

HB + Summer 2018



**ROYAL CASTLE
DESIGN & SPA
ELENITE *******

OUR PROMISE

To make your vacation a wonderful memory is our main goal. For us, it is important to know whether you need our special attention. We will listen to you and find a solution. We offer many ways for you to share your opinion during your stay and after.

GUEST RELATIONS SERVICES guestrelations@victoriagroup.bg

ONLINE FEEDBACK SYSTEM, which you can access via tablets located in the hotels and key points round the complex, via the internet network in the resort, through the official site of Victoria Group® Hotels and Resorts www.victoriagroup.bg, or if you leave your e-mail.

IDENTIFICATION

All guests on All-inclusive board must be identified by their plastic bracelets. Bracelets must be returned when leaving the hotel. Lost bracelet is charged BGN 30 for a new one.



BEACH, POOLS, AQUAPARK ON THE TERRITORY OF THE COMPLEX



SUNBED AND PARASOL

WORKING HOURS 09.00 – 18.00

They are a part of the HB+ board and can be use them on the dedicated for that locations, Royal Castle Pool and Aqua Park Atlantida, subject to availability. Please do not reserve sunbeds in advance by leaving towels or other personal belongings, as you obstruct the work of our employees, looking after the comfort of all guests in the resort. Towels placed on sunbeds in advance are considered to be left over and are removed.

RESTAURANTS



MAIN RESTAURANT ROYAL CASTLE

BREAKFAST – 7.30 – 10.00 | DINNER – 18.00 – 21.00

Buffet, salads, soups, starters, main dishes, desserts, fruit, coffee/tea for breakfast, mineral water.



SNACKS AND DRINKS

ON THE TERRITORY OF THE COMPLEX

SWEET SHOP PHILOPOLIS

WORKING HOURS 16.00 – 22.00 | 20.05 - 20.09 |

Cookies, sweets, waffles, Bulgarian alcoholic and non-alcoholic beverages, beer and wine

GELATERIA

WORKING HOURS 10.00 – 16.30 | 01.06 - 20.09 |

Ice cream

HOT DOG PROMENADE

WORKING HOURS 10.30 – 17.00 | 01.06 - 20.09 |

Hot dog and non-alcoholic beverages

MINI PANCAKES PROMENADE

WORKING HOURS 10.30 – 17.00 | 01.06 - 15.09 |

Mini pancakes, non-alcoholic beverages, juices

POPCORN PROMENADE

WORKING HOURS 10.00 – 17.00 | 01.06 - 15.09 |

Popcorn

BAR ORANGE

WORKING HOURS 10.00 – 17.00 | 01.06 - 15.09 |

Different types of juice and cold tea

THE MUSHROOM BETWEEN ROYAL PARK AND ANDALUCIA

WORKING HOURS 10.30 – 17.00 | 01.06 - 15.09 |

Doughnuts, beer, non-alcoholic beverages, juices and coffee

WAFFLES SWIMMING POOL ANDALUCIA

WORKING HOURS 10.30 – 17.00 | 01.06 - 15.09 |

Waffles

BAR AMPHITHEATER

WORKING HOURS 15.00 – 21.00 | 01.06 - 15.09 |

Doughnuts, non-alcoholic beverages, juices, coffee, cappuccino and hot chocolate.

BURGERS WITH FRENCH FRIES POOL BAR ROYAL PARK

WORKING HOURS 10.30 – 17.00 | 01.06 - 20.09 |

Burgers, non-alcoholic beverages, juices, coffee, cappuccino and hot chocolate.

STUFFED/JACKET POTATOES SUMMER TERRACE CETNRAI POOL VILLAS

WORKING HOURS 11.00 – 16.00 | 01.06 - 15.09 |

Stuffed/jacket potatoes

FORNETTI AQUA PARK ATLANDTIDA

WORKING HOURS 11.00 – 16.00 | 01.06 - 15.09 |

Fornetti

POOL BAR ATLANTIDA

WORKING HOURS 10.00 – 17.00 | 01.06 - 15.09 |

Beer, non-alcoholic beverages, coffee and tea



ANIMATION, SPORT ACTIVITIES

ON THE TERRITORY OF THE COMPLEX

Elenite Holiday Village offers a team of professional animators. Daily programme includes different sports and entertaining activities – darts, beach volleyball, aerobics, water gymnastics, water polo, etc.

DAY OFF – Monday,

AQUAPARK ATLANTIDA

WORKING HOURS 09.00 – 18.00 | 01.06 - 15.09 |



KIDS CLUB ALADIN AND ANABEL

WORKING HOURS 10.00 – 12.00 и 15.00 – 17.00 | 15.05 - 15.09 |

Kindergarten club welcomes children between 4 and 12 years old.

DAY OFF: Aladin – Monday | Anabel - Tuesday



LOOK FOR THE PROGRAMME IN YOUR HOTEL



WORKING HOURS 09.00 – 21.00 | 01.06 - 15.09 |

MINI GOLF CLUB

WORKING HOURS 10.00 – 22.00 | 01.06 - 15.09 |

MINI FUN FAIR

WORKING HOURS 18.00 - 21.00 | DAY OFF Monday |

| 01.06 - 15.09 |

ADDITIONAL SERVICES, PART OF HB + PACKAGE ON THE TERRITORY OF ROYAL CASTLE

FITNESS CENTER

WORKING HOURS 09.00 – 19.00 | 15.05 - 15.09 |

SAFE

FREE

PARKING

Free for guests in Royal Castle & Royal Casa

ADDITIONAL SERVICES, OUTSIDE OF THE HB + PACKAGE

ON THE TERRITORY OF ROYAL CASTLE

SPA CENTER

WORKING HOURS 09.00 – 21.00

Beauty treatments, massages and many spa opportunities.

ADDITIONAL SERVICES, OUTSIDE OF THE HB + PACKAGE

A vacation on the sea without a party on the beach or a drink in the sunset at our exotic Beach bar is not a real vacation. We offer some additional ideas to make your stay even more pleasant.

A LA CARTE RESTAURANTS – EXTRA CHARGE

A LA CARTE RESTAURANTS

RESTAURANT SOZOPOL

WORKING HOURS 18.00 – 22.30 | 15.05 - 15.09 |

Bulgarian traditional cuisine, Bulgarian alcoholic and non-alcoholic beverages, beer and wine. Branded alcohol and wines.

MEDITERRANEAN RESTAURANT

WORKING HOURS 18.00 – 22.30 | 01.06 - 01.09 |

European and Mediterranean cuisine, Bulgarian alcoholic and non-alcoholic beverages, beer and wine. Branded alcohol and wines.

ITALIAN RESTAURANT PIZZA AND PASTA

LA PIZZERIA IL CERVO

WORKING HOURS 18.00 – 22.30 | 15.05 - 25.09 |

Pizza and pasta, Bulgarian alcoholic and non-alcoholic beverages, beer and wine. Branded alcohol and wines.

To use this service, a prior reservation is required at the Royal Castle reception.

IMPORTANT!

The seats in the A-la Carte restaurants are limited and are subject to availability.

A-la Carte reservations are only available with your meal card. If you forget or lose your card, you will not be able to visit the A-la Carte restaurants.



BEACH BAR

WORKING HOURS 09.00 – 24.00 | 01.06 - 15.09 |

A variety of cocktails at the beach.

BOWLING

WORKING HOURS 16.00 – 24.00 | 01.06 - 15.09 |

One game – BGN 10.00 per person.

WINDSURF

WORKING HOURS 09.00 – 18.00

Only for licensed users. A paid course of training and international certificate is offered.

BILLIARDS

WORKING HOURS 09.00 – 21.00

CHARGING STATION FOR ELECTROMOBILES

We are the first hotel chain in Bulgaria which offers this service at all its destinations.

OTHER

Telephone, taxi, rent-a-car, doctor.

