



HOTEL:	VOYA Beach Resort
Address:	12 Pirin str., Sveti Vlas, Bulgaria
Postal Code	8256
Telephone:	+359 554 810 80

DATE OF FACT-SHEET FILLING IN	10.10.2022
NAME, POSITION AND EMAIL OF THE PERSON FILLING THE FORM	Gyuni Osman, Sales Manager, reservations@voyaresort.com
CATEGORY OF THE HOTEL (STARS)	5*****
BOARD (BB,HB,FB,AL,UA etc)	UAI
FOUNDATION DATE OF THE HOTEL	2022
LAST RENOVATION DATE AND RENOVATED FACILITIES	
PHONE NUMBER	00359879103101
WEB ADDRESS	www.voyaresort.com
POST ADDRESS	8256
DISTANCE (km) TO THE AIRPORT	32.1km Burgas Airport
NEAREST TOWN TO HOTEL/DISTANCE (km)	Nessebar 7 km

CONTACT INFORMATION	NAME & SURNAME
GENERAL MANAGER	Teodor Minev
SALES MANAGER	Gyuni Osman
FRONT OFFICE MANAGER	Anna Kostadinova
RESERVATIONS MANAGER	Gyuni Osman

SERVICE HOURS	24/7
LANGUAGES SPOKEN	Bulgarian, English, Russian, German, French, Ukraininan, Turkish
CHECK-IN TIME	2 PM
CHECK-OUT TIME	12 PM
PAYMENT TYPE	Euro/Master Card; Visa Card;
PETS ALLOWED	No
GROUPS ALLOWED	Yes
HEN/STAG PARTIES	Yes
SMOKING ALLOWED	In signed areas

BUILDINGS	
MAIN BUILDINGS	1
NUMBER OF BUILDINGS	1
FLOOR NUMBERS	6
ELEVATORS	10
ROOM NUMBERS	350
ARCHITECTURAL STYLE	Modern
VOLTAGE	230 V

LOCATION & DISTANCES	
Sunny Beach	6 km

Nessebar	10 km
Pomorie	25 km
Burgas	41 km
Airport Burgas	32 km
Airport Varna	100 km
Public Bus Stop	500 m
Taxi Stand	In front of the hotel
MEDICAL LOCATIONS	
Life Hospital Sveti Vlas	1.4 km
Sunny Beach Polyclinic	4 km
OTHER LOCATIONS	
Disco/Nightlife	Sunny Beach- 4 km
Shopping Center	Royal Beach Mall - 4.5 km
Tourist Center	Info Point Sunny Beach - 3 km
Supermarket	Mercury Grand market - 1 km

BASIC FACTS		
GENERAL FACILITIES		
SERVICES	Availability- YES/NO	Notes
Lobby area	Yes	24/7
Air-conditioning	Yes	VRF A/C
Mini market	Yes	For a fee
Coiffeur	Yes	For a fee
Shower room	Yes	Free of charge
Car Rental	Yes	For a fee
Parking	Yes	For a fee
GUEST AMENITIES		
SERVICES	Availability- YES/NO	Notes
Internet	Yes	Free in all areas
Luggage room/service	Yes	
Currency exchange	Yes	
Ironing service	Yes	For a fee
Wake-up calls	Yes	Free of charge
Medical service	Yes	
Housekeeping service	Yes	Free of charge
Secure Entry System	Yes	
ROOM FACTS & AMENITIES		
SERVICES	Available	Notes
Fire alarm	Yes in all room types	
Floor type	Carpet in all room types	
Air-conditioning	Yes in all room types	
Bottle of water	Yes in all room types	free of charge
Heating	N/A	
TV	Flat screen TV	free of charge
Internet	Yes in all room types	free of charge
Safety deposit box	Yes in all room types	free of charge
Phone	Yes in all room types	
Mini fridge	Yes in all room types	free of charge

Kettle Tea-Coffee	Yes in all room types	free of charge
Capsule Coffee machine	Yes in all room types	free of charge
Mosquito Net	Yes in all room types	
Hairdryer	Yes in all room types	free of charge
Bath towels	Yes in all room types	free of charge
Bathrobe	Yes in all room types	free of charge
Iron/Ironing board	Provided as an extra service	

SERVICE	Double Room garden view	Double room Big Shaded Terrace Sea View	Family Room Sea View
Room code	DR	DRTS	FRS
Balcony/Terrace	Yes	Yes - 14 m2	Yes
Furnished balcony	Yes	Yes	Yes
Shower	Yes	Yes	Yes
Bathroom	Yes	Yes	Yes
Double Bed	Yes	Yes	Yes
Additional bed	Extra bed (90x190cm)	Extra bed (90x190cm)	2 x Extra bed (90x190cm)
Baby cot	Yes, upon request	Yes, upon request	Yes, upon request
Room size	30-35 sqm.	30-35 sqm.	40 sqm.
Floor type	Carpet	Carpet	Carpet
Fire alarm	Yes	Yes	Yes
Air-conditioning	Yes	Yes	Yes
Bottle of water	Yes	Yes	Yes
TV	Yes	Yes	Yes
Internet	Yes	Yes	Yes
Safety deposit box	Yes	Yes	Yes
Phone	Yes	Yes	Yes
Mini fridge	Yes	Yes	Yes
Kettle Tea-Coffee	Yes	Yes	Yes
Capsule Coffee machine	Yes	Yes	Yes
Mosquito Net	Yes	Yes	Yes
Hairdryer	Yes	Yes	Yes
Bath towels	Yes	Yes	Yes
Bathrobe	Yes	Yes	Yes
Cosmetic mirror in bathroom	Yes	Yes	Yes
Iron/Ironing board	N/A	N/A	N/A
Shampoo & shower gel dispensers	Yes	Yes	Yes
Towel Re-use program	Yes	Yes	Yes
Sheet Re-use program	Yes	Yes	Yes
Durable service items	Yes	Yes	Yes

Ultra All Inclusive Concept			
Mealplan		Notes	Service Hours
Brekfast	Yes /Chef's Market	Continental	07:30 - 10:00
Lunch	Yes /Chef's Market	Buffet	12:00-14:30
Dinner	Yes /Chef's Market/	Buffet/Show cooking	18:30 -21:30
Snack Restaurant	Yes /Catch/	Buffet	10:00 - 18:00
Lobby Bar	Yes		24/7

Pool Bars	Yes / Bar "The Bar", SPOT Bar/		10:00 - 23:00
Children Menu	Yes	In all facilities	
Late breakfast	Yes /Catch/		10:00 -12:00
Cake & Pastries	Yes /Sotto/		10:00-18:00
Midnight Snacks	Yes		21:30 - 07:30
Coffee & Tea break	Yes /Catch/		15:30 - 18:00
Mineral Water	Yes		24/7
Softdrinks	Yes	In all bars	24/7
Wine	Yes	In all bars	24/7
Beer	Yes	In all bars	24/7
Cocktails	Yes	In all bars	24/7
Local Spirits	Yes	In all bars	24/7
Imported Spirits	Yes	In all bars	24/7
Welcome Drink	Yes		
A la carte Restaurant	Yes /Blanca, Noble, Le-petite/	A-la-carte	18:30 - 21:30
Special food options /Vegeterian, Halal, Kosher, Gluten free/	Yes		24/7
Baby food	Yes /Chef's Market, Catch, Night Snack/		24/7

LEISURE FACILITIES			
Family facilities		Activities	
Child pool	Yes	Adult animation	Yes
Child animation	Yes	Evening social	Yes
Child playroom	Yes	Aqua Gym	Yes
Kids playground	Yes	Fitness	Yes
Babysitting	Yes	Aerobic	Yes
Baby high chairs	Yes	Yoga	Yes
Buggy storage	Yes	Water polo	Yes

BATHING FACILITIES		
SERVICE	Outdoor pool	Indoor pool
Number	3	2
Size	40/20 m	11/6 m
Depth	1.40 m	1.45 m
Poolwater	Fresh Water	Fresh Water
Service Hours	09:00-18:00	09:00 - 19:00
Heated	Yes - Children's pool & baby pool	Yes
Heated during	May & September	May & September
Sunshades	Yes	N/A
Sunbeds	Yes	Yes
Towels at pool	Yes	Yes
Water park	Yes	N/A

WELLNESS & HEALTH		
SERVICE	Available	Charge type
Sauna /Herbal/	Yes	Free of charge
Sauna /Finnish/	Yes	Free of charge
Wellness shower	Yes	Free of charge
Hammam bath	Yes	For a fee

Massages	Yes	For a fee
Asian massages	Yes	For a fee
Beauty saloon and treatments	Yes	For a fee
Manicure & Pedicure	Yes	For a fee
Face care	Yes	For a fee

BUSINESS & CONGRESS

DESCRIPTION	Available
Conference Room	Yes
Business Center	Yes
Nº of seatings	200
Conference Room	Yes
Technical equipment	Internet access, Printer, Scanner, Video beamer
Catering service	Yes

DISABILITY FRIENDLY

Ramp/Level access	Yes
Door type	Sliding
Door width	2.30 m
Wheelchair suitable	Yes
Lift width	90 cm
Lift depth	1.40 m

ENVIRONMENTAL COMMITMENT

Paper straws	Yes
Chargin point for electric vehicles	Yes
Double gazing on windows	Yes
Free of plastics	Yes
Hotel recycle bins	Yes
LED Lighting	Yes
Organic materials	Yes
Water conservation	Yes
Durable service items	Yes