

Arrival and Departure

- (1) The rental property is let to the Tenant from (arrival date) to (departure date).
- (2) The arrival time on the arrival day is after 3 pm (this can be negotiated and if necessary bags can be left at the apartment before it is ready for occupancy).
- (3) The departure time on the departure day is before 12 noon (this can be negotiated and if necessary bags can be left at the apartment for a while afterwards).
- (4) At the end of the rental period the Tenant is to vacate the property and return the keys to the Owner or the Agent.
- (5) At the end of the rental period the Tenant should leave the property in similar condition to that in which it was found. It will be cleaned before check in and after check out but the after cleaning does not include dishes, rubbish clearing (there are large communal bins just outside the building). Any additional cleaning costs or damages incurred by the Owner may be passed on to the Tenant on their sole discretion.

Payment

1- General - All prices shown are in £ sterling. Unless otherwise agreed. You must be 25 years of age or older;

Identification - We require your home address and an ID number – For a European this will be your ID card number. For someone resident in the UK, your passport number is required.

2- Booking

INITIAL DEPOSIT - Required to secure your booking and cover your Security Deposit - £150. You can pay this by bank transfer or **Paypal***.

BALANCE - to be paid in full not later than 1 month before arrival, by bank transfer or **Paypal***.

SECURITY DEPOSIT

When we give you the keys, we retain a Security Deposit of £150, we will return it to you after your stay. Please do not make your deposit until you have an email from us confirming that the apartment has been reserved for you.

3- Payment Methods

UK BANK (£ Sterling) CLIENTS – If you have a UK bank account you will find it less expensive to transfer your deposit to our UK bank account, alternatively we can accept Paypal. After your stay we will return your deposit the same way from the UK account or Paypal.

4- Conduct

It is not permitted to assign or sub-let the whole or part of the property.

No part of the property shall be used for any purposes other than as residential accommodation. Illegal or commercial activity is strictly forbidden.

No more than the agreed numbers of persons are to be accommodated at the property. For any extra person(s), there will be an additional fee. This clause is not applicable for children under 2 year's old;

Parties are not allowed in the apartment;

The client shall comply with the By-Laws applicable in respect of the premises and its environment.

5- Damages

The following points are pretty obvious - but need to be stated nonetheless.

The client should Not mark, paint, drive nails or screws or the like into, or otherwise damage or deface, any structure that forms part of the common property without the approval in writing of the owners corporation. In the case of default, we may arrange repairs and a fee may be charged;

The inventory of the premises will be given to the client when he enters the apartment; The guest should notify us anything missing within 48h00 of arrival with his observations. You should notify us as soon as practicable of any damage to the premises.

If the guest has an accident, she/he should make it good if possible – i.e. by buying a replacement of equal value –or by paying us the cost of repair or replacement (fair wear and tear excepted).

bulgarianholiday.net is not liable under any circumstances for loss, theft or damage to the occupants or clients and/or their property and belongings;

The guest should not keep any animal or birds in the premises without the previous authorization.

Inflammable, explosive, corrosive or radioactive material are strictly forbidden;

It is forbidden to use any appliance, which may cause an unreasonable increase in consumption of electricity, water or gas, without the previous authorization.

The client should maintain and leave the premises in a clean and tidy condition, and should care for all items included in the letting;

The guest may not to remove any furniture or effects from the premises.

The guest should allow us to enter, view the state of repair and to carry out repairs, even when the tenant is not there.

We reserve the right to deny occupancy, evict, and refuse refund at any time to anyone who appears to be detrimental to the property.

6- Arrivals

Unless otherwise stated, a representative will meet you at the apartment and give you the keys;

The normal Check in time is from 4 pm (17h00) until 9 pm (21h00) on the day of arrival. In the event of late arrival or arrival in a non-working day, we reserve the right to charge a supplementary fee depending on the time, please note late check in have to be arranged prior arrival,

- €20 after 9.30pm (21:30) or on Sunday

You are welcome to request any suitable times subject to availability without any additional cost.

At least 4 days before your arrival, we need to know approximately your arrival time to Bulgaria;

Please send a text message to our mobile as soon as you know of a change in times. (We will provide this number beforehand)

7- Departures

The check out will be no later than 12 am the day of the departure, without prior agreement. The guests should take out all garbage and wash and put away all dishes and empty refrigerator the day of departure. If the apartment is left in an unsatisfactory way, we reserve the right to add a cleaning surcharge.

The guest agrees to return all keys and operating devices when the agreement terminates and give vacant possession of the premises to us at check out time.

The apartment will be checked out after your departure, and your deposit refunded

by bank transfer.

Late departure will be charged at 1/3 rd of a day rate, especially if we have to compensate the next guest, if the apartment is not ready in time for their arrival. You are welcome to request any suitable times subject to availability without any additional cost. We do not repay your security deposit until we have had time to check out the apartment.

8- Change date of reservation

Any change of reservation date should be communicated as soon as possible by email to us. If there is availability for the chosen dates, then we will make the corresponding changes at no extra cost. If there should not be availability in the new dates chosen by the client and the client wishes to cancel the reservation, the standard cancellation policy will apply. Any request of extension of the stay should be send to us as soon as possible. We will do our best to accommodate you.

9- Cancellation Policy

All reservations are non-exchangeable, non-refundable and non transferable except as provided under these Booking

Terms and Conditions

If you have paid via our bank transfer service and you cancel within 14 days of making the booking and no other bookings have been lost, as a result of holding the property for you, then we can annul the original payment. By this you will get your 50% of your deposit back.

In the event of cancellation, please let us know as soon as possible by fax or email prior your arrival date and we will refund your deposit less fees as follows:

- a £50 administration fee will be charged if cancellation occurs 90 days prior your intended arrival;
- Cancellation within 61 and 90 days of your intended arrival is subject to a cancellation fee equal to 30% of the total rental.
- Cancellation within 31 and 60 days of your intended arrival is subject to a cancellation fee equal to 60% of the total rental.
- Cancellation within 30 days of your intended arrival is subject to 100% cancellation fee.

The refund will be calculated on a basis of the rental price.

The guest takes responsibility of the bank fees refund;

We are not responsible for cancellation for circumstances beyond one's control which shall include strike, natural catastrophes, disease, death, war (non exhaustive list), and consequently the client is not free from the responsibility of payment and undertakes to cancel his booking according to our cancellation policy above.

RECOMMENDATION - YOU SHOULD TAKE OUT HOLIDAY INSURANCE TO COVER CANCELLATION DUE TO UNFORESEEN CIRCUMSTANCES.

10-Late Arrivals and No Shows

If you inform us of your delay within 48 hours, we will hold your reservation for one more day and it will be considered as if you have occupied the apartment from the original arrival date. It does not entitle you to any extension on your original booking. Should you not turn up on the arrival date without informing us, we will take this as a cancellation of the booking.