

## **AQUA NEVIS 2\*, SUNNY BEACH**

The hotel has applied to official 4 category. Hotel product is recommended as 4\*.

### **Location**

Aqua Nevis is a 4-stars hotel, located in Sunny beach, 1500 m away from the beach, 800 m from the resort's center.

### **Facilities**

Built in 2012. One building, 24 hours reception, elevators, Wi-Fi, currency exchange, credit/debit cards accepted, shop in hotel, doctor on call, pharmacy nearby, outdoor pool (with a children pool integrated), floors; 36 000 m2 aquapark area and gardens, Action Aquapark with more than 35 water attractions for adults and children plus, Buffet restaurant; A-la-carte restaurant; Lobby bar; Pool bar; Snack bar, Sport bar Indoor play room; Outdoor kids' playground; Entertainment stage; Multifunctional sport playground Parking lot; Wellness centre with sauna, steam bath, hairdresser, massages, gym, fitness centre, beauty centre, free shuttle to the beach. Total of 222 units.

**Board:** All Inclusive

### **Accommodation**

**Check in time:** after 15:00 p.m.

**Check out time:** till 11:00 a.m.

**Double standard room:** (max. occupancy 2+1/3+0), appr. 24-26 sq. m., 1 king size bed (200/200) and 1 extra bed (90x200), pool view, balcony

**Family room:** (max. 2+2/4+0), appr. 32-34 sq. m., - one big unit separated with sliding doors, 1 king size bed, 2 sgl regular beds, balcony with aquapark view

**In rooms:** individual air-conditioning, bathroom with shower, WC, telephone, cable TV, furnished balcony, mini fridge (empty), tea and coffee facilities, safe in room (extra charge), hair dryer, toiletries, bottle of water 1.5 – complimentary upon arrival loaded once for the whole stay, laminated floor.

### **Children**

Outdoor swimming pool with kids' section, children playground, water attractions, indoor play room, Kids Animation 6/7 days a week - Outdoor activities for kids at different ages, kids' playroom with Hotel's Own Concept, 3 \* 45-minute supervised sessions a day, access control and attendance ratio, BG regulations and standards, BG & EN language spoken by personnel, Parents presence during sessions – optional.

### **Sports & Entertainment**

**Free of charge:** outdoor swimming pool, water aqua park with water slides, animation, sports playground, gym.

**Payable:** Parking, Safety box, Late check-out, Beverages outside the all-inclusive menu, Aquapark bars and restaurants; Massages, Hairdresser, Beauty salon; **A-la-carte dinner -If tourists visit the a-la carte restaurant second time during their stay they're required to pay 25 EUR per adult; 14 EUR per child (2-11y).**

**Pets** are not allowed.

**Parking** – available, charge 15 BGN / 1 day.

## Aqua Nevis

### ALL INCLUSIVE

#### MEAL & DRINKS

##### International cuisine, vegetarian and healthy food options included

Breakfast (hot & cold)	Open buffet	Main restaurant	08:00-10:00 h
Late – riser breakfast (cold)	Open buffet	Main restaurant	10:00-11:00 h
Lunch	Open buffet	Main restaurant	12:30-14:30 h
Snacks	Open buffet	Pool bar	12:00-17:00 h
Ice Cream	Available at lunch and	Main restaurant	12:30-14:30 h
Tea, Coffee and sweets	Open buffet	Restaurant terrace	16:00-17:00 h
Dinner	Open buffet	Main restaurant	18:00-21:00 h

**A-la-carte dinner** – (for tourists arriving 05.06-05.09) tourists are allowed 1 free a-la-carte dinner for 7 nights stay in the hotel, the restaurant is located on the territory of the Aquapark, (min stay 7 days required and reservation required as well).

- All-inclusive food and drinks are only available at your accommodation, not at the waterpark
- All-inclusive concept is valid till departure time from the hotel

##### Local alcoholic and non-alcoholic drinks (wine, beer, local spirits, cocktails, soft drinks, mineral water, tea and coffee) all served by glass

Lobby lounge	10:00 – 24:00h
Pool bar	10:00 – 18:00h
Sports Bar	16:00 – 24:00h
Restaurant	08:00 – 11:00h & 12:30 – 14:30 h & 18:00 – 21:00 h

- Alcoholic drinks will not be served to children less than 18 years.
- No alcoholic drinks shall be served at breakfast.
- No food and drinks are allowed to be taken to the guest's rooms, without the express written consent of the Hotel Management.
- The hotel management shall be entitled to make alteration subject to timely notification concerning the above listed services and their hours.

#### POOL TOWEL POLICY

- You will receive a green pool towel against your Towel Card ( Towel Cards are received on check in at the Hotel).
- Pool Towels are given at Spa Reception.
- Children up to 2 years do not receive a Towel card.
- One Towel Card is for one towel.
- 20 BGN charge is applied for missing card or towel.
- Reserving of sunbeds is not allowed. Towels found on sunbeds unattended can be removed.
- When returning the towel do not forget to ask for you towel card.

#### NEED TO KNOW

The entrance for the waterpark is located just next to the main entrance of the hotel. Upon arrival each guest will receive a waterpark wristband. The wristband is valid for the guest stay. The wristband will allow the guest to entry and re-entry the waterpark through the turn slides. Wristbands should be worn at all times during stay in the waterpark. Guests without wristbands cannot use the attractions. (For more information please see section **ATTRACTION RESTRICTIONS** in the Hotel Policy). For lost wristband 10.00 BGN charge is applied. Please check the opening hours of Aqua Park on the main Reception. Please note, that the attractions close 15 minutes before the park closing time, as well as that the Action Aqua Park is open to public. Sunbeds and umbrellas are upon availability.

Aqua Nevis Club Hotel has a zero tolerance policy in which it will refuse to admit or refuse service or

accommodation in the hotel or may remove a person who: while on the premises of the hotel acts in an obviously intoxicated or disorderly manner; destroys or threatens to destroy hotel property, causes or threatens to cause a public disturbance; refuses or is unable to pay for the accommodations or services or treat in unappropriated way the hotel guests or staff. Aqua Nevis Club Hotel may limit the number of persons who may occupy a particular guest room in the hotel and will only allow registered guests to use its facilities. A person who negligently or intentionally causes damage to the hotel or any furniture or furnishings within the hotel, shall be liable for damages sustained by the hotel staff, including the hotel's loss of revenue resulting from the inability to rent or lease rooms while the damage is being repaired. Should this damage come to light after the guests has departed, the Hotel reserves the right to get in touch with TUI for further assistance. No exceptions will be made. Please comply with the following general rules listed below. Be aware that in case of any incident caused by not following any of these rules, the Hotel shall not be responsible:

Children below 12 years of age should be accompanied by a responsible adult within the Hotel area – outdoor and indoor, and Aqua Park at all times. None of the kids should be left without supervision. Children below 12 years of age are not allowed to use any of the Hotel's elevators if they are not accompanied by a responsible adult.

Children under 12 years of age are not allowed to self-service on the restaurant buffets and should be accompanied by a responsible person.

Running and playing through the Hotel's corridors and public areas is absolutely forbidden except the specially design areas for kids activities.

Usage of laser points and fire crackers in the Hotel area is absolutely forbidden.

It is not allowed children below 16 years of age to use the equipment in the gym, sauna and steam bath.

Climbing on the fence, chairs and tables is absolutely forbidden.

The Hotel reserves the right to judge acceptable levels of noise or behavior of guests, who must take all steps for corrective action as requested by the Hotel.

All guests are obliged to comply with the set rules and signs in the Hotel area and Aqua Park as well as with the oral recommendation of the staff.

The Management reserves the right to check the luggage of the guests if they are suspected of taking away hotel property. In the event of failure to comply with management requests, in the event of any breaches of the Hotel rules and policies, the Hotel may terminate the booking or stop any event immediately without being liable for any refund or compensation.

- Please, keep in mind that beach and waterpark are open to public. Keep an eye on your belongings anytime, Aqua Nevis Club Hotel is not responsible for missing or stolen items, including pool towels.

- You will be able to receive and return your towels as per the timetable below:

**Receive in the morning 09:00 – 12:00 h**

**Return in the afternoon 16:00 – 19:00 h**

## **SPORT AND WELLNESS**

- Free use of Sauna & Steam Bath
- Free use of Gym
- Table tennis
- Football
- Darts
- Free use of waterpark\*\*
- Massages, Turkish Bath Therapies, Full body Therapies, Facial Therapies \*
- Hairdresser \*
- Manicure and Pedicure \*
- KIDS PLAYPARK (3-12 years). Located next to the Main Stage

\* A charge is applied

\*\* Height, age and weight restriction are applied

Some facilities are subject to weather permitting and

in some cases day & time restriction and / or charges may apply

\*\*\* Please note that the Playpark will be open to the public during opening hours of the Water Park.

Hotel's Guests may visit the Playpark between 10:00-23:00

## **ENTERTAINMENT**

- Entertainment
- Daily Evening Entertainment Program (Main stage and Sports bar)
- Daytime activities Program both in Action Aqua Park and Hotel
- Mini Disco, Bingo, External Acts
- Children animation/

For more information, please see the Entertainment board next to Reception.

## **VALUE ADDED FACILITIES**

- Free Shuttle service to the resort. Please see the timetable at the Main Reception.
- Free use of Wi-Fi in all public areas and guest rooms. Please, use your log in and password received upon arrival.
- Pool Towels (Pool Towel Service at Spa Reception)
- Sunbeds and parasols at the pool area and waterpark.
- Baby cot, baby bath and high chairs
- Buffet theme nights
- Children's buffet
- Show cooking at main restaurant
- Tea & Coffee Facilities in all rooms (daily refilled)

## **NOT INCLUDED**

- In-room safe
- Individual laundry Service
- Adaptors
- Game room and Billiard
- External telephone calls
- Spa and beauty treatments
- Rent of baby sterilizers
- International alcoholic drinks (imported wine, liquor, cognac and whisky) fresh fruit juices, cocktails prepared with imported alcohol

## **PRACTICAL HINTS**

- 24 hours Medical Assistance
- Nearest pharmacy 500 meter away
- Supermarket next to the hotel
- Voltage in the hotel: 220 Volts (adapter needed sold at reception)
- Exchange service in the hotel
- Accepted credit cards Visa, Visa Electron, Maestro, MasterCard, AMEX, Diners Club, Discover.

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