SERVICES DIRECTORY

WELCOME TO SHIPKA HOTEL COMPLEX
For us, the hotel management and the entire staff, it is a pleasure to cordially welcome you. We are completely at your disposal to ensure you a great stay. On the following pages you will find comprehensive information about the services offered in our hotel complex. We believe that all this will be useful for you. We wish you a pleasant stay!

RECEPTION
At the reception we offer the following services:

SAFE
For your convenience and security you can use the safe at the reception. The service is for a fee.

DAMAGES
We believe that the hotel room fully meets your requirements. If damage occurs during your stay, please inform the reception so that a qualified technician can be sent.

OTHER SERVICES
The receptionist will assist you if you wish to rent a car, order a taxi if you need medical assistance or information on excursions or events. At the reception you will find an information folder with more suggestions for your stay.

ACCOMMODATION IN THE HOTEL
Check-in is after 14:00. If you wish early check-in, please contact the reception if this is possible.

LEAVING THE HOTEL
On the day of departure, please vacate the room by 12:00.
If you wish to stay in the room until later, please contact the reception.

INTERNET
For your convenience, the entire hotel complex and your room have free Wi-Fi internet access.

PETS
Unfortunately pets are not allowed in the hotel.

NOISE
Please keep quiet in the hotel after 23:00 out of respect for the rest of the guests.

ELECTRICITY
The electricity in the rooms is 220 V.

MINI BAR
The mini bar is refilled at the request of the guest and for a fee with soft drinks, mineral water and beer. Pre-order is required.

FIRE
There is an evacuation plan in each room. Please follow the instructions in case of fire.

MAID
If you do not want to be disturbed by the maid, place the Do Not Disturb sign on the outside of the room door.

PHONES
INTERNAL COMMUNICATION
From room to room
To connect to another room, dial the room number you are interested in.
To contact the Reception, please dial 9.

EXTERNAL COMMUNICATION
To get an outside line, select "0" followed by the number you want.

INTERNATIONAL LINE
To get an outside line, select "0" followed by "00", the country code, the city code (without "0") and the desired number.

RESTAURANTS
- Breakfast: buffet in the restaurant ALL inclusive - 7.30 - 10.00 h.
- Lunch: buffet in the restaurant ALL inclusive - 12.30 - 14.30
International cuisine, including vegetarian and dietary dishes, as well as soft drinks, local alcoholic beverages, white and red wine, draft beer
- Dinner: buffet in the restaurant ALL inclusive - 18:00 to 20:30
International cuisine, including vegetarian and dietary dishes, as well as soft drinks, local alcoholic beverages, white and red wine, draft beer
- Afternoon breakfast: 15:00 - 16:00
Sandwiches, pickles, sweets, ice cream, fruit.
- Bar: 10:00 - 22:00
Soft drinks, local spirits, white and red wine, draft beer, coffee and tea

NUTRITION
The meals that guests start with are according to the time of arrival. If they start with lunch on arrival, they end with breakfast on departure. If it starts with dinner, the guests end with lunch on departure.

SMOKING
Hotel SHIPKA, the common rooms and rooms, the adjacent restaurant and bar are entirely non-smoking. Smoking is only allowed on the terraces of the restaurant and bar.

SWIMMING POOLS
The hotel has an indoor and outdoor swimming pool, jacuzzi, sauna, steam bath, and fitness center, free of charge for guests.

WORK TIME
We kindly ask you not to use the pool after 18.00. our specialized staff cleans and prepares it for the next day.

UMBRELLAS AND SUN LAUNGERS
Umbrellas and sun loungers are free of charge at the pool until stocks last. We kindly ask you not to reserve sunbeds and umbrellas with personal belongings and clothes. If necessary, the hotel staff will move your belongings.

SPORT
The hotel has the following sports facilities, which can be used free of charge for a deposit: billiards .

PARKING
Hotel Shipka offers parking for a fee for its guests until the spaces are exhausted.