

General terms and conditions for direct bookings to the Albena AD website

CONTRACT CONCLUSION

The contract is considered concluded once ALBENA confirms the booking and the customer pays the sum. With an online booking you confirm and accept these general terms and conditions of Albena on booking, terms, cancellation, no show and etc., namely:

1. BOOKING AND ARRIVAL

1.1 These terms for booking require that Albena AD provides the booking made and paid for by the client, based on the data provided by the client in the booking form about: Client's name, hotel, period, number of nights, number of adults and children.

1.2 For the purpose of booking, only individuals under 12 years as at the arrival date are considered children. A child under 2 years old is considered an infant and is not written as such in the booking form but as a comment at the end of the booking form.

1.3 The "Comments" field in the booking form is not binding for Albena AD and all client's wishes, written in this field will only be fulfilled if possible.

1.4 Declaration for holiday in the conditions of COVID-19 is attached and it is a required item for your booking. It has to be signed and presented at the reception desk upon your arrival.

2. PRICES

2.1 All prices for bookings include VAT.

2.2 In case of special offers (at lower prices) published on the website of ALBENA for a specific hotel and period, the amounts paid are non-refundable. Please carefully check the conditions of the offer before booking.

3. PAYMENT IN ADVANCE, CANCELLATION, NO SHOW

3.1 Once the booking is confirmed, the client must pay an advance within 30 days. The rest of the sum is paid latest on the day of arrival and before the guest is accommodated in the vacation village Albena.

3.2 Booking can be cancelled only by sending a cancellation form within 14 days after the advance payment has been made. The advance payment is refunded to the client if the cancellation is done in the established term. The sum is refunded within 14 days after the cancellation form is received.

3.3 If bookings are made for shortly forthcoming arrivals (less than 30 days between the booking date and the arrival date), the amount due is paid at the latest on the day of arrival and always before the guest is accommodated.

3.4. A client who did not paid an advance and will check in late after 8:00 p.m. on the specified arrival date, shall send prior notice to the hotel – per mail or by telephone. The booked room is available until 8:00 p.m. on the arrival date.

3.5. A client with paid advance who does not arrive at the hotel until 8.00 p.m. on the specified arrival date and the hotel was not informed for the late check in, shall be regarded as "no show". In case of no show the advance payment shall not be refunded.

3.6 When refunding any paid amount, all expenses of the transaction (bank taxes and etc.) are on the client's account.

3.7 In case of force majeure circumstances requiring the cancellation or change of booking, the conditions are renegotiated and Albena AD reserves the right to cancel confirmed and paid bookings without any liability in that regard.

4. METHODS OF PAYMENT

4.1 Payment by credit or debit card, PayPal and epay.bg- These payments are received by the service sites and after successful payment, guarantee your booking. Albena AD does not receive any data of your credit or debit cards.

4.2 Bank transfer - When paying through bank transfer, please transfer the required amount to the following bank account (in BGN):

Unicredit Bulbank

IBAN: BG43 UNCR 7000 10AL BENA 16 BIC: UNCRBGSF

REASON: BOOKING NO.....

IN FAVOUR OF: ALBENA AD

Payment of the full amount must be done at latest on the day specified in the booking. As reason for payment, you must write the booking number. Failure to pay will result to the booking being deleted.

5. PERSONAL DATA PROTECTION POLICY

Albena AD and the website albena.bg apply comprehensive technical and organizational measures for protecting the provided data against accidental or intentional manipulation, loss, destruction or access by unauthorized people. Your personal data are protected according to the General Data Protection Regulation (GDPR) and the Personal Data Protection Act (PDPA), for more information please visit (<https://albena.bg/bg/deklaratsiya-za-poveritelnost>) .

6. CORRESPONDENCE AND COMMUNICATION

6.1 By completing the booking for the hotels at ALBENA, you agree to receive an e-mail containing information on your destination, offers for additional services at Albena resort.

6.2 In order to properly complete and guarantee your booking, you have to use your proper e-mail address. Neither Albena AD nor its employees are responsible or required to check for wrong or incorrectly written e-mail addresses or wrong and incorrect (mobile) telephone numbers or credit card numbers.

7. PRIORITY CLUB ALBENA PROGRAM AND GUEST FEEDBACK

7.1 PRIORITY CLUB ALBENA PRIMUS INTER PARES * FIRST AMONG EQUALS

The holders of all bookings made and paid until 31.05.2020 through our direct channels - albena.bg, the offices of Albena Tour and Flamingo Tours (direct clients), hotel managers, will be included for free in Priority Club Albena (Limited Edition). The card gives you:

7.1.1 10% package discount for accommodation - applicable for the hotels of Albena resort, White Lagoon and MMC Primorsko resort (Forest Beach Resort). This discount does not stack with corporate discounts. This discount does not stack consecutively with valid discounts at the time of the booking through direct channels.

7.1.2. Choosing a room number, floor, hotel sector in the frames of the chosen type of room and meal plan. It is necessary to provide a notice about this in the process of booking and not later than one month before arrival.

7.1.3. Early check in or late check out - Early check in from 09:00 a.m. with breakfast included. Late check out until 5:00 p.m. It is necessary to inform the hotel a day in advance about this!

7.1.4. Priority registration through an exclusive zone at the reception desk. Valid only for 5* and 4* hotels.

7.1.5. Complements at arrival - fruit basket with seasonal fruits, a bottle of Geranea wine, fruit juice.

7.2 Conditions for using the PRIORITY CLUB ALBENA Limited Edition card:

7.2.1. The PRIORITY CLUB ALBENA Limited Edition card is issued to the holder of the booking and applies for up to two adults and two children.

7.2.2. The card cannot be gifted, loaned or inherited. The bonuses cannot be exchanged for money.

7.2.3. The card is activated and received on the day of arrival at national resort complex Albena, complex White Lagoon or national resort complex MMC Primorsko (Forest Beach Resort) and is valid until 2024 included - 5 years.

7.2.4. The holder has to be among the guests so that the discount is valid;

8. Applicable law, jurisdiction and resolution of disputes

8.1 These rules and conditions, as well as the provision of our services are governed and interpreted in accordance with the Bulgarian legislation. Every dispute that ensues from these General terms and conditions and our services shall be referred exclusively to the competent courts in Bulgaria.

8.2 The original Bulgarian version of these terms and conditions is translated into other languages. The translated version is a sign of good will and only represents an office translation that does not have legal value. In the case of dispute regarding the content or interpretation of these rules and conditions or inaccuracies and discrepancies between the Bulgarian version and the version of these terms and conditions in any other language, the Bulgarian version will have priority.

If any of the clauses in these terms and conditions is (or becomes) invalid, inapplicable or not mandatory, you remain bound by the other clauses.

9. About ALBENA

The website of ALBENA www.albena.bg is supported by ALBENA AD, which is a public company, whose shares are traded on the Bulgarian stock market and incorporated according to the legislation of Bulgaria with address ALBENA resort, Dobrich region, Bulgaria, Administrative building and is registered in the Commercial Register.

Corporate details:

Name: Albena AD

Address: 9620. Albena resort

EIK: 834025872

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Valid for all bookings, made until January 13, 2021 including.