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CONTACT INFORMATION

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PROPERTY OVERVIEW

Hotel Alua Helios Bay has recently joined the Hyatt Inclusive Collection portfolio, within the Alua Hotels & Resorts brand.

The hotel has an exceptional location - directly on the beach of the small town of Obzor, one of the longest in Bulgaria (10 km.). Obzor is located on the panoramic road connecting the Southern and Northern Black Sea coast.

The hotel offers you nothing but the best for a complete vacation. Its location allows for wonderful views of the sunrise and the endless horizon of the sea.

For those looking for more exclusivity, we have the "My Favorite Club" option, which offers facilities for private use and additional services in a privileged area.

TOTAL NUMBER OF ROOMS: 318

PROPERTY DESCRIPTION

The hotel Alua Helios Bay, ideally located in Obzor, offers 318 rooms of different categories that adapt to the needs of each client. It is made up of numerous facilities that complete the offer of leisure, gastronomy, fun and sports.

All the rooms have a balcony. High-speed Wi-Fi allows guests to stay connected with the best internet quality and signal. The enjoyment continues with 2 outdoor swimming pools and one indoor with child section, a wellness area with a wide variety of options so you can choose the one that best suits your wishes and needs, and a complete gym so you don't stop keeping fit. The hotel has 4 restaurants and 5 bars so you can enjoy a complete and varied gastronomic offer during your vacation. And for the little ones, the Astro Club will provide them with magical moments with activities and games that have been specially designed for them.

You can also enjoy the entertainment programmes that we organise and that include shows and activities for the whole family.

UNIQUE SELLING POINTS

- Cosy and family-friendly atmosphere.
- Personalised service and attention to detail
- It offers different accommodation options adapted to families, couples and solo travellers
- Wide range of possibilities to practice sports
- Gastronomy: 4 restaurants and 5 bars
- 2 outdoor swimming pools (one outdoor and one for children) and 1 indoor with a child section (indoor pool heated during May, June, and September)
- Wide range of entertainment and activities options
- My Favorite Club rooms and services

MEAL PLANS

ALL INCLUSIVE EXPERIENCE

- Three meals:
 - Breakfast
 - Lunch
 - Dinner
- Snacks throughout the day.
- Selection of national drinks, with and without alcohol, indicated in the All-Inclusive menu.

PAYMENT METHODS

Cash

Credit Card (Visa, Mastercard)

Currency exchange in the hotel

DESTINATION INFORMATION

The coastal areas near Obzor are unique in terms of protection from cold winds and a combination of sea and mountain climate. Summer breeze circulation, prolonged sunshine, moderate daily temperatures, relatively low clouds are the ideal climatic conditions for climatotherapy.

The waters of the sea are clean and still unaffected by industrial pollution. In addition to recreation and treatment, it offers opportunities for fishing and water sports. And its wide openness and more frequent cases of excitement are especially favorable for sailing and surfing.

For lovers of wild and unspoiled nature, only 9 km. to the south of Obzor are the protected natural area and Irakli beach, and to the north - the protected area and Karadere beach. For lovers of excursions, near the town in the mountains there is an eco-trail "Kaleto" and a place for recreation "Parvomaiska Polyana", where there is a mineral spring.

Other nearby places of interest are The Old Town Nessebar a UNESCO World Heritage Site, Sunny Beach, the towns of Varna and Burgas

The hotel is located:

- 34 km from the center of Sunny Beach and the Aquapark
- 37 km from Nessebar
- Very close to an eco-trail "Kaleto" and a place for recreation "Parvomaiska Polyana", where there is a mineral spring.
- 9 km from the protected area and Irakli Beach and Karadere Beach
- 60 km from Bourgas Airport
- 65 km from Varna Airport

Average temperatures

Month	°F	°C
April	69/50	21/10
May	71/52	22/11
June	79/59	26/15
July	91/72	33/22
August	91/72	33/22
September	77/64	25/18
October	73/59	23/15

ACCOMMODATION

Alua Helios Bay offers spacious, comfortable, and fully equipped rooms equipped with everything you need to enjoy a perfect holiday. The hotel's 318 rooms are prepared and designed to accommodate couples, families, or groups of friends. Discover our wide variety of rooms and book the one that best suits your needs.

Room category	View	Size	Beds	Maximum occupancy	Maximum adults	Total quantity
Double XS Sea View	Sea	20 m ²	1 double bed / 2 twin beds	2	2	31
Double	-	25 m ²	1 double bed / 2 twin beds + extra bed	3	3	7
Double Sea View	Sea	25 m ²	1 double bed / 2 twin beds + extra bed / single sofa-bed	3	3	75
Double Superior Park View	Park	30 m ²	1 double bed / 2 twin beds + single sofa-bed	4	3	16
Double Superior Sea View	Sea	30 m ²	1 double bed / 2 twin beds + double sofa-bed	4	3	82
Family Park View	Park	55 m ²	1 double bed + double sofa-bed	4	4	6
Family Sea View	Sea	55 m ²	1 double bed + 2 twin beds	4	4	19
My Favorite Club Double Sea View	Sea	25 m ²	1 double bed / 2 twin beds + extra bed / single sofa-bed	3	3	40
My Favorite Club Double Superior Sea View	Sea	30 m ²	1 double bed / 2 twin beds + double sofa-bed	4	3	42
TOTAL ROOMS						318

3 adapted rooms (Double Park View Room Category) – Rooms located on the 1st living floor:

- Adapted rooms door widths of Entrance, Bathroom, Balcony/Terrace is 90 cm.
- Fully adapted bathroom with shower, without thresholds, for easy entry. Enough wheelchair turning room.
- Support/grab rails in shower - Shower seat on request.
- Height of the basin is 82 cm - Height of the toilet is 42 cm.
- Lift available with door width 90 cm.

All rooms have the following facilities:

- 2 beds (110x200 cm) or 1 double bed (220x200 cm)
- TV 32"
- Free Wi-Fi
- Bathroom with shower
- Furnished balcony or terrace
- Hairdryer
- Vanity mirror
- Iron and ironing board (on request)
- Phone
- Central air conditioning
- In-room safe*
- Small fridge
- Kettle with tea facilities

(*) Additional charge may applies

ROOM CATEGORIES DESCRIPTIONS

Double XS Sea View | 20 m²

Double XS rooms guarantee total relaxation. They have a bedroom with two twin beds or a double bed, TV, telephone, a small fridge, small table, chair and a safe. It has a bathroom equipped with shower, hairdryer, vanity mirror and toiletries. Besides, in the Double XS room you will enjoy your own balcony furnished with table and chairs offering a view of the sea.

Double | 25 m²

The Double rooms are larger, which makes you feel more comfortable. They can be occupied by up to three people and, to make this space a place of comfort and relaxation, they have two twin beds or one double bed, TV, telephone, a small fridge, and a safe. It has a bathroom equipped with shower, hairdryer and toiletries. Besides, in the Double room you will enjoy your own balcony furnished with table and chairs.

Double Sea View | 25 m²

The Double Sea View rooms are larger, which makes you feel more comfortable with a magnificent sea view. They can be occupied by up to three people and, to make this space a place of comfort and relaxation, they have two twin beds or one double bed and a sofa-bed, with TV, telephone, a small fridge, and a safe. It has a bathroom equipped with shower, hairdryer and toiletries. Besides, in these rooms you will enjoy your own balcony furnished with table and chairs and spectacular sea views.

Double Superior Park View | 30 m²

Double Superior Park View rooms guarantee total relaxation. They have a large bedroom with two single beds or a double bed and 1 double sofa-bed, with TV, telephone, a small fridge and a safe. It has a spacious bathroom equipped with shower, hairdryer and toiletries. Besides, in the Double Superior room you will enjoy your own balcony furnished with table and chairs. The perfect place to relax by reading a book or chatting. Please note that there are two steps between the main bedroom and the living area of the room, where the sofa bed is.

Double Superior Sea View | 30 m²

Double Superior Sea View rooms guarantee total relaxation. They have a large bedroom with two single beds or a double bed and 1 double sofa-bed, with TV, telephone, a small fridge and a safe. It has a spacious bathroom equipped with shower, hairdryer and toiletries. Besides, in the Double Superior room you will enjoy your own balcony furnished with table and chairs. The perfect place to relax by reading a book or chatting facing the sea. Please note that there are two steps between the main bedroom and the living area of the room, where the sofa bed is.

Family | 55 m²

The Family rooms is a good choice to enjoy a pleasant holiday with your loved ones. There we have two rooms, possible to allocate 4 people, 1 double bed and 1 double sofa-bed, TV, a safe, a small fridge and telephone. Bathroom with shower, hairdryer and toiletries. A balcony with table and chairs completes the equipment of this room, designed with families in mind.

Family Sea View | 55 m²

The Family Sea View rooms are a different alternative to enjoy the space and tranquillity. There we have two rooms, possible to allocate 4 people, 1 double bed and 2 twin beds, TV, a safe, a small fridge and telephone. Bathroom with shower, hairdryer and toiletries. Its terraces, furnished with table and chairs, guarantee your total relaxation overlooking the sea.

MY FAVORITE CLUB

IN-ROOM SERVICES

- Selection of the best rooms
- TV 32"
- Extended bathroom toiletries
- Kettle with coffee and tea kit
- Capsule coffee machine
- In-room safe free of charge
- Slippers

- Welcome minibar with soft drinks, bottle of water and beers
- Bottle of sparkling wine and welcome letter from the manager at check-in

COMMON AREAS SERVICES

- Personalised check-in and check-out
- Early check-in and late check-out, according to availability
- Exclusive area in Terra Café for breakfast
- Exclusive area and sunbeds in the main pool
- Access to My Favorite Club Lounge:
 - Wide range of snacks, sweets, fruit, coffee, teas and soft drinks throughout the day.

My Favorite Club Double Sea View | 25 m²

My Favorite Club Double Sea View rooms are a selection of our best rooms for those who want to enjoy their stay to the fullest. They offer a spacious bedroom that includes two twin beds or one double bed and an extra bed or sofa-bed. In addition to the facilities included in the standard rooms, these rooms offer capsule coffee machine, slippers, welcome minibar with soft drinks, water and beer, kettle with coffee and tea kit and safe, as well as a bathroom with shower, hairdryer and extended amenities specially selected. In addition, you will enjoy your own balcony furnished with table and chairs. It is the perfect place to relax with the sea as a backdrop.

My Favorite Club Double Superior Sea View | 30 m²

My Favorite Club Double Superior Sea View rooms are a selection of our best rooms for those who want to enjoy their stay to the fullest. They offer a spacious bedroom that includes double bed or twin beds, double sofa bed, TV, capsule coffee machine, slippers, welcome minibar with soft drinks, water and beer, kettle with coffee and tea kit and safe, as well as a bathroom with shower, hairdryer and extended amenities specially. In addition, you will enjoy your own balcony furnished with table and chairs. It is the perfect place to relax with the sea as a backdrop. Please note that there are two steps between the main bedroom and the living area of the room, where the sofa bed is.

GASTRONOMY

RESTAURANTS

Delight in a wide variety of local and international cuisine, whether a la carte, buffet style or enjoying snacks.

Terra Café | Breakfast 7:30 – 10:00 and lunch 12:30- 14:30 dinner 18:30 – 21:30

- International buffet and beautiful terrace with endless quality: options and skilful show cooking
- Selection of healthy and vegetarian dishes available
- Dress code: Casual

Mare Nubium | Dinner 19:00 – 21:30

- Open according to occupancy level.
- Local and international cuisines
- A la carte service for the main courses
- Buffet service for the starters
- The most exclusive of our restaurants. Enjoy a pleasant dinner in an intimate and sophisticated atmosphere.
- Dress code: Formal

(*) Booking required through the APP.

Kentia Pool Club | 10:00 – 17:00

- Snacks offered during the day
- Buffet service for lunch in the informal atmosphere of the pool
- Dress code: Casual

Jojo | Dinner 19:00 – 21:30

- Open according to occupancy level.
- Asian cuisine
- Buffet service for the starters

- À la carte service for the main courses
- Dress code: Formal

(*) *Booking required through the APP.*

BARS

Complete offer of bars, where you can freshen up, relax to enjoy our cocktails and let yourself go with the flow.

Fresco Pool Bar | 10:00 - 18:00

- Drinks, cocktails, coffee and tea by the pool
- Dress code: Casual

Agua Bar | 16:00 – 23:00

- Lobby bar ideal to enjoy a coffee, your favourite drink or the most sophisticated of our cocktails.
- Dress code: Casual

Vertigo Sky Bar | 18:00 – 23:00

- Rooftop cocktail bar
- Dress code: Casual

Marcel Karaoke Club | 21:30 – 00:00

- Open according to occupancy level.
- Karaoke music lounge with drinks and cocktails
- Dress code: Casual

The Spot Night Club | 19:30 – 00:00

- Evening shows and entertainment
- Cocktails and beverages
- Dress code: Casual

My Favorite Club Lounge | 10:00 – 21:00

- Exclusive lounge with snacks and beverages for My Favorite Club guests.
- Dress code: Casual

(*) *Hours may vary depending on season and occupancy. The opening of restaurants and bars may be on a rotational basis.*

(*) *Additional cost may apply for some premium drinks and cocktails.*

DRESS CODES

Casual - Shorts (knee-length or pirate trousers), sneakers or sandals. Gentlemen cannot wear tank tops. Ladies must wear a piece of clothing that covers the swimsuit.

Smart Casual - Sneakers/ tennis shoes or dress sandals, dress shirts with short sleeves or shirts with collar. No sleeveless shirts or flip flops are allowed. Compulsory long trousers for men.

Formal - Smart trousers, collared shirts and dress shoes for gentlemen. Blouses, skirts or dresses and dress shoes for ladies.

ACTIVITIES / ENTERTAINMENT

Alua Helios Bay offers excellent service and ideal facilities for entertainment. Enjoy the cultural and sports activities and impressive professional performances created by our interactive entertainment team.

INDOOR / OUTDOOR ACTIVITIES

- Daytime and evening entertainment

- Live music shows and performances.
- Aerobics and Aqua Gym
- Sports field for many different sport activities
- Games
- Astro Miniclub for kids' entertainment
- Kids playground
- Bicycle and car rental*

(*) Additional charge applies.

ASTRO CLUB (KIDS CLUB)

Astro Club is Alua Hotels & Resorts' children's club and is part of the mini clubs for children aged from 4 to 12 years old. This ensures the best care and scheduling of age-appropriate activities. Astro Family guarantees magical moments full of activities and games that are specially designed for children. Our Astro Club is definitely a favourite among our youngest guests. Our qualified entertainment team has developed a complete activities programme; from face painting to singing, dancing and water games, children have a great time. Besides, children can also enjoy an outdoor playground.

In short, the ideal place to have fun every day from morning to evening.

POOLS

Hours: 08:00 - 18:00.

- 2 outdoor pools, one of them for children.
- Indoor pool with children's section (heated during May, June, and September)
- Towels available.

***Note: The use of drones or devices flying or floating in or over the facilities of Hyatt Inclusive Collection hotels is completely prohibited, except in those cases in which it has been expressly authorised in writing by the Hotel Management.*

WELLNESS AREA / GYM

WELLNESS AREA

Operation times: 8:30 – 20:00

The perfect place to relax. Disconnect and rest entering a unique atmosphere of calm. We offer relaxing treatments with your wellbeing in mind, with a wide range of techniques.

Wellness facilities:

- Sauna*
- Steam bath*
- Hammam*
- Hairdresser*
- Beauty salon*
- 2 cabins for massages and treatments*

(*) Additional charge applies.

GYM

Operation times: 8:30 – 20:00

FACILITIES & SERVICES

HYATT APP

Hyatt App is a digital tool that connects associates and guests, brings our services closer to our guests' mobile phones, and enables us to offer a unique and unforgettable experience.

It provides access to all hotel information, from service hours to restaurant menus, maps and event programmes. Furthermore, the chat feature allows guests to contact the hotel's reception from their mobile devices. Guests can also request any type of service, whether it be room service or amenities, or even reservations for a table in one of our restaurants. In turn, our associates can manage all of our guests' requests from a single platform, reducing waiting times and queues and it enables greater control over what is happening in our facilities in real time.

Additionally, with our Hyatt App, we eliminate tons of paper, and achieve a faster and more efficient service management.

OTHER SERVICES

- Limited Parking facilities (15 BGN per day and car)*
- 24-hour reception
 - Check-in: 15:00
 - Check-out: 11:00
- Guest service
- 2 outdoor pools
- My Favorite Club Lounge and rooms
- Specialty restaurants
- Bars and restaurants
- Karaoke and night club
- Wellness facilities*
- Indoor pool
- Gym
- Astro Club: MiniClub and Kids Club
- Children's playground
- Free Wi-Fi across the resort
- Laundry service*
- Medical services*
- Rent a car*

(*) Additional charge applies.

HOTEL MAP

