

ALL INCLUSIVE

Summer 2018



HACIENDA BEACH
SOZOPOL ****

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.

HOW TO BOOK

A LA CARTE RESTAURANT

A la carte restaurants become a part of your All-inclusive programme with minimum 5 nights stay. To use this service a preliminary booking is required. Reservations are made with the Guest Relations Officer in the hotel you are staying and according the occupancy of the restaurants. The number of visits included in you package depends of the length of your stay.

From 5 to 7 nights - 1 A-la Carte restaurant

From 8 to 15 nights - 2 A-la Carte restaurants

Above 15 nights - 3 A-la Carte restaurants

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.

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.

POOL

ON THE TERRITORY OF THE COMPLEX



SUNBED AND PARASOL

WORKING HOURS 09.00 – 17.00

They are a part of the All-inclusive board and can be used on the pool, 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.

RESTAURANT



MAIN RESTAURANT ATIA

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

Buffet, salads, soups, starters, main dishes, desserts, fruit, soft drinks, beer, wine, coffee / tea for breakfast.



SNACK AND DRINKS

ON THE TERRITORY OF THE COMPLEX

LOBBY BAR

WORKING HOURS 10.00 – 21.00
Coffee, tea and soft drinks.

POOL BAR

WORKING HOURS 10.00 – 23.00 | 01.06 - 15.09 |
Hot and soft drinks, beer, wine, cocktails and sandwiches.

ICE CREAM

WORKING HOURS 10.30 – 17.30 | 01.06 - 15.09 |

HOT DOG

WORKING HOURS 10.30 – 17.00 | 01.06 - 15.09 |

JUICE BAR

WORKING HOURS 10.30 – 17.00 | 01.06 - 15.09 |
Soft drinks and juices.

POPCORN

WORKING HOURS 10.00 – 17.00 | 01.06 - 15.09 |

FORNETTI

WORKING HOURS 10.30 – 17.00 | 01.06 - 15.09 |

BRUSCHETTA

WORKING HOURS 10.30 – 17.00 | 01.06 - 15.09 |

ANIMATION, SPORT AND ACTIVITIES

ON THE TERRITORY OF THE COMPLEX

Hacienda Beach offers a team of professional animators. The daily program includes various sports and leisure activities.
Day Off - Monday

KIDS CLUB

WORKING HOURS 10.00 – 12.00 and 15.00 – 17.00 | 01.06 - 01.09 |
Club Ariel accepts children from 4 to 12 years of age.
Day off - Monday

FITNESS CENTER - OUTDOOR

WORKING HOURS – FREE GREEN ZONE | 01.06- 15.09 |

SMALL DOORS FOOTBALL

WORKING HOURS – FREE GREEN ZONE | 01.06- 15.09 |

TABLE TENNIS

WORKING HOURS – FREE GREEN ZONE | 01.06- 15.09 |



ADDITIONAL SERVICES OUTSIDE OF THE ALL INCLUSIVE BOARD

ON THE TERRITORY OF THE COMPLEX

We offer several additional ideas to make your stay even more enjoyable.

BISTRO ITALIANO

WORKING HOURS 13.30 – 23.30 | 01.06 - 15.09 |
Pasta, salads, desserts, alcoholic and non-alcoholic beverages, beer and wine. The restaurants become a part of your All-inclusive programme with minimum 5 nights stay.



HAIRDRESSING SALON & PEDICURE/MANICURE STUDIO

Working hours 10.00 – 21.00 h

MASSAGES

Working hours 10.00 – 21.00 h

SAFE AT RECEPTION

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

PARKING

To make our complex paradise, we have organized parking spaces at the entrance of the resort. In the complex conventional cars are not used. Parking price – BGN 12 per day per car.

OTHER

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

