



*Marina Cape Bulgaria: Luxury and tranquility in the heart of nature*

## **Marina Cape Holiday Complex \*\*\*\* - Aheloy**

### **Conditions in case of a Covid situation**

In the conditions of a pandemic, in case of declaring a state of emergency or emergency epidemiological situation by the competent authorities in the Republic of Bulgaria, leading to inability to enter the country, closing individual cities and regions in the country and affecting the region where a hotel complex is situated leading to a ban on the provision of hotel services or if it proves impossible to provide prepaid reservations, the hotel will compensate tourists. The same applies to cases where the country in which the tourist resides and comes from prohibits leaving the country for tourism. In general, these compensations will be referred to as Covid Situation Compensations.

### **Covid Situation Compensations**

In the event of a Covid situation where the free cancellation period has not expired, the customer can exercise all rights to a free cancellation of the reservation. In this case and provided that all cancellation deadlines are met, the Hotelier will be obliged to return the prepaid amount of the reservation within 14 days from the date of cancellation.

In the event of a Covid situation and the expiration of the free cancellation period, the customer shall be entitled to choose between one of the following options, for which they should inform the Hotelier in writing by the end of the emergency situation (lockdown):

a) to change the dates of stay for other dates convenient for them, with the possibility of accommodation within 12 months from the date of cancellation, using the prepaid amount of the reservation according to the current price conditions of the changed period.

b) if the client does not want to change the dates and does not want to use the service, they owe a penalty of the reservation in the amount of 50% of the reservation value, and the Hotelier is obliged to return the balance of the prepaid amount within 30 days of the Client's notification of the choice made.

The Hotelier reserves the right to change the policy for reservations and cancellations in case of legal changes or explicit instructions of state authorities of the Republic of Bulgaria in a Covid situation.

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Marina Cape Holiday Complex \*\*\*\* works in compliance with all requirements for a Covid-19-safe environment and with the requirements of the Regional Health Inspectorate and the Ministry of Health in relation to limiting the spread of the virus.

Best regards,

**Your friend Marina Cape \*\*\*\***



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