

FACT SHEET SEASON 2019

General Facilities & Services



Melia Grand Hermitage is located in Golden Sands resort, near the city of Varna, directly at the Black Sea coast. The Hotel offers 5 star facilities, amenities and services. It is surrounded by lush green terraces leading down to the promenade and the beach.

Total Number of Rooms: 727
Number of Restaurants: 3
Number of Bars & Bistros: 6
Number of Elevators: 8
24 hr room service
Luggage room
Business Services
Currency Exchange
Doctor on call / duty
Dentist
Executive/VIP services
Car and Bike Rental Desk
Taxi lot
Hair Dresser
Laundry and dry-cleaning
Mail services
Multilingual staff
Poolside services
Porter/Bellboy
In - Room safe (free of charge)
Shoe shine service / machines
Wake up calls
100% of the rooms are non-smoking
No pets allowed

Rooms & Suites: 727

Total No. of rooms (without suites): 697

Park View Deluxe Rooms 332

approx. 43 sqm, located on each floor
Twin - 138 rooms
King - 189 rooms
5 rooms for physically impaired guests

Sea view Deluxe Rooms* 232

approx. 43 sqm, located on each floor
Twin - 61 rooms
King - 171 rooms

*** The Deluxe room sea view is not with guaranteed direct sea view. The view could be side sea view and it is upon availability of the hotel.**

THE LEVEL Rooms Park view 26

approx. 43 sqm, on floors: 4 – 8
Twin – 10 rooms
King – 16 rooms

THE LEVEL Rooms Sea view 107

approx. 43 sqm, on floors: 4 – 8
Direct view over the Pool and Sea
Twin – 28 rooms
King – 79 rooms

Total No. of Suites 30

THE LEVEL Junior Suites 15

64 – 68 sqm, on floors 0 – 7
cozy sofa & armchairs
side view to the sea and the pool

THE LEVEL Deluxe Suites 13

63 – 89 sqm
Located on floors 6, 7, 9
in the four ends of the hotel
dining area with kitchen facilities, luxury bathroom with Jacuzzi (single or double, upon availability)

THE LEVEL Hermitage Suite 1

225 sqm, on 5th floor
Direct sea view
Large Balcony
2 bedrooms (1 twin, 1 king)
Large living room with large plasma screen
dining table for 6 persons
Kitchen

THE LEVEL Romance Suite 1

100 sqm on 9th floor
Direct sea view
Large Balcony
Round bed
Round Jacuzzi

Restaurants & Bars

Restaurant Hermitage

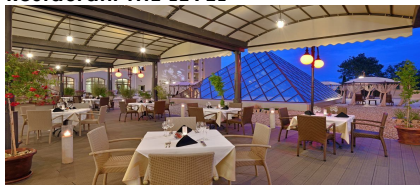


Number of seats: min 550 (indoors) & 115 (outdoors).
Restaurant type: Buffet-style restaurant Cuisine type: International
Breakfast / Lunch / Dinner

- Salad buffet
- Diet corner
- Bread station
- Show cooking station
- Pastry buffet
- Kids food corner
- Cold and hot meals
- Pasta corner

*Theme dinner buffets – Asian, Bulgarian and European.

Restaurant THE LEVEL



Number of seats: 120 (indoors) & 100 (outdoors)
Restaurant type: Buffet-style restaurant
Cuisine type: International Breakfast, buffet lunch and dinner

Café Roma



Number of seats: 118
Restaurant type: Lobby Bistro & Bar

Sunshine Café



Number of seats: 180
Restaurant type: Pool Bar

Ice Cream stand



General Room Amenities



- Balcony with table and chairs
- Air Condition and heating
- Fresh air windows
- Electronic Key Card System
- Full size mirror
- Table and armchairs
- SAT TV with remote control
- Minibar
- Safe
- Mahogany veneered wood furniture and burgundy striped or polka-dotted fabrics, blackout curtains, ottomans
- Door chimes, safety lock and do not disturb buttons
- Dimmed lights

Bathroom:

- Bidet
- Hairdryer
- Separate shower booth with Central Rain Shower and bathtub on side.
- Shaving/Beauty two-sided magnifying mirror
- Telephone
- Emergency button
- Most rooms with double basin
- 2 cosmetic etageres
- TV volume control

Business features:

- Working Desk
- Wi-Fi internet connection (free of charge)
- 3 Direct dial telephones with speaker system and self-programmable wakeup call system.

YHI SPA Center

- 1315 square meters span
- Guarded Indoor Pool - 22 x 12 m size, 1.20-1.80 m depth
- Guarded Outdoor Pool - 32 x 18 m size, 0.60-1.80 m depth
- ***Toddlers without bathroom training and/ or in diapers are not allowed in the pool for health safety reasons.**
- Turkish Bath (subject to additional payment)
- Towel service
- Sauna with outdoor gardens (subject to additional payment)
- Gym (free of charge)
- Beauty & Health Club with 18 treatment rooms
- Beauty Parlor (on level L, promenade access)
- Dentist
- Doctor

The Stage Bar



Restaurant type: Pool Bar. Open in high season.

Number of seats: 300

Italian Panini

Restaurant type: Snack

German pub The Bierstube



Number of seats: 72 (indoors)

Restaurant type: Traditional German snacks, Pretzels, sausages Drinks and German beer.

Italian restaurant Al Dente



Number of seats: 120 (indoors) & 80 (outdoors)

Restaurant type: Pizza & snack

Italian buffet dinner (with prior reservation at Reception)

Late breakfast only for All Inclusive guests

Outdoor terrace service available during the summer period

Paellador Levante



Number of seats: 100 (indoors) x 68 (outdoors)

Restaurant Type: Variety of Paella and Tapas

Outdoor terrace service available during the summer period.

THE LEVEL Lounge



Number of seats: 50

Restaurant Type: Exclusive lounge for The Level clients

VIP SPA Suite (additional charge apply)



SPA Treatments:

- YHI Global Treatments
- Various Massages (parts of the body, full body, Shiatsu, Thai, Aroma Therapy, ...)
- Combination treatments
- Special Body Treatments:
- Traditional Turkish Massage
- Body Peelings
- Algae Therapy
- Hot Stone Massage
- Thracian Wine Ceremony
- Wedding Preparation Package for two
- Facial care

THE LEVEL Garden and pool area



MINI KIDS SPA



Kids & Co by Melia



Special concept for children, age 4-12:

- See daily kid's activity schedule
- Kids&Co by Melia Mini Reception
- Kids&Co by Melia Mini YHI SPA
- Kids Pool
- Mini Disco every evening
- Exclusive Kids Club
- Kids Jogging*
- Crazy Chair*
- Table Tennis*
- Kids Aerobics*
- Water Games (only in summer) *
- Playground Games*
- Hide and Seek*

*Changes may apply according to the kids' animation program.

Meetings & Banqueting

POWER MEETINGS CONVENTIONS & EVENTS

Water Slides and Rope Par



From June to September
Available to all hotel guests

Facilities for physically impaired guests

5 rooms for physically impaired guests, conveniently located on the Lobby level(1), featuring:

- Rails in bathroom
- Raised toilet grab bar
- Safety bar in shower
- Walk-in shower

Wheelchair Accessible Elevators

Internet

Free Wireless Data Connection in Public Areas and Conference Area (WiFi)

Free Internet Access in all guestrooms (Wi-Fi)

Shops

Hairdresser

Bulgarian Gold

Spa Boutique (with YHI oils and YHI fragrances and eco-minded body products)

Safety & Security

Hotel meets fire safety code

24 Hour security

Uniformed security

Alarms have strobe lights

Audible alarms in public areas, hallways and bedrooms

Video surveillance entrance, hallways and public areas

Smoke detectors in hallways, public areas and bedrooms

Fire extinguishers in hallways

Fire detectors in public areas, hallways and bedrooms

Sprinkler system in all areas

Emergency lighting and evacuation drill

First aid available

Multiple exits on each floor

Parking attendants

Well lit exit signs and walkways

information, emergency exit maps, sprinkle

Distance to Important locations:

Primary Airport: Varna Airport, 25 km; Airport Code: VAR

Main Railway Station: Varna Train Station, 17 km

Fairground: Sport Palace Varna, 17 km

Festival Complex, 17 km

Points of Interest*

Golden Sands Nature Park 0.5 km

Historic downtown of Varna 17 km

Varna Dolphinarium 15 km

Aladzha Monastery 3 km

Balchik Palace and Botanical Garden 13 km

The Stone Forest 45 km

Cape Kaliakra 60 km

The Roman Thermal Baths 17 km

The Archaeological Museum 17 km

National Maritime Museum 17 km

*Bookable at Tour Operators' Desks (Level L)

meeting and conference
rooms:

- **Hermitage Grand Ballroom:** 372 sqm, 3.5 m height, 420 pax theatre style, 150 pax banqueting

- **Meeting Hall: Lisimah** (connected to the Ballroom): 116 sqm, 3.5 m height; 80 pax theatre style, 33 pax classroom

- **Meeting Hall: Satok:** 156 sq.m., 3.5 m. height; 150 pax theater style, 72 pax classroom

- **3 Boardrooms: Boardroom Cotis, Odris, Spartak:** Each 37 sqm, 5 m height; 16 pax boardroom style

- **Boardroom Orpheus:** 76 sqm, 5 m height; 50 pax theatre style, 40 pax classroom

- **Hall Rezos** - width (4.10sqm) length (10sqm)

Conference Services:

Equipment Rental*

Audio-Visual-Equipment

Flipchart

Free Internet Connectivity via Wi-Fi

Portable and wireless Microphones

Monitor

Pin board

White board

Screen

Sound Equipment

Technicians available

Video conference

Video recorder

***Some of the items are subject to prior notice and charges may apply.**

Parking*

Underground Garage Parking

Outdoor VIP Parking area

RV or Truck Parking

Valet Parking

Parking Area Patrolled

Well Lit Parking Area

24/7 CCTV

***Charges apply**

Activities In-house and nearby

In-house:

- Pool
- Billiard
- Outdoor Volleyball playground
- Chess
- Darts
- Backgammon
- Table Tennis
- Gym
- Daily children activities
- Shopping

Nearby:

- Water sports
- Jet skiing
- Horseback riding
- Sailings / Boating
- Scuba Diving
- Surfing
- Tennis Court
- Bowling
- Water skiing
- Fishing
- Mini Golf
- Museum/Gallery viewing
- Natures preserves/trails
- Night Clubs
- Theatre
- Casinos

Melia Grand Hermitage

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***The Hotel reserves the right to implement changes in certain aspects of the services, provided without prior notice.
Guests are entitled to detailed description of the respective service on demand upon check-in.**