

## **RULES FOR INTERNAL ORDERS OF THE GUEST HOUSE "MIDALIDARE ESTATE"**

**Dear guests, for a pleasant and trouble-free vacation in the Guest House "Midalidare Estate" we ask you to strictly follow the rules of the house!**

### **CHECK-IN**

- \* From 15:00 pm - check-in at the Guest House "Midalidare Estate"**
- \* Each guest is required to present an identity document for registration**

### **CHECK-OUT**

- \* by 11:00 am - check-out of the Guest House "Midalidare Estate"**

### **PRIVACY**

**The protection of your personal data is important to us. We appreciate the trust you have placed in us by choosing to visit the Midalidare Estate Guest House and we follow the resulting commitments to protect the privacy of the personal information you provide to us, striving to strictly adhere to the LPPD. Your personal data is processed only in connection with the implementation of the established requirements of the Tourism Act. This information will be used solely and exclusively in connection with your reservation and will not be provided to third parties for other purposes.**

### **CAPACITY**

**Midalidare Estate Guest House has four double rooms, with a total capacity of 8 people. The number of guests (adults and children) during the stay must not exceed the number of sleeping places specified in the booking confirmation.**

### **CANCELLATIONS**

**Cancellation of a reservation must be made up to three days before the date of the reservation. In this case, guests do not owe a penalty.**

### **PETS**

**Pets are not allowed.**

### **SMOKING POLICY**

**In accordance with Bulgarian law, Guest House Midalidare Estate has a no smoking policy in all indoor areas of the house, including: guest rooms, public areas and corridors. Guests who do not comply with our policy will be charged a fine of 1000.00 leva, which will be added to the room bill. Designated smoking areas are located within the outdoor area of the house.**

### **BEHAVIOR**

**Guest House Midalidare Estate reserves the right not to tolerate unacceptable noise levels or noisy behavior from guests.**

**Guest House Midalidare Estate has a zero tolerance policy in cases of arrogant behavior, towards persons in an obvious state of intoxication, persons under the influence of drugs or chaotic behavior. If in the described state, persons cause or threaten to cause a violation of public order; destroy or threaten to destroy hotel property, refuse or are unable to pay for food, drinks or services consumed, Midalidare Estate Guest House may limit the number of persons occupying a particular room.**

**The Guest House reserves the right to sanction a guest or guests who intentionally or negligently cause damage to the house or furnishings. If such damage is discovered after the guest has left, we reserve the right to**

contact the tour operator or other authorities for further assistance. No exceptions will be made.

Guests using foul or offensive language, symbols and gestures will be asked to leave the house without the right to a refund.

Illegal or immoral activities, including gambling, prostitution, possession or use of pyrotechnics or dangerous goods, as well as possession or use of firearms and other weapons are strictly prohibited.

It is prohibited to bring in sound systems, musical equipment and instruments with a volume that disturbs the peace of guests and neighbors. Guests of the house must not create discomfort for those living around the house after 11:00 p.m. /speaking loudly, listening to loud music, using pyrotechnics/ according to the requirements of Ordinance No. 6 of 2006 on environmental noise indicators, taking into account the degree of discomfort during different parts of the day, the limit values of environmental noise indicators, in the premises of residential and public buildings, in zones and territories intended for residential construction, recreational zones and territories and zones with mixed use, the methods for assessing the value indicators of noise and the harmful effects of noise on the health of the population (amended by the State Gazette No. 100 of 21) and the Ordinance on the maintenance and protection of public order and public property on the territory of the Chirpan Municipality.

In case of failure to comply with the requirements, Guest House Midalidare Estate reserves the right to terminate the reservation without liability for refund or compensation. It is the policy of the house not to discriminate on the basis of race, color, nationality, religion, sex, marital status, age, ethnic origin or disability. Guests and employees are expected to adhere to this policy and the owner or the owner's representative reserves the right to remove from the house any person or persons who have committed violations of this policy.

Guests of Guest House Midalidare Estate are required to take care of the property of the house and the adjacent park with the care of a "good steward".

#### **LOST PROPERTY**

Guest House Midalidare Estate is not responsible for lost, damaged or stolen personal belongings. If items are found, we will contact the guest and send the lost item, at the owner's expense. Unclaimed and unclaimed items within 30 days will be donated to a local charity or disposed of.

#### **ASSISTANCE**

If a guest has a problem during their stay during the rental period, they must immediately notify the owner or their representative so that their problem can be resolved. If no notifications have been received during the rental period of Midalidare Estate Guest House, we consider that guests are satisfied with their stay.

In the event of the need for house maintenance, utilities or the provision of additional services requested by guests, the Midalidare Estate Guest House team has the right to access the property.

#### **PARKING**

Midalidare Estate Guest House has parking, which is free for guests, depending on the availability of parking spaces. Midalidare Estate Guest House is not responsible for damage or theft of vehicles.

#### **COMPLAINTS, REFUNDS AND DAMAGES**

Any complaint regarding the stay must be made to the front office or the house manager during the stay so that the matter can be resolved

immediately. In other cases, except for death or serious bodily injury caused by the negligence of the house, the house's liability to the guests is limited to the price of the reservation. Guest House

Midalidare Estate reserves the right to charge guests for damage caused intentionally, through negligence or carelessness. If the damage is discovered before the guest has left, Guest House Midalidare Estate reserves the right to charge the guest's credit card or to send an invoice for the amount due for the repair.

By confirming the reservation, clients declare that they have read and understood the rules described in the Internal Rules of the Guest House "Midalidare Estate" and agree with them!