

Terms & Conditions

Terms and conditions for online reservation and online payment in „The Stay Hotel Plovdiv ” 3*, Plovdiv / Ibex Realty EOOD; Address: Plovdiv 4003 North area, 6 Belgrad Str, fl. 6, Bulgaria, VAT number 115322353 /

Payments with Visa and Mastercard are possible. The hotel will not keep any credit/debit card details. All credit/debit card details should be provided on the platform or payment page of United Bulgarian Bank /UBB/

By confirming a reservation online you agree with The Stay Hotel’s rules concerning terms, booking cancellation, cases of no show, etc., as follows:

1. Prices and Payments

All prices listed in our website are in BGN per unit per day and include VAT, tourist tax and insurance tax. Any price in a currency different from BGN that you may see on the site is for information purposes only.

Payment can be made in 3 different ways:

1. Electronically by debit or credit card Method of payment - via Pay By Link (Virtual POS) via debit / credit card. Types of cards accepted - Visa, Mastercard. The security of payments is realized through the Verified by VISA and MasterCard SecurCode systems. We do not store data on bank cards used for payment by Pay By Link. From the point of view of security, the maximum amount for payment by card is BGN 10,000.
2. By bank transfer Payment of the specified amount must be made no later than the time specified after booking.
3. In cash or by debit or credit card at the reception of „The Stay Hotel Plovdiv ” 3*, Plovdiv

2. „The Stay Hotel Plovdiv ” 3*, Plovdiv respect your confidentiality

Our company will in no way disclose, publish, sell or exchange your personal data and information entrusted to us. In extreme cases, we may also disclose your personal data to third parties to:

- Comply with any court order or other legal obligation or public authority or when data is requested by government or law enforcement authorities;
- Enforce or apply our terms of use and any other agreements;
- Protect the rights of our property. This may include exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Full information can be find on <https://thestayhotelplovdiv.com/en/hotel-privacy-policy/>

3. Transaction receipt

Upon successful transaction, a document is displayed on the screen, which you should print out and save for later information.

4. Reservation confirmation

4.1. An online reservation is considered confirmed after payment is made in accordance with the payment form of the bank.

4.2. Your reservation will be kept until 18:00 h on the arrival date. In case of late arrival or no show, kindly inform us in advance.

5. Cancellation of reservation

In case of cancellation of paid reservation within 1 day prior to arrival hotel „The Stay Hotel Plovdiv ” reimburses the full amount paid. In order to receive a refund the client have to provide „The Stay Hotel Plovdiv ” with the bank account from which the payment was made. The refund will be provided to 10 business day after receiving of the bank details.

In case of cancellation within 1 day prior to arrival „The Stay Hotel Plovdiv ” retain 100 % of the payment made.

The amounts paid through a virtual post terminal are refunded to the card with which the payment was made.

Online booking rules

USER AGREEMENT

Edited on November 8, 2022

Main provisions for online booking of rooms and services in the accommodation facility.

Field of application

These general conditions are valid for the individual reservation of rooms and services in the accommodation facility by clients using TravellLine: Booking Engine.

Reservation

- a) Your decision to make a reservation is sent upon your request to the accommodation facility automatically.
- b) Intermediary services rendered by TravellLine LLC. to the clients are free of charge. Due to that fact it is forbidden to resell the rooms, booked through the TravellLine: Booking Engine. Also it is forbidden to sublease the rooms to the third parties on the higher prices than are set in the TravellLine: Booking Engine.

The agreement and payments

- a) The service agreement between the client and the chosen accommodation facility is considered to be set during the reservation procedure. All the complaints and liabilities connected with the services refer only to the client who has made the reservation and the accommodation facility chosen by that client.

The processed booking can be paid by any of the methods suggested by the TravellLine: Booking Engine. Please notice that the accommodation facility can vary the methods of payment on the TravellLine: Booking Engine.

- With the help of banking card or electronic money using Internet-acquiring system the client can pay the cost of the first night of stay at the accommodation facility or any other sum indicated by the accommodation facility in the TravellLine: Booking Engine. The payment is preceded in the safe window of the payment system. If during the

reservation you pay for your reservation partly please notice that the rest of the sum is to be paid on arrival to the accommodation facility.

- With the method of payment "Credit card (guarantee)" you enter the information on your credit card into the appropriate fields on the TravelLine: Booking Engine. That information is transferred to the chosen accommodation facility through secure communications on a secure server to guarantee your reservation. Accommodation facility itself makes the decision to charge or lock the amount of money on your credit card that is equivalent to the amount of the order. If the accommodation facility will not be able to make the necessary transactions on your card required to guarantee your reservation, your reservation may be canceled by accommodation facility. Please make sure that the expiration date of your credit card has not expired, and your account has sufficient funds to pay for the order.
- With the help of noncash transactions the 100% of the booked services should be paid beforehand. Some accommodation facilities may set different sizes of the pre-payment. The size of the pre-payment will be announced during the reservation procedure. The noncash transactions are available both to the corporate entities and individuals. The payment should be made during 3 days after the act of reservation. Some accommodation facilities may limit the reservation of their services with non-cash payments in some days (generally in 5 days) prior to arrival date.
- The reservation could be paid by the client in cash upon his arrival to the accommodation facility (if the accommodation facility suggests that method of payment).
- When you use the method of payment "Delayed payment" at the end of your reservation you will receive an invoice for the room (services) of the accommodation facility by email. At this stage voucher will not be sent. You are required to pay the reserved rooms (services) of the accommodation during a period of time and in the amount stated in the invoice. If you make the payment within the time period and the amount set out in the invoice you will receive a voucher. In case you do not make the payment within the time specified in the invoice the reservation will be automatically canceled.
- Attention! The accommodation facility has a right to set non-refundable tariffs. Under the terms of such non-refundable tariffs the up-front payment (fully or partly) is not returned in case of cancellation of booking or non-arrival of the client. The accommodation facility charges it as a penalty sanction. Please, read carefully the terms of each special offer before bringing your reservation up to the end.

b) The reservation of rooms is settled straight during the booking procedure. The confirmation of booking (the voucher) will show up right after the completion of reservation. We strongly recommend to print and save the confirmation of booking. Also that voucher will be sent to the e-mail address specified by the client during the reservation procedure. But due to the technical reasons TravelLine LLC. does not have an opportunity to check the delivery-route of the confirmation of booking via the e-mail. But still the booking does not lose its validity.

Alteration of booking

On a technical matter any alterations of a reservation confirmed through the TravelLine: Booking Engine can not be proceeded.

In order to add one more room or night to an existing booking we strongly recommend you to make one more reservation.

In order to alter the confirmed reservation we strongly recommend you to contact the accommodation facility (its contact details can be found on the Confirmation of booking) and make the change directly with the accommodation facility. Or please preview the cancellation conditions and book a new reservation but don not forget to cancel the previous one.

Cancellation of booking

a) To avoid any misunderstandings the cancellation of booking should be always made through the Travelline: Booking Engine. This is highly important that the notification of the cancellation of booking is delivered to the accommodation facility in time. The cancellation of booking can be made only through the Travelline: Booking Engine using the cancellation link and password set in the confirmation of booking sent to you via e-mail during the reservation procedure. When canceling the reservation the client receives the Cancellation of booking. In case you can't use the cancellation link and password yourself please contact the booking department of the chosen accommodation facility.

b) In case you use the electronic method of payment with your banking card or electronic money when you cancel your reservation in time the money will be sent back to the banking card or electronic purse which was used during the reservation procedure in about 45 working days from the moment we have received the cancellation of booking. The time between the return and receipt of the money by the client depends on the inner banking procedures and the inner procedures of payment systems.

In the event of timely cancellation booking Travelline: Booking Engine has the right to charge the customer extra service charges - for cancellation of services previously issued order. Service charge is included in your registration cost of the order, and in the case of cancellation of booking, non-refundable. The size of the service fee depends on the payment method chosen by the client, but can not exceed 5% of the amount contributed by the client.

c) In case you use the payment method "Credit card (guarantee)" and you cancel your reservation the amount of money charged to your credit card will be refunded by the accommodation facility. If you cancel your booking it is recommended that you contact the accommodation facility to solve the issue in any convenient way.

d) In case you use a delayed payment to pay for your reservation and you cancel your reservation the payment system which provides services for the organization of delayed payment refunds you the sum you have paid. After you cancel your booking the manager of the payment system will contact you. The money will be returned to you the way you want excluding the commission of the payment system.

e) In case of late cancellation of booking or non-arrival of the guest the accommodation facility can impose a penalty sanction to a client.

The rules of late cancellation and exactly the terms and the penalty sanctions are sent by each accommodation facility individually. During the reservation procedure please read the terms of booking, the rules of the special offers and also the terms of the late cancellation which are set on the web-site of the accommodation facility, on the Travelline: Booking Engine and on the Voucher.

In case of early departure of the client the accommodation facility can lodge complaints to the client for the sustained losses.

The information about the accommodation facilities

The international classification of accommodation facilities in different amount of stars reflects the level of the accommodation facility's service. This information is not significant. The additional information about the accommodation facility and their description is submitted by the accommodation facility. TravelLine LLC. is not eligible for the legacy of that information.

The cost of rooms and services in the accommodation facility

- a) All prices set in the TravelLine: Booking Engine are presented by the accommodation facility and are valid for any kind of reservations made through the TravelLine: Booking Engine.
- b) The booking of rooms is processed upon the prices that are valid for the period of the presumable time of staying in the accommodation facility. During the reservation procedure the special price offers set by the accommodation facilities in the TravelLine: Booking Engine are applied automatically. The accommodation facility guarantees that the set cost of the rooms and service is obligatory for each booking.
- c) All the prices are applicable for one room and the chosen period of staying in the accommodation facility, including the services set in the room's description. Upon the inner documents of the accommodation facility it must set in the TravelLine: Booking Engine the suggested retail price of its service including all taxes. But the prices can be shown without any of local taxes and charges.
- d) All the prices shown in the TravelLine: Booking Engine are set in the respective currency.

Information security

- a) The data entered by the client is transferred to the accommodation facility only in the extent that is necessary for the reservation of rooms in the chosen accommodation facility. Furthermore, the data entered by the client can be used for transmitting to the third party. Such third parties may contact the customer by e-mail, for example, in order to obtain feedback on the service quality. At the same time when the client gets the first e-mail from a third party, he or she has the opportunity to refuse of the subsequent mailing.
- b) By agreeing upon these Terms of service a client consents to the collection, systematization, accumulation, storage, refinement (update, change), use, transfer to the chosen accommodation facility, depersonalization, removal of their personal data: surname, name, patronymic name, e-mail address, telephone number, citizenship. These personal data are requested to provide clients with the services, or to make the response to customer requests. Specified personal data are displayed in the voucher, report sheets and accounting documents. The consent is given by the client to implement any actions the are not contradicting the actual applicable legislation of the Russian Federation and Republic of Bulgaria with respect to personal data. And also to achieve the goals set in the Terms of service including: online booking of a selected accommodation facility, to make the sheets and accounting documentation and also to obtain feedback on the quality of the service in the booked accommodation facility.

In the case of providing the customer with advertising and marketing materials he or she will also be provided with an opportunity to unsubscribe of receiving such materials in the future.

Miscellaneous

All the information on the TravelLine: Booking Engine is combined with high precision. But there can be some mistakes and typing errors. All the information concerning the accommodation facility such as pictures,

accommodation facility's description, room's description, services, prices etc. is put down in the TravelLine: Booking Engine by the managers of the accommodation facility. The accommodation facility is liable for all the inaccuracies appeared in the information.

The title TravelLine and the logo TravelLine combine the registered trade mark of the TravelLine LLC. The other products or company titles mentioned on that web-service can be the registered trademarks of their holders.

Liability

While using the TravelLine: Booking Engine and also processing the reservation you agree upon the terms of these Terms of service. In case of disagreement with any of the terms set above we strongly recommend you to stop using the TravelLine: Booking Engine. The continuation of using the TravelLine: Booking Engine is considered as an unambiguous acceptance of all the terms of that Agreement.

If you have any questions, please contact us at:

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