



General Hotel Policies and Conditions of Providing Accommodation Services

These General Terms and Conditions (GTC) shall apply to all bookings for accommodation and/or provision of extra services at Utopia Forest Hotel, as well as to all visitors to the Hotel facilities, irrespective of whether they have made a booking for accommodation or service.

TERMS OF CONFIRMATION:

For your booking to be confirmed, you are required to give your telephone number, current e-mail, and to provide a 50 percent deposit payment within seven days. We accept payments in cash at the hotel, by bank transfers or using PayPal. It is important to send us the ADDRESS and Personal ID of the person who will made the payment by bank transfer or PayPal.

CANCELLATION POLICY:

If a booking is cancelled not later than 14 days before check-in, no penalty will be charged.

If a booking is cancelled less than 14 days before check-in, a penalty at the rate of 50% of the booking value will be charged.

Depending on the above conditions, the prepaid amount will be refunded in the same method as received – by bank transfer or PayPal.

ATTENTION: In cases of force majeure (natural disasters, epidemics and enforced quarantines) cancellation shall be free of charge at all times before the day of arrival.

POLICY FOR ADULTS AND CHILDREN

Guests above 14 years of age are considered adults, and children are between 2 and 13.99 years.

Babies are accommodated free of charge, baby cots are also provided free of charge upon prior request.

For questions and additional information, call us at: +359 877 998 539 or email us at: reservations@utopiaforest.bg

CHECK-IN AND CHECK-OUT

Check-in: after 15:00 p.m.

Check-out: before 11:00 a.m.

If the hotel has enough rooms available, it is possible to check-in/check-out at different times from those normally accepted. To this end, you are required to send a written request to: reservations@utopiaforest.bg and to receive a written confirmation.

Method of payment

You can pay by

***Pay Pal** to the hotel account: paypal.me/VorikGroupLtd

OR

***Bank transfer** to an account with Allianz Bank Bulgaria AD

IBAN in BGN: BG27BUIN95611000643487

IBAN in EUR: n/a

SWIFT: BUINBGSF

Bank address: 20, Geo Milev Street, 8000 Burgas Center, Burgas

Company name: VORIK GROUP

Company address: 40, Vasil Levski Street, 8000 Burgas

1 EUR = 1.95 BGN

If payment is effected from the account of a legal person, please send us the following details: Company name, Company address, VAT number and Accountable person.

CREDIT CARDS ACCEPTED:

Visa/Visa Electron, Euro/Mastercard, Maestro

Please, note that you need to provide a valid credit card and an identity document with the same name of the holder for natural persons.

If you refuse to provide a credit card or do not have any available – please be informed that you will not be able to charge bills on your room from our restaurants and other facilities. You will have to pay the bills cash.

GENERAL POLICIES AND INFORMATION:

Early Departures:

If a Guest checks out before the date specified in the booking, the hotel shall be entitled to charge 100 percent of the contractually agreed total amount of the booked accommodation.

Transfer of a booking:

A booking may be transferred to another person subject to a written notice. The guest will have to comply with the same general requirements as the transferor.

Documents at check-in:

Guests must provide an identity document with photograph.

Pet Policy:

This hotel is pet friendly. By pets we mean mainly dogs. Please, note that bookings with pets should be confirmed separately, as they are not allowed in all rooms and dogs must be under 10 kg. If you have your dog with you, please contact the hotel to confirm the booking by stating the breed / type of pet and its size.

Key Card Policy:

At check-in, you will receive your key card. You must keep it and return it on departure. Each card costs BGN 50. At check-out, make sure you return the card at the reception desk to prevent being charged.

Privacy Policy:

Please note that Utopia Forest Hotel, as data controller, processes personal data of hotel guests, including by video surveillance, in accordance with the Notice on the processing of personal data of hotel guests, which is available at www.utopiaforest.bg

Smoking Policy:

In accordance with the Bulgarian law, smoking in the indoor area of Utopia Forest Hotel is prohibited. Violations may be subject to a fine of BGN 200, which each guest unconditionally agrees to be charged to their room, restaurant bill or to be paid personally. Moreover, the violator shall be personally liable for any administrative penalty imposed by competent authorities in relation to the violation.

To prevent from being charged, please smoke in designated smoking areas within the hotel's outdoor spaces.

Relax Area:

Children under 14 are not allowed to the outdoor sports area and relax area, unless supervised by an adult. Children under 14 and persons who are not able to swim are not allowed to use the swimming pool unless supervised.

Parking:

Parking in the territory of the hotel complex is unguarded and free for hotel guests. The hotel shall not be liable for any damages caused to vehicles parked in the hotel's parking lot, but will help solving the case, if possible.

Video Surveillance:

Hotel guests give their consent to be video recorded. The hotel provides video surveillance that covers the common areas of the hotel to ensure the safety of its guests. The records are used solely for the purpose specified and will not be transmitted or made available to third parties unless requested by law enforcement authorities.

Please note that all special requirements depend on the availability and may be charged additionally.

The hotel general terms and conditions and the internal rules of Utopia Forest Hotel are available at: www.utopiaforest.bg

The hotel reserves the right to amend these general terms and conditions, and to make special offers different from those mentioned under these GTC, without being required to give prior notice to its guests.