

ALL INCLUSIVE

Summer 2018



CHAIKA BEACH

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

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.

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 30.00 BGN for a new one. Hotel passport are required from all guests in order to access the main restaurant, during the main meals (breakfast, lunch and dinner).

BEACH AND POOLS



SUNBED AND PARASOL

They are a part of the All Inclusive board and can be used at the two swimming pools 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.

RESTAURANT



MAIN RESTAURANT CHAIKA

BREAKFAST - 7.00 - 10.00 | LUNCH - 12.00 - 14.00 | DINNER - 18.00 - 21.00

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

Lunch and Dinner - Standard buffet; hot and cold dishes, fruits, desserts, ice cream, non alcoholic and low alcoholic beverages.

Thematic Dinner once per week

A-LA CARTE MEDITERRANEAN RESTAURANT METROPOL

WORKING HOURS: 18.30 - 21.30 | 01.06 - 01.09 |

European and Mediterranean cuisine.

Fixed 4 component A-la carte menu with a beverage package (soft drink, juice and water unlimited, 300ml beer or 150ml wine, 50ml spirit).

The A-la carte package is available and outside the All Inclusive with an extra charge - 29.00 BGN per adult, 14.00 BGN per child

HOW TO BOOK A LA CARTE RESTAURANT

A-la carte restaurant become a part of your All Inclusive board 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 you are staying and according the occupancy of the restaurants. The number of visits included in your package depends of the length of your stay.

From 4 to 7 nights - 1 A-la carte visit

From 8 to 15 nights - 2 A-la carte visits

Above 15 nights - 3 A-la carte visits

IMPORTANT!

A-la carte reservation are only available with your hotel passport. If you forget or lose your passport, you will not be able to visit the restaurant.



SNACKS AND DRINKS

LOBBY BAR METROPOL

WORKING HOURS | 10.00 – 23.00 |

Bulgarian alcoholic and non-alcoholic beverages, draft beer and hot beverages. Last orders – before 22.45ч.

BAR MYSTIQUE

WORKING HOURS | 10.00 – 23.00 |

Bulgarian alcoholic and non-alcoholic beverages, draft beer and hot beverages. Last orders – before 22.45ч.

POOL BAR ARCADIA

WORKING HOURS | 10.00 – 18.00 |

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

IRISH BAR

WORKING HOURS | 08.00 – 23.00 |

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

SNACK BAR METROPOL

WORKING HOURS | 10.00 – 17.00 |

Variety of snacks. Bulgarian alcoholic and non-alcoholic beverages, draft beer and hot beverages.

ANIMATION, SPORT ACTIVITIES



Chaika Resort offers a team of professional animators. Daily animation program for children and adults is 6 days a week, and includes sports games and entertainment. Evening animation is 4 days a week and includes how programs, musical performances.

KIDS CORNER NEXT TO THE IRISH BAR

ADDITIONAL SERVICES OUTSIDE OF THE ALL INCLUSIVE BOARD

ON THE TERRITORY OF THE COMPLEX



IRISH BAR

WORKING HOURS | 08.00 – 23.00 |

Contemporary bar, located in the hotel, with an access to the Sunny Beach promenade.

INTERNET

Standard Free Internet is available at hotel reception & lobby | SPEED - 64 kbps

High-speed Internet in hotel rooms is available against additional charge | SPEED - 5 Mbps | PRICE - 7.20 BGN per device, per day

MINI BAR

Upon request. Prices are as per the Mini Bar Menu.

ROOM SERVICE

Upon request. Prices are as per the Room Service Menu.

BEACH TOWEL

Against deposit at hotel reception – 20.00 BGN

WATER ATTRACTIONS ON THE BEACH

A variety of exciting adventures - 10m away from the hotel.

SPA CENTRE

WORKING HOURS | 09.00 – 21.00 |

Spa Treatments

MINI MARKET

WORKING HOURS | 08.30 – 20.00 |

Drinks, souvenirs and beach accessories

SAFE

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

PARKING

Price – 12.00 BGN per day, per car. Subject to availability

PETS

Dogs up to 10 kg are allowed. Price 10.00 BGN per day, per pet.

OTHER

Telephone, taxi, rent-a-car, doctor

