

# ALL INCLUSIVE

## Summer 2018



VICTORIA PALACE  
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](mailto: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](http://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 30lv for a new one.

Meal cards are required from all guests in order to access the main restaurant, during the main meals ( breakfast, lunch and dinner).

## BEACH AND POOL

### SUNBED AND PARASOL

They are a part of the All-inclusive board and can be used at the swimming pool 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



## RESTAURANTS

### MAIN RESTAURANT HOLLYWOOD

BREAKFAST – 7.00 – 10.00 | LUNCH – 12.00 – 14.30 | DINNER – 18.00 – 21.00

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

**Late Breakfast** – Served at the buffet – cold dishes and mezze.

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

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

One thematic dinner per week /Bulgarian national cuisine.

### MEDITERRANEAN A LA CARTE RESTAURANT

#### LA GONDOLA

WORKING HOURS 18.00 – 22.00 two sittings

I-st sitting – 18.00 – 19.45

II-nd sitting – 20.00–22.00

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

included per stay, according to the occupancy of the restaurant.

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

### HOW TO BOOK A LA CARTE RESTAURANT

The A la carte restaurant becomes a part of your All-inclusive programme 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, minimum 24h in advance. Each guest has 1 visit included per stay, which can be reserved according to the occupancy of the restaurant.

### IMPORTANT!

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.



## SNACKS AND DRINKS

ON THE TERRITORY OF THE HOTEL

### LOBBY BAR SAFARI

WORKING HOURS 10.00 – 21.00

Bulgarian draft alcoholic, low alcoholic, non-alcoholic and hot beverages



### POOL BAR PALMA

WORKING HOURS 10.00 – 20.00

Bulgarian draft alcoholic, low alcoholic, non-alcoholic and hot beverages

### SNACK BAR VICTORIA

WORKING HOURS 10.00 – 18.00

Buffet - snacks, hot dogs, pizzas, salads, donuts, waffles, pastries and ice cream. Non-alcoholic, low alcoholic beverages and coffee.

## ANIMATION, SPORT ACTIVITIES

Victoria Palace offers a team of professional animators. Daily programme includes different sports and entertaining activities –beach volleyball, aerobics, water exercises, water polo, etc. The evening programme offers show programs, musical performances.



## ADDITIONAL SERVICES

## OUTSIDE OF THE ALL INCLUSIVE BOARD

ON THE TERRITORY OF THE HOTEL

### IRISH BAR

WORKING HOURS 16.00 – 24.00

Branded alcoholic, low alcoholic, non-alcoholic and hot beverages. Cocktails.

### MEZANINE BAR

WORKING HOURS 12.00 – 21.00

Branded alcoholic, low alcoholic, non-alcoholic and hot beverages. Cocktails.



### SPA CENTRE

WORKING HOURS 09.00 – 21.00

SPA procedures, sauna, jacuzzi, massage, Turkish bath, aromatherapy, hairdresser, manicure

### BEACH TOWEL

Against deposit at hotel reception – 20 BGN

### MINI MARKET

WORKING HOURS | 08.30 – 20.00 |

Drinks, souvenirs and beach accessories

### SAFE

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

### PARKING

Price – 12lv per day for each car. Subject to availability.

### CHARGING STATION FOR ELECTROMOBILES

We are the first hotel chain in Bulgaria which offers this service at all its destinations.

### OTHERS

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

