

# ALL INCLUSIVE

Summer 2018



VICTORIA PALACE  
SUNNY BEACH \*\*\*\*\*

## 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](mailto: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](http://www.victoriagroup.bg), or if you leave your e-mail.

## HOW TO BOOK

### A LA CARTE RESTAURANT

The A la carte restaurant becomes a part of your All-inclusive programme with minimum 4 nights stay. To use this service a preliminary booking is required. Reservations are made with the Guest Relations Officer in the hotel, minimum 24h in advance. Each guest has 1 visit included per stay, which can be reserved according to the occupancy of the restaurant.

#### IMPORTANT!

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.

## 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 AND POOL

### SUNBED AND PARASOL

They are a part of the All-inclusive board and can be used at the swimming pool of the hotel, subject to availability. Sunbeds and parasols on the beach are additionally paid, as the service is provided by an external operator. 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 HOLLYWOOD

BREAKFAST – 7.30 – 10.00 | LUNCH – 12.30 – 14.30 | DINNER – 18.00 – 21.00

**Breakfast** - Standard buffet; hot and cold dishes, non-alcoholic and hot beverages.

**Lunch** - Standard buffet; hot and cold dishes, desserts, non alcoholic, draft beer, low alcoholic and hot beverages.

**Dinner** - Standard buffet; hot and cold dishes, desserts, non alcoholic, draft beer, low alcoholic and hot beverages.



## A LA CARTE RESTAURANT

### LA GONDOLA

WORKING HOURS 18.00 – 22.00 two sittings

I-st sitting – 18.00 – 20.00

II-nd sitting – 20.00–22.00

Fixed 4 component A la carte menu - preliminary reservation with the Guest Relations minimum 24 hours in advance, and 1 visit included per stay, according to the occupancy of the restaurant.

Draft non-alcoholic and low alcoholic beverages.

## SNACKS AND DRINKS

### ON THE TERRITORY OF THE HOTEL

#### LOBBY BAR SAFARI

WORKING HOURS 10.00 – 24.00 | Last orders - 23:30 |

Bulgarian draft alcoholic, low alcoholic, non-alcoholic and hot beverages

#### POOL BAR PALMA

WORKING HOURS 10.00 – 18.00

Bulgarian draft alcoholic, low alcoholic, non-alcoholic and hot beverages

#### SNACK BAR

WORKING HOURS 10.00 – 17.00

A variety of snacks, ice cream, Bulgarian draft alcoholic, low alcoholic, non-alcoholic and hot beverages.

#### IRISH BAR

WORKING HOURS 16.00 – 24.00

Bulgarian draft alcoholic, low alcoholic, non-alcoholic and hot beverages.



## ADDITIONAL SERVICES OUTSIDE OF THE ALL INCLUSIVE BOARD

### ON THE TERRITORY OF THE HOTEL

#### MEZANINE BAR

WORKING HOURS 18.00 – 02.00

Branded alcoholic, low alcoholic, non-alcoholic and hot beverages. Cocktails.



#### SPA CENTRE

WORKING HOURS 09.00 – 21.00

SPA Procedures.

#### MINI MARKET

WORKING HOURS 08.00 – 24.00

A variety of packed snacks and beverages, cigarettes, alcohol, newspapers, magazines, postcards and souvenirs.

#### SAFE

Paid at reception – BGN 7.00 per day. The service is available only for the entire duration of the stay.

#### PARKING

Price – BGN 12 per day per car. Subject to availability.

#### CHARGING STATION FOR ELECTROMOBILES

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

#### OTHERS

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

