

INTERNAL RULES OF MIDALIDARE HOTEL & SPA

Dear guests, thank you for choosing MIDALIDARE HOTEL & SPA!

GENERAL PROVISIONS

- These rules have been developed based on the current Bulgarian legislation.
- The hotel administration may terminate the provision of services to those guests who violate the rules and do not comply with the hotel policy.

RULES FOR CHECK-IN, STAY AND CHECK-OUT OF ROOMS IN THE HOTEL

- Upon arrival at the hotel, the guest is required to present a personal document for registration.
- Check-in is as follows:
 - * in the main hotel area: after 14:00 and check-out by 12:00.
 - * in a guest house on the territory of the hotel, after 15:00 and check-out by 11:00
 - * in Midalidare Gastro Pub, after 15:00 and check-out by 11:00
 - * in the Midalidare Estate guest house, after 15:00 and check-out by 11:00
 - * in the Chalet and bungalows by the dam, after 15:00 and check-out by 11:00.
- In case of later check-out, a penalty is due, as follows:
 - * in case of late check-out by 18:00, a payment of 50 (fifty)% of the cost of the night is due.
 - * in case of late check-out after 18:00, a payment of 100 (one hundred)% of the cost of the night is due.
- Reservations are held until 24:00 on the relevant day of arrival.

VIDEO SURVEILLANCE

- Midalidare Hotel & Spa is equipped with a permanent video surveillance system in the common areas. From the time of check-in to the time of check-out, each guest grants the right to be photographed, videotaped, or filmed, without payment or remuneration.

By using the hotel's services, you agree to the video surveillance and compliance with the internal security rules.

RESTAURANT OPENING HOURS

- Breakfast is served from 8:30 to 10:30 everyday.
- The restaurant is open "A la carte" after 12:30. Orders for the kitchen are carried out until 22:00. Room service orders are accepted from 10:00 to 22:00. According to Bulgarian law, alcohol is not offered or served to guests under the age of 18.

ROOM CLEANING:

- Rooms are cleaned every day from 08:00 to 17:00.
- In case you have put up a "Do Not Disturb" sign or do not want cleaning, please contact the hotel reception.

INTERNET

- Free high-speed wireless internet is available throughout the hotel

TELEPHONES

In the hotel:

- Reception – number 911

To connect to another room from the 1st to the 3rd floor, please dial the room number directly. Example: 205 —> 205.

- External calls: not provided.

KEY

- Please leave the key at the reception when you leave the hotel.

TECHNICAL DAMAGES

- For the timely removal of any damage, please notify the reception.

OTHER SERVICES

- The reception will assist you if you wish to order a taxi, if you need medical assistance or information about a wine tour or events.

PARKING

- The hotel has free outdoor parking spaces and an outdoor parking lot.
- Parking spaces cannot be reserved.
- The hotel is not responsible for damage to a vehicle in the outdoor parking areas.

PETS:

- We do not allow pets in the hotel.

ELEVATOR

- For safety reasons, children under 12 years of age are not allowed to use the elevator without an escort. Do not use the elevator in case of fire.

BEHAVIOUR

- We are polite and courteous to our guests and expect them to behave in a pleasant and civilised manner. The personal peace of each of our guests is our priority. Jumping, swearing and hooligan behaviour are offensive and will not be tolerated. The hotel reserves the right to sanction a guest or guests who intentionally or negligently cause damage to the hotel or its furnishings. If such damage is discovered after the guest has left, the hotel reserves the right to contact the guest or other authorities for further assistance and assistance.

IN ORDER TO ENSURE ORDER AND SAFETY IN THE HOTEL, THE FOLLOWING IS PROHIBITED:

- Smoking is prohibited in all indoor areas of Midalidare Hotel & SPA. In case of violation of the ban in the Vintage restaurant, the Open Air restaurant, the premises of the Midalidare Hotel & SPA, the Midalidare Gastro Pub, the Guest House on the territory of the hotel, the guest pays a penalty of 500.00 BGN.

In case of violation of the ban in the Midalidare Gastro Pub restaurant and the Estate House, the penalty is 1000.00 BGN.

- Handing over the key with the room card to unauthorized persons.
- Storing in the rooms materials and/or objects dangerous to the health and life of others.
- Removing and moving furniture from the rooms.
- Violating generally accepted norms of behavior, aggressive behavior and/or actions threatening the health and property of others.
- Damage to hotel property.
- Bringing in sound systems, music systems and instruments with a volume that disturbs the peace of other hotel guests.
- Behavior that creates discomfort for other hotel guests.
- Access to the hotel rooms by visitors who are not hotel guests is prohibited. Friends of our guests can freely meet them at the reception or in the restaurant.

FIRE SAFETY:

- We are concerned about the safety of our guests and staff, in view of which we have taken very serious measures to prevent any fire incidents. All employees have undergone fire safety training and are familiar with fire prevention procedures. Evacuation plans are located on the back of the doors in each room, as well as on each floor. Please read them carefully. The hotel is equipped with smoke detectors in the rooms and common areas. There is a fire alarm system. Fire extinguishers are located on each floor and next to each fire hydrant. If a fire or smoke is detected, remain calm and call the reception immediately

NATURAL DISASTERS, FLOODS, EARTHQUAKES, ETC.

- In case of a natural disaster:
Do not panic and remain calm and follow the instructions of the staff.

ADDITIONAL INFORMATION

- Food - Dear guests, in order to comply with sanitary and hygienic requirements, food and drinks are not allowed to be brought into the bedrooms.
- The equipment of each room is checked before check-in and after check-out.
- Guests are responsible for all damages and shortages in the rooms in which they are accommodated. If damage is found, they are subject to a charge.
- Items forgotten by guests are kept for up to 1 month, and the courier costs for their return are at the expense of their owners.

CONSEQUENCES FOR VIOLATION OF HOTEL POLICY:

- In case of violation of the hotel rules and policies, the management may resort to terminating the reservation immediately, without being responsible for any refund or compensation. All guests and employees are expected to adhere to this policy.

WE WISH YOU A PLEASANT STAY AT OUR HOTEL!