

General terms and conditions

1. Conditions for making a reservation

You can make a reservation at Inter Holiday Apartments in one of the following ways:

- Though our official website www.inter-holiday-apartments.com, by using the integrated booking module;
 - by e-mail: inter-holiday@abv.bg
 - by phone: + 359 876 77 11 84
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- After we receive and process your reservation request, we will contact you to confirm the possibility of accommodation.
 - The reservation request must contain the following information: first name and surname of the guest, nationality, exact dates of arrival and departure, telephone number, credit card number and email address for feedback, type of apartment, number of guests.
 - In case a reservation is booked and paid through the official website by using the booking module, you will receive a confirmation e-mail at the e-mail address specified by you, describing the type and number of booked apartments, the dates of check-in and check-out and the amount paid. Please, after receiving the confirmation, carefully read the information about your reservation and contact us in case a correction is needed.
 - In the confirmation e-mail, at the discretion of Inter Holiday Apartments, an amount serving as a required guarantee deposit may be requested for payment in advance before check-in. No later than 7 (seven) days after we send our e-mail, the customer must pay the required deposit. The rest of your full reservation price can be paid on the spot.
 - After we receive the amount of the guarantee deposit, we will send an invoice for the received payment to the e-mail specified by you, and your reservation will be considered valid and finally CONFIRMED.
 - If payment is not performed within the 7-day period described above, Inter Holiday Apartments reserves the right to cancel the reservation.
 - When a customer makes a reservation at Inter Holiday Apartments, it shall be accepted that the customer has read these General terms and conditions and agrees with them.
 - Reservations accepted by phone, e-mail or through our website are considered an initiated contractual relationship.
 - The payment made is considered as full acceptance of these General terms and conditions for residing in our apartments.

2. Conditions for cancelling a reservation

If you wish to cancel a reservation that you have made, you can do so in one of the following ways:

- by e-mail: inter-holiday@abv.bg
 - by phone: + 359 876 77 11 84
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- If the customer decides to cancel a confirmed reservation 7 (seven) or more days before the check-in date, he/she will not owe a penalty and the amount paid as a guarantee deposit will be refunded within 7 working days after the cancellation to the bank account specified by the customer. All bank transfer costs will be deducted from the repaid amount.
 - In case of cancellation made less than 7 (seven) days before the check-in date or in case of non-arrival on the check-in date, the customer owes a penalty amounting to the sum pre-paid as guarantee deposit, and the reservation will be considered canceled.

- If the customer wishes to change his/her reservation after receiving confirmation from us, the customer can do so in writing to e-mail: inter-holiday@abv.bg. We will do our best to help you.

3. Conditions for check-in

Hours for check-in and check-out of the apartments:

- Check-in: after 15:00
 - Check-out: until 12:00
 - Late check-out and early check-in are only allowed upon prior request and if there is such possibility.
- Check-in is performed by presenting personal documents proving the identity of the guests.
 - The data provided by you are protected according to the Personal Data Protection Act and the normative acts regulating the protection of personal data and are processed only for the implementation of the requirements established by the Tourism Act. The personal data you provide on our website – e-mail address, telephone number, name and address, are necessary for the processing of your reservations.
 - Pets are not allowed at Inter Holiday Apartments.
 - Smoking is prohibited in all interior sections of Inter Holiday Apartments.

4. Accommodation prices

- Prices for accommodation at Inter Holiday Apartments are listed on the official website www.inter-holiday-apartments.com
- All prices announced on the website and described in the e-mail messages are in BGN (Bulgarian leva) with 9% VAT and tourist tax included.

Performed reservations can be paid in one of the following ways:

- through the official website by using the booking module
- in cash, on the spot, at check-in.
- by debit or credit card, on the spot, at check-in.
- by bank transfer, to the following bank account in BGN:

United Bulgarian Bank

Bulgaria, Sofia, 89B Vitosha Blvd.

Millennium Center

BG09UBBS80021019759350

BIG: UBBSBGSF

Interplan17 ltd.

5. Rights and obligations of the parties.

- Inter Holiday Apartments is obliged to provide its guests with the services requested and paid for in full.
- Inter Holiday Apartments is obliged not to change the price of the paid services for confirmed and paid reservations.
- Inter Holiday Apartments provides its guests with free daily cleaning of the apartments from 10:00 to 14:00, as well as in the period from 16:30 to 17:00. If a guest does not want to use the service or prefers not to take advantage of it every day, the guest can state this in advance at the reception desk, during check-in.

- The guests of Inter Holiday Apartments are obliged to observe the generally accepted norms of good behavior during their stay and to preserve and maintain public order.
- The guests of Inter Holiday Apartments are responsible for all damages and expenses caused as a result of damaged and/or missing property on the furniture or equipment in the premises used by the guests and inflicted during their stay. All costs for the material damages in the apartments and the common areas of the building are paid by the persons who caused them at market prices, after being provided with the respective invoice.