Conditions for changes in reservations regarding the crisis and the spread of COVID-19

**Conditions for changes of all bookings for Summer 2020, excluding Easter bookings:**

* All bookings for Summer 2020, excluding Easter bookings
1. **They can change the dates of stay and keeping the same Season (Low, Mid, High)**
* Keeping the same price, so no extra charge, if they are NO changes in the reservation details, such as hotel, number of people, number of adults / children, number of overnights;

Communal tax is included.

**Example:**

Booking No 12212234 Hotel: Kaliakra

Arr. 01.06.20 Dep. 07.06.20 Stay 6 overnights

**Amount: 1200 BGN** incl. EBD

Status: 100% paid to Albena

RE Booking No 12212234 Hotel: Kaliakra

Arr. 14.09.20 Dep. 21.09.20 Stay 6 overnights

**Amount: 1200 BGN** incl. EBD

Status: 100% paid to Albena

* **If they choose another hotel keeping the season and against extra charge and recalculation**

recalculation = (seasonal contract price - 10% discount) - (sum already paid)

\*If the new hotel has different community tax, and extra charge will apply

* **If they want to extend their stay in the same hotel, keeping the same season:**

calculation = (seasonal contract for extra nights at the respective hotel - 10% discount) + (communal fee on the additional overnights) - (paid amount for the nights on the Easter offer)

**Additionally:**

Supplement for lunch Paradise Blue: 15 euros / adult ; 10 euros / child

The supplement is valid only for the additional nights are, if the reservation is moved in the periods from May 7th to June 14th or from September 10th to October 31st. For the nights, that are already paid and moved, no extra charge is required.

If a discount applies, the supplement is also calculated with the discount.

1. **They can postpone their stay in lower or higher season**, keeping the total amount of their paid reservation as an advance and paying the difference, calculated on the basis of the seasonal rates. These guests will receive 10% discount on seasonal rates.

Guests can change the hotel, number of guests, names etc.

Recalculation = (seasonal contract price - 10% discount) - (sum already paid)

\*If the new hotel has different community tax, and extra charge will apply

**Additionally:**

Supplement for lunch Paradise Blue: 15 euros / adult, 10 euros / child

The supplement is valid for the whole stay, if the reservation in moved from June 15 until September 9. This supplement is also payable for the nights, that are already paid.

If a discount applies, the supplement is also calculated with the discount.

**IMPORTANT:**

All modifications are made without cancellation fee.

All changes will be accepted from 23/03/2020 to 01/05/2020 including and approved upon hotel availability.

If by the recalculation and deduction of the deposit, an amount is overpaid, it can be used in the complex as entrance to the aqua park, procedure in the SPA, etc. OR compensated from new bookings. No reimbursement will be made.

1. **Payment of differences in amounts**

If by the recalculation and deduction of the deposit, an amount is left for payment, it can be paid 5 days before the arrival of the guest.

1. **Reductions:**

**FOR NEW RESERVATIONS ONLY:**

Current Special offers, Early bookings and discounts (sent before 08.03.20 and as per main contract) are valid only for NEW BOOKINGS and are NOT cumulative with the discounts for modifications of bookings.

**MODIFIED / MOVED RESERVATIONS ONLY**

The 10% discount, described in the official statement of Albena on 19.03.20, are valid only for modified bookings and the modification is made from 23.03.20 until 01.05.20 incl.

1. **Cancellations**

In order to grant the guests extra flexibility and enorige them to change, not to cancel the trip, Albena sees to apply the 60% penalty clause for whole seasons and for all bookings (paid and/ or unpaid; made also before 8th of March)

All bookings can be cancelled, but also no money will be transferred back to the TO for these cancellation from Albena. All TO should compensate this amounts with new bookings.

**IMPORTANT INFORMATION**

There are NO exceptions to the rules. Please follow the guidelines to make the process easier.

The STOP SALES issued are up-to-date, do not confirm reservations during these periods, they will not be confirmed by Albena.

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Velina Gyumova

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