

MELIA GRAND HERMITAGE Hotel 5*

Location

Melia Grand Hermitage is located in the Golden Sands resort, 18 km north of the city of Varna, directly at the Black Sea coast. The Hotel offers 5 stars facilities, amenities and services. It is surrounded by lush green terraces leading down to the promenade and the beach (at approx. 100 m distance).

Facilities

9 floors, 8 lifts, total of 727 rooms, 5 restaurants, 6 bars & bistros, 5 pools outdoor /indoor (heated), sports pool, kids swimming pool & baby water attraction on side and THE LEVEL outdoor pool (heated), room service /at additional charge/, luggage storage, business services, currency exchange, doctor on call / duty, dentist, executive/VIP services, taxi lot, hair dresser, Laundry and dry cleaning /at additional charge/ , mail services, multilingual staff, poolside services, porter/bellmen, in - room safe **(free of charge)**, shoe shine service / machines, wake up calls (from reception), shop. 100% of the rooms are non-smoking. non-smoking hotel, but designated smoking areas in the hotel are available.

Meetings & Banqueting

- Hermitage Grand Ballroom: 372 sqm, 3.5 m height, 420 pax theatre style, 150 pax banqueting
- Meeting Hall: Lisimah (connected to the ballroom): 116 sqm, 3.5 m height; 80 pax theatre style, 33 pax classroom
- Meeting Hall: Satok: 156 sq.m., 3.5 m. height; 150 pax theater style, 72 pax classroom
- 3 Boardrooms: Boardroom Cotis, Odris, Spartak: each 37 sqm, 5 m height; 16 pax boardroom style
- Boardroom Orpheus: 76 sqm, 5 m height; 50 pax theatre style, 40 pax classroom
- Hall Rezos - width (4.10sqm) length (10sqm).

Conference Services: equipment rental*, Audio-visual-equipment, flipchart, free Internet connectivity via Wi-Fi, portable and wireless microphones, pin board, white board, screen, sound equipment, technicians available, video conference, video recorder

**Some of the items are subject to prior notice and charges may apply*

Board All Inclusive

Accommodation

Check-in time: at 15:00 h.

Check-out time: until 12:00 h.

Double rooms (max 2+2/3+0, park or sea view) appr. 43 sq. m, with king-size bed or 2 twin beds, extra bed. The sea view room is not with guaranteed direct sea view. The view could be side sea view and it is upon availability of the hotel.

The Level Double Room (max. 2+2/3+0, park or sea view) appr. 43 sq. m, with king-size bed or 2 twin beds, extra bed. The level sea view room is always with direct sea view.

The Level Junior Suites* (max 2+2,3+1), 64-68 sq. m. with double bed and extendible sofa. Side sea view or pool view.

The Level Deluxe Suites* (max 2+2, 3+1 park or sea view), 63- 89 sq. m. with double bed and extendible sofa. Park or sea view. Dining area with kitchen facilities, luxury bathroom with Jacuzzi for one or two, upon availability.

All room categories facilitate the following amenities: balcony with table and chairs, central A/C, fresh air windows, electronic key card system, full size mirror, table and armchairs, SAT TV with remote control, mini bar – detailed price list available in every room (additional charge), carafe with two glasses, safe (free of charge), mahogany veneered wood furniture and burgundy striped or polka-dotted fabrics, blackout curtains, ottomans, door chimes, safety lock and do not disturb signs, dimmed lights, working desk, Wi-Fi internet connection (free of charge) and 3 direct dial telephones with speaker system and self- programmable wakeup call system. Bathroom is equipped with bidet, hairdryer, separate shower booth with Central “Rain Shower” and bathtub on side, shaving/beauty two-sided magnifying mirror, telephone, emergency button, double basin, 2 cosmetic etageres, TV volume control.

THE LEVEL rooms: facilitate also the following amenities – bathrobe with slippers, tea and coffee making facilities, refilled every day. “Rituals” bath cosmetics.

Facilities for physically impaired guests:

5 rooms for physically impaired guests, conveniently located on the Lobby level (1), featuring: rails in bathroom, raised toilet grab bar, safety bar in shower, walk-in shower and wheelchair accessible elevators.

Children Facilities

Baby cot (free), high chairs in restaurants, children outdoor pool, kids’ playground. KIDSDOM mini club, mini disco every evening, water slides & rope park from June to September.

Sports & Entertainment

Complimentary use of: Wi-Fi, Indoor and Outdoor Swimming Pools, mini aquapark with 3 waterslides and rope park. Sun beds and parasols by pool and on the beach, water gymnastic, Table Tennis, Billiard, Gym, Sports activities included in the daily animation program, Volleyball playground, game room with entertainment equipment.

Beach

• MELIA Beach - (**operating from 01.06.2024– 15.09.2024**) /Use of one parasol and two sunbeds per room and upon availability. At Melia White Beach Bar alcoholic and nonalcoholic drinks, and snacks are included in the All-Inclusive package.

Extra charge: sauna and steam bath (Available free of charge for THE LEVEL guests), SPA treatments, beauty parlor, hairdresser, dentist, doctor, room service, **Café Roma/variety of imported beverages, exotic and classic cocktails. Attractive daily promotions/**. Oxygen facial treatments, VIP SPA Suite, Body treatments.

Pets are not allowed.

Parking:

Parking is payable- 25 BGN or approximately 13 Euro per car per 24 hours.

*****The Hotel Management reserves the right to change the opening hours of all outlets and restaurants according to the activity of the Hotel.**

SEASON 2024 ALL INCLUSIVE PROGRAM

from 07:30h until 24:00h

ALL INCLUSIVE FOOD AND BEVAREGES OUTLETS

BREAKFAST

Restaurant Hermitage – main buffet restaurant	07:30h – 10:00h
THE LEVEL Restaurant-private buffet restaurant for THE LEVEL guests only	07:30h – 11:00h
Late Breakfast – Restaurant Al Dente	10:00h - 11:00h

LUNCH & AFTERNOON SNACKS

Restaurant Hermitage, main buffet restaurant	12:30h – 14:30h
THE LEVEL Restaurant, private buffet restaurant for THE LEVEL guests only	12:30h – 14:30h
Pizza Station (Terrace Restaurant Al Dente, outdoor location)	12:00h – 17:00h
Paellador Levante (variety of Paella, outdoor location)	12:00h – 14:00h
All American Food Court (outdoor location)	12:00h – 17:00h
Italian Panini (outdoor location)	10:30h – 12:00h
	14:30h – 16:30h
Coffee & Biscuits – (indoor location with open air Seafront Pyramid Terrace)	15:00h – 17:00h
Open Bar – (indoor location with open air Seafront Pyramid Terrace)	20:30h – 22:30h

Ice Cream House (outdoor location; operating June-Sept)

10:30h – 16:30h

DINNER

Restaurant Hermitage – main buffet restaurant

18:00h – 21:00h

THE LEVEL Restaurant – private buffet restaurant for THE LEVEL guests only

18:00h – 21:00h

Buffet Restaurant Al Dente - Italian Dinner*

18:30h – 21:30h

All American Dinner*

18:30h – 21:30h

NEW! Buffet Bulgarian Restaurant, traditional Bulgarian Dinner & local favourites 18:00h – 21:00h

*(with prior reservation at Guest Relation Desk).

ALL INCLUSIVE BEVARAGES OUTLETS

The Stage bar (outdoor location)***

20:00h – 23:00h

Beverages – tea, coffee, local spirits, soft drinks, cocktails, wine, beer

Lobby Bar Café Roma

07:30h – 24:00h

Beverages – tea, coffee, local spirits, soft drinks, house wine and beer

All Inclusive exotic and classic cocktails

Sunshine Café (pool bar, outdoor location)

Beverages – tea, coffee, local spirits, soft drinks, wine, beer,

10:00h – 23:00h

all inclusive exotic and classic cocktails

MELIA White Beach Bar – soft drinks, beer & snacks

SPORTS & ENTERTAINMENT SERVICES INCLUDED IN THE PROGRAM

• **MELIA Beach** - (operating from 01.06.2024– 15.09.2024)

08:00h – 18:00h

/Use of one parasol and two sunbeds per room and upon availability/

• Outdoor swimming pool

08:30h – 18:30h

• Kids swimming pool & baby water attraction on side

08:30h – 18:30h

• Indoor swimming pool

08:30h – 20:00h

• Fitness

08:30h – 20:30h

• Water Slides & Rope park – from June to September*

• **Game area** – table tennis, billiard, soccer game table, darts

10:00h – 23:00h

• Outdoor volleyball playground & Archery playground

• Animation Program – daily sports activities, mini disco and night shows

• **Kidsdom by Melia**

Kids Club for children from 4 till 12 years old

10:00h – 12:30h

15:00h – 17:00h

• **Free sun beds and umbrella near the outdoor swimming pool and at MELIA beach upon availability**

• Free Wi-Fi connection in all rooms and hotel areas

OTHER SERVICES INCLUDED IN THE PROGRAM

• Safety deposit box in the room

• Iron and iron board – upon request for 30min use

• Baby cot

OUTLETS AND SERVICES AT ADDITIONAL CHARGE

Room Service

08:00h – 02:00h

Café Roma

07:00h – 24:00h

Variety of imported beverages, exotic and classic cocktails. Attractive daily promotions.

YHI SPA Center

09:00h – 19:00h

• Body treatments, oxygen facial treatments, VIP SPA Suite, MINI YHI SPA, Steam bath, sauna.

*Mini bar – detailed price list available in every room.

GENERAL INFORMATION

- Check-in time at 15:00h /early check-in upon request and availability, extra charges apply/.
- Check-out time until 12:00h /late check-out upon request and availability, extra charges apply/.
- Pool towels – towel cards are available upon request at Reception. The fee for lost card or towel is 30 BGN.
- Payment method – for cash payments the only accepted currency is BGN; all types of credit cards are accepted except “Diners club” and “Amex”
- The All Inclusive package includes alcoholic drinks, soft drinks and cocktails from local brands.
- Imported liquors, cocktails with imported brands and fresh juices are at additional charge.
- A proper dress code is recommended in the restaurants and all indoor outlets smart/casual, which excludes wearing of swimsuits, vests, shorts and flip-flops.
- Non-smoking hotel. Designated smoking areas in the hotel are available.
- Electric car charging station – extra charge.
- Parking is payable- 25 BGN or approximately 13 Euro per car per 24 hours.

***** The operation of all outdoor Food & Beverages outlets may be subject to change depending on weather conditions.**

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