

## GENERAL TERMS AND CONDITIONS

### Payment and Payment Data — Bank Details

We accept Visa and Mastercard payments. The hotel does not store card data; all card information is entered on the payment platform or page of United Bulgarian Bank (UBB).

### Payment Methods

- **General Terms**

General terms and conditions of Hotel "Blu Bay" 5\* Sozopol / company "MC Invest" Ltd /  
By making an online reservation, you accept the rules of Hotel "Blu Bay" 5\* Sozopol regarding deadlines, cancellations, penalties, etc., namely:

1. **Prices and Payments**

All prices on the website of Hotel "Blu Bay" 5\* Sozopol are in Bulgarian lev, per person per day, and include VAT, tourist tax, and insurance fee.

If there are prices in other currencies besides Bulgarian lev on the website, they are for informational purposes only.

Payment can be made in 3 different ways:

- 1.1 **Electronically via debit or credit card**

Payment method – via Pay By Link (Virtual POS) using debit/credit card. Accepted card types – Visa, Mastercard.

Payment security is ensured through Verified by VISA and MasterCard SecureCode systems. We do not store bank card data used for payment via Pay By Link.

For security reasons, the maximum payment amount by card is 10,000 BGN.

- 1.2 **By bank transfer**

The payment of the specified amount must be made no later than the deadline indicated after booking.

- 1.3 In cash or by debit or credit card at the reception of Hotel "Blu Bay" 5 Sozopol / company "MC Invest" Ltd /\*, online upon booking or via bank transfer.

2. **Your Privacy is Important to Us**

Hotel "Blu Bay" 5\* Sozopol / company "MC Invest" Ltd / will not disclose, publish, sell, or trade your personal data and information in any way. In extreme cases, we may disclose your personal information to third parties for:

- Compliance with any court order or other legal obligation, or governmental or law enforcement authorities;
- Enforcement of our terms of use and other agreements;
- Protection of rights on our property, including sharing information with other companies and organizations to prevent fraud and reduce credit risk.

3. **Payment Document**

Upon successful transaction, a document will be displayed on the screen which you should print and keep for future reference.

4. **Reservation Confirmation**

- 4.1 An online reservation is considered confirmed after payment through the bank's payment form.

4.2 The reservation is held until 18:00 on the day of arrival. In case of delay or no-show, please inform us in advance.

### **Cancellation and Refunds**

5.1 Reservations made under Non-refundable rates cannot be canceled and the paid amounts are non-refundable.

5.2 Reservations under Flexible rates can be canceled without penalty if cancellation is made within the deadline specified at booking. After that deadline, penalties stated in the booking confirmation apply.

5.3 Payments made via bank transfer are refunded after the client provides a bank account.

5.4 Payments made through the virtual POS terminal are refunded to the card used for payment.

### **Online Booking Rules**

#### **USER AGREEMENT**

Effective from 01.05.2025

### **Basic Provisions for Online Booking of Rooms and Services in the Accommodation Place**

#### **Scope of Application**

These general terms apply to individual bookings of rooms and services at the Accommodation Place by clients using Exely: Booking Engine.

#### **Booking**

- a) Your decision to make a booking is sent automatically upon your request to the Accommodation Place.
- b) Brokerage services provided by Exely to clients are free of charge. Therefore, resale of rooms booked via Exely: Booking Engine is prohibited, as is subleasing rooms to third parties at prices higher than those set in Exely: Booking Engine.

#### **Agreements and Payments**

a) The agreement for services between the client and the chosen accommodation place is established during the booking process. All complaints and obligations related to the services concern only the client who made the booking and the accommodation place chosen by that client.

The processed booking can be paid by any payment method offered by Exely: Booking Engine. Please note the accommodation place may change payment methods in the online booking form.

- By bank card, the client may pay the price of the first night or any other amount specified by the accommodation place in Exely: Booking Engine. Payment is made via a secure payment system window. Partial payments during booking mean the remainder is due on arrival or earlier according to booking policy.
- Using "Credit card (guarantee)" payment method, you enter your credit card data in the reservation form. This data is transmitted securely to the accommodation to guarantee your booking. The accommodation may hold or block an amount on your credit card equal to the order amount. If the accommodation cannot perform the transaction, your booking may be canceled. Please ensure your card is valid and has sufficient funds.
- Cashless transactions require 100% prepayment. Some accommodations may set different prepayment amounts, which will be indicated during booking. Payment must be made within 3 days after booking. Some accommodations restrict cashless payments near arrival dates (usually 5 days).
- Booking can be paid in cash upon arrival if offered by the accommodation.

- Note! Accommodation may set non-refundable rates. For such rates, the initial payment (full or partial) is non-refundable in case of cancellation or no-show. Please read special offer terms carefully before finalizing your booking.

b) Room booking is made during the booking procedure. Confirmation (voucher) appears immediately after booking. We strongly recommend printing and saving the confirmation. It is also sent to the email address provided during booking. Due to technical reasons, Exely may be unable to verify delivery of confirmation emails, but the booking remains valid.

### **Booking Modification**

Exely: Booking Engine allows changes to arrival/departure dates, guest contact data, guest comments, and room type only for bookings with payment upon arrival. Changes must be made via the online booking system link provided in the confirmation email.

Changes are not allowed for other payment methods or other modifications to issued confirmed bookings, including those paid on arrival.

Please check cancellation rules when canceling and rebooking via Exely.

### **Cancellation of Booking**

a) To avoid misunderstandings, cancellations must always be made via Exely: Booking Engine to ensure timely notification to the accommodation. Cancellations can only be made via the cancellation link and password in the booking confirmation email. If you cannot use these, contact the accommodation's Reservations Department.

b) If you paid electronically by bank card, and cancel on time, money will be refunded to the same card within approx. 45 working days from receipt of cancellation. The timing depends on bank and payment system procedures.

c) If you paid with "Credit card (guarantee)" and cancel on time, the amount held on your card will be released by the accommodation. We recommend contacting the accommodation to resolve the refund.

d) If you paid via deferred payment and cancel, the payment system will refund the amount minus their commission after contacting you.

e) In case of late cancellation or no-show, the accommodation may apply penalties.

Late cancellation policies, exact conditions, and penalties are sent individually by each accommodation. Please read cancellation terms carefully during booking and in the voucher.

Early (premature) departure may result in claims for damages from the accommodation.

### **Information about the Accommodation**

International star ratings reflect the level of service but are not decisive. Additional information and descriptions are provided by the accommodation. Exely is not responsible for accuracy or reliability of this information.

### **Prices of Rooms and Services at the Accommodation**

a) All prices in Exely: Booking Engine are set by the accommodation and valid for all bookings via the system.

b) Booking prices apply for the stay period. Special offers set by the accommodation in Exely: Booking Engine apply automatically.

c) Prices apply per room and selected stay period including services described. Local taxes may sometimes



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be excluded.

d) All prices shown in Exely: Booking Engine are in the appropriate currency.

### **Information Security**

a) Client data is transferred to the accommodation only as needed for booking. Data may be used by third parties for feedback requests. Clients may opt out after the first email from third parties.

b) By agreeing to these User Agreement Terms, the client consents to collection, storage, updating, use, transfer to the accommodation, anonymization, and deletion of personal data (name, email, phone, citizenship). These data are required to provide services and respond to client requests. They appear in vouchers, reports, and accounting documents. Consent is given in compliance with applicable laws.

Please do not hesitate to contact us for additional information:

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