

INTERNAL RULES OF GRAND HOTEL MURGAVETS

Dear guests, thank you for choosing GRAND HOTEL MURGAVETS!

GENERAL CONDITIONS

These rules are developed based on the current Bulgarian legislation. The hotel administration reserves the right to terminate services for guests who violate the rules and do not comply with the hotel's policies.

RULES FOR ACCOMMODATION, STAY, AND CHECK-OUT

Upon arrival, guests must present a personal identification document for registration. Check-in is after 14:00, and check-out is before 12:00. Early check-in (before 14:00) and late check-out (after 12:00) are provided based on room availability and absence of reservations for the requested dates and times, with charges according to the hotel's rates. Early check-in before 10:00 and late check-out after 18:00 incur a fee of 100% of the room rate. Reservations are held until 24:00 on the day of arrival. Guests and visitors must adhere to a specified dress code when visiting the restaurant and the hotel's premises – attire should be sporty or elegant. Entry and stay in the restaurant, entertainment venues, and common areas of the hotel, except the pool and its designated relaxation area, with flip-flops, bathrobes, swimsuits, or in poor appearance, are discouraged. Guests must behave in a manner that does not offend other guests and strictly maintain silence between 14:00 and 16:00 in the afternoon and after 22:30 at night.

MOUNTAIN RELAX & VITALITY CENTER

Within the Relax Center, it is not allowed to:

- Wear outdoor shoes
- Bring food and drinks
- Use glass items
- Allow entry to guests under the influence of alcohol or narcotics
- Create noise, speak loudly
- Children under 14 years old are not allowed in the thermal area without an escort. Guests must adhere to the rules for visiting and using the respective facilities in the Relax Center and fitness area throughout their stay. In case of rule violations, the responsible staff has the right to remove the guest from the Relax Center.

VIDEO SURVEILLANCE

Grand Hotel Murgavets is equipped with a continuous video surveillance system in public areas. From check-in to check-out, every guest agrees to be filmed without payment or compensation. By using the hotel's services, you consent to video surveillance and compliance with internal security rules.

OPERATING HOURS OF RESTAURANTS, LOBBY BAR, AND RELAXATION CENTER:

- Buffet breakfast is served from 7:30 to 10:00.
- Buffet dinner is served from 19:00 to 21:30.
- The restaurant operates "À la carte" after 11:30, with kitchen orders accepted until 22:00.
- Room service orders are accepted from 10:00 to 20:00.
- The lobby bar is open every day from 8:00 to 24:00.
- According to Bulgarian law, alcohol is not offered or served to guests under 18 years old.
- The Relax Center operates every day from 10:00 to 20:00.

ROOM CLEANING:

Rooms are cleaned daily from 08:30 to 17:00. If you have placed a "Do Not Disturb" sign or do not wish to have cleaning, please contact the hotel reception.

INTERNET:

Free high-speed wireless internet is available on the hotel premises.

KEYS:

Grand Hotel Murgavets uses electronic cards for room access. Please leave the cards at the reception when leaving the hotel.

TECHNICAL DAMAGES:

For the timely resolution of any damages, please inform the reception.

OTHER SERVICES:

The reception will assist you in ordering taxis, providing medical assistance, or obtaining information about spa therapies, additional services, or events.

PARKING:

The hotel has free outdoor parking spaces and a paid indoor parking lot. Parking spaces cannot be reserved. The hotel is not responsible for any damage to vehicles in the open parking areas.

PETS:

Small breed pets are allowed in the hotel for an additional fee.

ELEVATOR

For safety reasons, children under 12 are not allowed to use the elevator without an accompanying adult. Do not use the elevator in case of fire.

BEHAVIOR

We are polite and courteous to our guests, and we expect them to behave in a pleasant and cultured manner as well. Personal tranquility for each of our guests is our priority. Jumping, shouting, swearing, and hooligan behavior are offensive and not tolerated. The hotel reserves the right to sanction guests who intentionally or negligently cause damage to the hotel or its furnishings. If such damages are discovered after the guest has departed, the hotel reserves the right to contact the guest or other authorities for further assistance.

TO ENSURE ORDER AND SAFETY ON THE HOTEL PREMISES, THE FOLLOWING IS NOT ALLOWED:

- Smoking in all indoor areas of Grand Hotel Murgavets.
- Making noise and behaving improperly after 22:30.
- Handing over the room key card to third parties.
- Taking any kind of property (furniture, towels, linens, inventory, dishes, etc.) outside the hotel premises.
- Bringing and using electric heaters or other heating devices and facilities.
- Bringing and using food and drinks in the restaurant, lobby bar, and relaxation center. If you have a special occasion or specific alcohol you want to bring, you can contact our team for assistance and pricing.
- The use of open fire, bringing and storing flammable, explosive, or bulky items (baggage), weapons, paint, chemicals, motorcycles, bicycles, skis, snowboards, or other unauthorized items and materials.
- Allowing external persons into the accommodation rooms without permission from the hotel administration. Visitors are encouraged to be received in the hotel foyer or restaurant.
- Entering hotel guests or external persons into service rooms, staff rooms, other auxiliary premises, or premises rented by third parties.
- Violating common norms of behavior, aggressive behavior and/or actions endangering the health and property of others.

FIRE SAFETY:

We care about the safety of our guests and staff, and therefore, we have taken serious measures to prevent any fire incidents. All employees have undergone fire safety training and are familiar with fire procedures. Evacuation plans are located on the back of the doors in each room and on each floor. The hotel is equipped with smoke detectors in rooms and common areas. There is a fire alarm system. Fire extinguishers are located on each floor and next to each fire hydrant. In case of fire or smoke, remain calm and immediately call the reception.

NATURAL DISASTERS, FLOODS, EARTHQUAKES, ETC.:

In case of a natural disaster:

- Do not panic and stay calm, follow the staff's instructions.

ADDITIONAL INFORMATION

- Food – Dear guests, to comply with sanitary hygiene requirements, bringing food and drinks into the sleeping areas is not allowed.
- The equipment in each room is checked before check-in and after check-out.
- Guests are responsible for all damages and shortages in the rooms where they are accommodated. In case of damage, they may be subject to charges.
- Forgotten items by guests are kept for 1 month, and the courier costs for their return are borne by their owners.

CONSEQUENCES FOR VIOLATING THE HOTEL POLICY:

In case of a breach of the rules and policies of the hotel, the management will immediately terminate the reservation, without being responsible for refunding amounts or compensation. All guests and staff are expected to adhere to this policy.

WE WISH YOU A PLEASANT STAY IN OUR HOTEL!