhatsApp
A week prior to your arrival, a member of our team will contact you directly using the mobile number provided to establish direct contact with you. WhatsApp has has served us well over the years and we also find that talking directly to a member of our team before arrival can often reassure guests that we are preparing for your stay.

Step3 | Register Passport Information
Turkish law requires that we hold a copy of the passports of any guests staying in our apartments and you will need to register and provide a copy of the passports of all guests prior to your arrival in Turkey. This is a requirement for all hotels and AirBNB locations offering short-stay accommodation to foreign nationals in-country. These can be sent securely via WhatsApp and will be stored securely by us in line with our strict privacy policy.

Step4 | Guest Wi-Fi Access
Turkish law requires that we hold an image of the passports of any guests requiring access to the Wi-Fi system too and once provided, we will send you a login and password for each guest for the router in your apartment via WhatsApp.

Step5 | International Mobile + Data Roaming
You will need to ensure you have international roaming activated on your mobile prior to leaving your home country. This will mean you will be able to contact us as soon as you arrive in Istanbul, ensuring your host is ready to meet you at the building.

If you do not have this enabled, you will not be able to access WhatsApp and the group set up - essential for co-ordination upon your arrival.

DAY OF ARRIVAL

Step6 | Arrival in Turkey
We ask that you contact us as soon as possible on landing (prior to immigration if possible) as you will normally be around 2 hours from the apartments.

Step7 | Airport Taxis
If arriving at Istanbul's airport, we advise you to take a normal airport taxi from the rank outside the terminal. Compared to other cities, they are relatively cheap however very few taxis drivers speak English. We have provided some instructions for dealing with taxi drivers below which should help your driver locate us in the event of any communication problems. You should show the address and the instructions to the driver (alongside the GoogleMap link if necessary) when entering the vehicle and before leaving the airport.

Step8 | In-Taxi Confirmation
Once you are in your taxi and on the way, we request you let us know your progress via WhatsApp and you host can make final preparations for your arrival.

Step9 | Arrival at Alaattin Apartments
Your host will be waiting inside and so on arrival, please message us and they will meet you outside and show you to your apartment.

Thanks in advance!

Aaron & Team