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FREQUENTLY USED PHONE NUMBERS & GENERAL INFORMATION

Emergency	9, 112	In case of emergency
Reception	9	24-hour reception, check-in, check-out, general information on hotel services, wake-up call, luggage storage, payments, parking, safe deposit box, transfers, lost and found
Hotel Housekeeping	9	Room cleaning, laundry and ironing
Room to room calls	Dial 1 and then the room number	
Guest Relations	9, 2021	

Keycard: At check-in, a keycard will be given to each guest for individual room access. We kindly ask you to return it to Reception on departure day.

Check-in time: Anytime after 03:00 PM
Check-out time: No later than 12:00 PM.
 Keycards will not be valid after this time. Guests who want to extend check-out timing can contact Reception the previous day to check availability. Late check-out service is extended depending on hotel occupancy and charged at an extra fee. Free of charge for loyal clients till 04:00 PM and depends on hotel occupancy.

Credit/debit cards: The following cards are accepted at the hotel: Visa, Master Card, Maestro and Diners. All amounts shall be charged in Bulgarian currency-BGN.

Service deposit: To cover any additional services, which might be used during the stay, a deposit is required at check-in. The deposit is 100 BGN per room for stays up to 2 nights and 150 BGN for stays of 3 or more nights and is payable by credit/debit card or in cash.

Luggage storage: The post checkout luggage storage area is located on Floor -1 and can be used until 06:00 PM, on the day of checkout.

Housekeeping: Housekeeping takes place every day from 09:00 AM to 05:00 PM. Should you have additional requirements/queries about housekeeping, please contact Reception.

Safe deposit box rental: This service is provided at an extra cost and can be booked at Reception. The hotel shall not be liable for any loss of valuables. Please use the safe deposit boxes at Reception.

Internet connection: 24-hour complimentary Wi-Fi.

Parking: The use of the outdoor parking is free for hotel guests (based on availability). An extra fee shall be charged for the use of the underground parking. Please keep your ticket – you will need it to exit the parking. Before checkout, please validate your ticket at Reception. The ticket will be valid for 30 minutes after validation.

Emergency medical assistance: Available 24-hours upon request at Reception.

Security: The hotel guarantees 24-hour security service. In case of need, please contact Reception.

Automatic teller machine (ATM): The cash machines are located to the left of the Reception and in the bank. A currency exchange machine is located next to the ticket office of the Adventure Center Borosport.

Power supply and voltage: The hotel power supply is 220/240 Volts.

Loyalty Program: Join the Loyalty Program for free, by filling in the form at Reception or online at www.btcollection.com. Make the most of our special deals and perks and be the first to know the latest information about the BT Hotels Collection group.

Business Center: Located right next to the Reception desk, printing charges will be applicable.

Lighting and ventilation / heating system: When entering the room please insert your keycard into the device mounted on the wall, next to the room entry door. This shall activate the automatic control of the lighting, heating and ventilation. The

system is for heating and ventilating and cannot be used for cooling. Whenever leaving the room, please do not forget to take the card with you and check if the door is locked.

Lost and found: Please be advised that the hotel shall not be held responsible for any lost or missing property. For lost or missing personal belongings, please contact Reception by dialing 9. To recover a lost and found item, please be ready to provide a copy of your ID card and address.

Minibar: (upon request) The items in the minibar are not included in the room rates. Upon request the mini bar is stocked on a daily basis and the consumed items are charged to the room bill. The amounts charged for the mini bar shall be paid by the guests at checkout or deducted from the deposit. The price list for the minibar items is on display in every room.

Room service, restaurants and bars: The Rila Hotel features a variety of food & beverage outlets – for more information please see section No3 “Restaurants and Bars”.

Transfers: Guests requiring transfer services can contact the Reception for bookings. Please note that at least one-day prior notice is required. Advance payment is required.

HOTEL FACILITIES

SPA center Floor 0	Ext: 2121	Hours of operation: Monday 10:00 AM – 08:00 PM Tuesday – Sunday 09:00 AM – 08:00 PM	Free access for hotel guests: <ul style="list-style-type: none"> • A 25m by 13m indoor pool with water temperature of 28°C. The pool does not have a children's section • Two hot tubs with water temperature of 35°C • Thermal zone with 4 saunas, steam bath, Russian bath, Turkish bath, Cryo cabin and relaxation zone with heated beds • Gym Services with additional payment: <ul style="list-style-type: none"> • A variety of massages, treatments, beauty and SPA therapies for the body and the face
Beauty salon Floor 0	Ext: 2125 nail salon; 2124 hairdresser	Hours of operation: By appointment only	<ul style="list-style-type: none"> • Hairdresser • Nail salon
Games hall International Floor 0	Ext: 2621	Hours of operation: Monday - Sunday 3:00 PM - 07:00 AM (1 Dec - 30 March)	Slot machines and electronic roulette
Arcade Games Hall Floor -1	Ext: 9 for Reception	Hours of operation: Monday - Sunday 10:00 AM - 10:00 PM	Fun electronic games for children and adults, operated with chips bought in advance at Reception
Borosport Adventure Center Floor 0	Tel: +359 889 607 000 Ext: 7662	Hours of operation: Winter season: Mon - Sun 08:00 AM - 05:00 PM Summer season: Mon - Sun 08:00 AM - 6:30 PM	Sales of Borosport services and info about: <ul style="list-style-type: none"> • Weather • Ski slopes and lift conditions • Ski and snowboard lessons • Ski and snowboard rental • Lift passes • Kids snow park BoroKids • Kindergarten • Winter activities – ski touring, motor sledges, paragliding and others • Summer activities – bike park, rental equipment, rock climbing, mountaineering, horse riding and others
Ticket office for lift passes and equipment rental payment Floor 0	Ext: 7580	Hours of operation: Winter season only Monday - Sunday 08:00 AM – 04:30 PM	Here you can buy: <ul style="list-style-type: none"> • Lift passes • Multiple-use lift cards for reloading online • Ski and snowboard equipment • Ski and snowboard lessons
Bank Floor 0, entrance from the shopping alley	Tel: +359 (02) 800 25 49	Hours of operation: Every day except national holidays 09:00 AM - 07:00 PM	First Investment Bank <ul style="list-style-type: none"> • 24/7 ATM • 24/7 currency exchange machine
Pharmacy Floor 0 entrance from the shopping alley		Hours of operation: In winter season only 10:00 AM - 10:00 PM	
Book store Floor 0 Entrance from the shopping alley		Hours of operation: Tue-Sun Winter season 11:00 AM - 06:30 PM Summer season 10:30 AM - 06:00 PM	
Ski Rentals Rila		Hours of operation: (Winter Season) 08:00AM - 10:00PM	Ski and snowboard equipment rental
Ski room Floor -1		Hours of operation: (Winter season) Monday-Sunday 08:00 AM - 10:00 PM	Ski and snowboard storage, free for hotel guests. Bringing ski and snowboard equipment into the hotel rooms is forbidden.
Children's art studio Floor 0		Hours of operation: (Winter Season) 11:00 AM - 10:00 PM	Creative activities for children (paid service)
Children's corner Floor 0		Hours of operation: Winter season: Mon - Sun 03:00 PM - 11:00 PM Summer season: Wed - Sun 03:00 PM - 11:00 PM	Suited for children aged 3-7 years. Free for hotel guests up to 2-hour duration. Children below 3 years of age are admitted with an accompanying adult only.
Borosport Kindergarten Floor -1	Ext: 7639	Hours of operation: Monday - Sunday: In Winter season only: 8.30 AM - 05.00 PM	Suited for children aged 4 to 7 years and includes ski tuition, gear, lunch, snack & ski pass for Borokids
Outdoor Kids Club "Boroland"	Ext: 7622	Hours of operation (Summer season only) 09:00 AM - 08:00 PM	Outside activities suited for children aged 4 to 7 years

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RESTAURANTS AND BARS

Restaurant Seasons Floor 1	Ext: 2211	Hours of operation: Winter season: Breakfast: 07:30 AM - 10:30 AM Dinner: 6:00 PM - 09:00 PM Summer season: Breakfast: 08:00 AM - 10:00 AM Lunch: 12:30 PM - 2:30 PM (Summer season only) Dinner: 06:30 PM - 09:30 PM	Seasons is the main hotel restaurant, serving seasonal specialties from Bulgarian, European and International cuisines, in a buffet style setting, depending on your accommodation terms. You can check the terms and conditions on your reservation confirmation. The restaurant offers a pleasant ambiance and a terrace with stunning views of the slopes.
Restaurant Les Arcs Floor 2	Ext: 2221	Hours of operation: Winter season: Breakfast: 08:00 AM - 10:00 AM Dinner: 06:00 PM - 09:00 PM Summer season: Breakfast: 08:00 AM- 10:00 AM Dinner: 06:30 PM - 09:30 PM	Buffet restaurant Les Arcs is an intimate venue, with stunning views of the slopes, featuring modern alpine design, inspired by the French resort Les Arcs.
A-la-carte restaurant Samokovi Floor 0	Ext: 2202 +359 889 678 292	Hours of operation: Winter season: Premium breakfast: 07:30 AM - 10:00 AM A-la-carte dinner: 07:00 PM - 10:30 PM Summer season: Premium breakfast: 08:00 AM - 10:00 AM	Our signature a-la-carte venue, serves traditional Bulgarian and International cuisine, interpreted in a modern way by top Chef Veselin Kalev. The restaurant features refined ambiance and service.
Champions Lobby Bar & Diner Floor 0	+359 882 513 510	Hours of operation: Winter season: 00:00 AM - 12:00 PM Summer season: Sunday - Thursday 07:00 AM - 11:00 PM Friday & Saturday: 07:00 AM - 02:00 AM	Sports bar & diner for champions, at the heart of the resort – undoubtedly the best venue for any time of the day, where you can watch a variety of sports events on the big screens, relax by the fireplace or the heated terrace, while enjoying the white magic outside during the winter or the spectacular green mountain during the summer.
The Terrace Lounge Floor 2	+359 885 066 886	Hours of operation: 10:00 AM - 11:00 PM.	Cocktail bar & diner - with unparalleled views of the ski slopes, unique cocktails, delicious food and live après-ski parties every afternoon during the winter season.
Night club After Eleven Floor -1	+359 888 810 160	Hours of operation: 11:00 PM - 04:00 AM	Featuring a trendy interior, After Eleven has transformed the nightlife in Borovets. This is the place to find the best club music and guest stars.
Room Service	Ext: 2222	Hours of operation: Winter season: 24/7 Summer season: 07:00 AM - 10:00 PM	Please find a selected menu of drinks and food in your room.

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CONFERENCE CENTER

Hotel Rila's new conference center has 9 multi-functional conference rooms with capacity ranging from 5 to 700 seats. The hotel's meeting spaces are suited for a variety of events, such as corporate meetings, conferences, weddings, Christmas parties and many others.

For more information, please dial extension 2346 or 9 for Reception or check our e-brochure at events.btcollection.com/en

SIGHTSEEING IN THE AREA

The Rila Monastery

Set-up in the 10th century by Saint Ivan Rilski, the Rila Monastery is the largest and among the oldest monasteries in Bulgaria. As a result of its unique architecture and location, the monastery is on UNESCO's World Cultural Heritage List and is also among the most visited tourist attractions in Southeast Europe.

Tzarska Bistriza

Among the historical landmarks in Borovets is the summer royal residence Tsarska Bistriza. Built between 1898 and 1906 it served as a hunting lodge under Knyaz Ferdinand I (Saxe Cobourg Gotha) and his son Tsar Boris III. Today, the residence belongs to the royal family of Tsar Simeon II and they spend a significant part of the year here.

Shishmanovo Kale

Known locally as the Old Samokov - the antique and medieval town located some 3 km away from today's Samokov town has its roots in the early centuries of the past millennium. The legend says that it is the place where the last battle was fought by Bulgaria's King Ivan Shishman against the Ottoman invaders.

Women's Convent "Pokrov Pr. Bogoroditzi"

Is one of Bulgaria's few functioning convents. Here you can feel the spirit and the atmosphere of the Bulgarian Renaissance. Renowned for its hospitality, the convent has attracted many pilgrims and visitors during the last couple of centuries.

Tzari Mali Grad

This is an archaeological, cultural and historical complex, situated in Belchin village just 15 minutes from Borovets. Tzari Mali Grad is built on Sveti Spas Hill - witness of the ancient history of the region. The legend says that the hill was within a large settlement named Tsari Mali Grad - the little King's city. Some enthusiasts go even further and interpret the name as the Little Tsarigrad - Constantinople.

Bishop's Church "The Assumption of the Holy Mother of God"

The headquarters of the diocese was built in 1712. Some of the larger icons are painted in Sveta Gora (Mount Athos) and the wooden carved iconostasis was commissioned in 1793 to master Andonyi, in one of the Mount Athos's monasteries.

The "Samokov"

The "Samokov" is a reconstruction and an operating model of equipment used from the XIV-XV to the early XX century for the processing of iron produced in furnaces, also called Madan. The museum is at the exit of the town, on the road to Borovets Resort on Bistriza river.

Beliova Tzarkva (Belio's Church)

Is the oldest Christian church within the town of Samokov. It lies on the foundation and antique ruins of a basilica dating back to the 4-6th century. It carries the name of "Belio," who according to the legend, erected the church around 1389. This site is a historic gathering place where Easter and other notable religious holidays were celebrated for centuries. This is also the resting place of the remains of St. Simeon Samokovski.

The Seven Rila Lakes

This is one of the most remarkable natural phenomena not only in Bulgaria but also on the Balkan Peninsula. The lakes have glacial origins and are situated between 2100m and 2500m of elevation in the Rila Mountain.

Mount Musala

Mount Musala is the highest peak on the Balkan Peninsula. Some 2925 meters above sea level, it challenges all mountain lovers.

For more information please contact Adventure Center Borosport.

FOR YOUR SAFETY

FIRE PREVENTION AND SAFETY INSTRUCTIONS

- Our guests' safety is of paramount importance. All necessary precautions for your safety have been taken. Please read below the following safety guidelines and check the evacuation plan, posted on the inside of your hotel room door.
- Guests are not allowed to use personal heaters and gas-cookers on the hotel premises.
- When exiting the room please switch off all electrical appliances, lights and TV.
- It is forbidden to cover the bedside lamps with tissues, clothes or any other material.
- In case of fire, please keep calm and notify Reception without delay. Once you have notified Reception of an existing fire, you may try to put out the fire using only the fire extinguisher located on your floor, if you are willing and able. Please take care of your safety first before attempting any action.
- When the fire alarm system is activated, the hotel's emergency alert system starts giving evacuation instructions.
- In case of fire, the evacuation meeting location is at the hotel's parking lot (North part) and the hotel's main entrance (South part).
- Do not use elevators for evacuation.
- Do not run.
- When you evacuate always proceed downstairs, never upstairs.
- Always follow the instructions given by the hotel staff.
- When exiting the building proceed in the direction indicated by the respective signs.
- If there is too much smoke in the corridors and staircase, stay in your room and open the window. Close the door tight and put wet towels, sheets, blankets etc. under the door to keep the smoke away.
- First aid points shall be available on the parking /North part/ and by the ski slopes /South part/ of the hotel.

IN CASE OF EARTHQUAKE

- Do not run. Do not panic.
- Stay where you are. If you are in the open - stay in the open. If you are inside - stay inside.
- Stay away from windows.
- If you are indoors sit or lie alongside the bed or stand opposite a partition wall or

under a partition door case. If there is a solid desk or table, go underneath.

- Stay calm and do not try to evacuate. Listen attentively to the emergency messages. If evacuation is necessary the emergency exits and stairs will be checked for safety first.
- The elevators will stop automatically until checked and deemed safe to use. If you are outdoors stay away from power supply wires, posts or other objects, which may detach or fall, such as fragments of buildings.

HOTEL RESPONSIBILITY DISCLAIMER:

- The Rila Hotel shall not be held responsible for any lost or damaged personal belongings of its guests, as well as for any injury or death, caused by your or any third party actions or inactions made in violation of the Rules herewith or as a consequence of any inappropriate use of hotel property or hotel equipment.

INTERNAL RULES AND REGULATIONS

Dear Guests, we kindly ask you to comply with the following rules and regulations during your stay in our hotel.

1. Check-in is done only upon provision of personal ID document.
 1. Check-in time is after 03:00 PM. Check-out time is no later than 12:00 PM on departure day. Should you need to use the room after the check-out time, please contact Reception one day in advance. For late check-out service, an extra charge is applicable, based on the hotel tariffs and room availability.
 2. The full amount should be paid before arrival according the specific terms of the offer. The payment may be done via debit or credit cards or in cash. Payments are accepted in Bulgarian currency (BGN) only.
 3. At check-in, the hotel reserves the right to request from each customer a deposit based on the booked services. The deposit is required to serve as a guarantee for additional consumption such as mini bar, hotel services or as compensation of missing or damaged hotel property discovered upon/ after guest check-out. The deposit may be settled in cash or by blocking / charging the respective amount on your credit/debit card. The deposit shall be refunded or unblocked after check-out, provided that the hotel has no legitimate grounds to withhold a portion or full amount, in order to recover unpaid expenses or property loss/damage. If the deposit does not cover the unpaid expenses or the property loss/ damage your credit/debit card will be charged additionally or you can choose to pay the difference promptly in cash or by bank transfer. Delaying payment for the used services and / or damages (missing or damaged property of the hotel) is considered a violation of the internal rules and the laws of the Republic of Bulgaria
 4. At check-out, guests should return their keycards to Reception and settle any unpaid bills.
 5. Should a customer cancel his / her booking, the paid deposit shall be partly refundable or non-refundable, depending on the conditions of the reservation.
 6. It is forbidden for unregistered persons to stay or spend the night in a hotel room. Hotel guests may meet their guests in the lobby or in the hotel's food and beverage venues.
 7. Dogs or other pets are not allowed on the hotel premises.
 8. The hotel guests are not allowed to bring in and make use of any electrical heating, gas or any other appliances, during their stay.
 9. Proper attire must be worn in all public areas of the hotel. The security may restrict access of any person dressed inappropriately. Wearing ski boots is permitted in the lobby bar area only.
 10. When passing through the lobby, on the way to the SPA Center, please use your hotel gown and slippers.
11. It is forbidden to take in and/or store flammable, explosive and excessively large items on the hotel premises.
12. Please leave all valuable belongings in the deposit boxes at Reception. The hotel shall not be held responsible for any valuable items left unattended.
13. Bringing in food from outside and eating in the hotel room or common areas is not allowed, unless you have prior written consent from the hotel.
14. In the swimming pool area, it is strictly forbidden:
 - To eat and / or drink alcoholic beverages in close proximity to the pool.
 - To jump and push people into the pool.
 - To enter the pool with clothes.
15. **IT IS STRICTLY FORBIDDEN TO SMOKE IN THE HOTEL AREA /HOTEL ROOMS AND COMMON AREAS/! ONLY SMOKING AREAS MARKED AS SUCH MAY BE USED FOR SMOKING PURPOSES!**
16. For our guests' comfort, making noise is strictly forbidden during the night hours (11:00PM - 07:00AM) and afternoon hours (from 02:00 PM to 04:00 PM) as well as any behavior which is in violation of the public order, as provided under Bulgarian legislation.
17. For safety reasons, it is not permitted to leave children below 12 years of age

unattended by an adult on the hotel premises. People under 16 years old are not allowed to use the thermal zone and should be accompanied by an adult in the pool area. The hotel shall not be held accountable for any incidents involving children left unattended on the hotel premises. Children's safety is the responsibility of the parents/caregivers, for the duration of the stay at the hotel.

18. Guests are not allowed to move furniture or property in the hotel rooms.

19. Guests shall be liable for any damaged, lost and/or missing hotel property. Should any damaged, lost and/or missing hotel property be established at check-out, the corresponding amount shall be charged in accordance with the missing/damaged inventory price list.

20. It is not permitted to lean skis/snowboard against the walls, the furniture or the wooden paneling of the hotel.

21. Removing any hotel property such as towels, dressing gowns, inventory, vessels and other, is not permitted.

22. At check-out all towels and bathrobes should be left behind in the hotel room. If you wish to buy a Rila Hotel bathrobe, please contact Reception. For any missing bathrobes, towels and other items point 19 (above) shall apply.

23. For safety reasons running, skating, cycling, skateboarding, hover boarding etc. are forbidden throughout the hotel and the common areas.

24. It is inappropriate to hang clothing on the terrace railing of your hotel room. Please use the racks above the radiators.

25. We rely on you to help protect the environment by saving energy and water in the hotel. When leaving the room, please remove your keycard from the wall-mounted device – this will switch off all appliances and electricity in the room.

26. We rely on your help to keep all premises clean. All guests must observe the common rules for sanitation and order in the hotel.

27. In the hotel's food and beverage venues, spirits and energy drinks are not served to persons below 18 years of age. Hotel staff may, at their own discretion, refuse to serve such drinks to adults, as well, if they are in a state of insobriety or aggressiveness.

28. The following is not allowed: the use of any obscene or offensive language; any discriminating behavior based on race, skin color, nationality, religion, sex, family situation, age, ethnic origins or disability; the use of symbols or gestures which offend the personal dignity of other guests or hotel staff.

29. No firearms or cold weapons are allowed in the hotel area. For any violation of the Rules herewith, or any trouble to the public order, the legislation in force, as well as the legal regulations of the country shall apply. For any actions damageable to the hotel's reputation and image, the hotel management has the right to take the respective measures /including to seek the intervention of hotel security/, to stop the violation right away and the right to terminate the contract and end the stay of the violators in the hotel, and to seek compensation from them for the damages, resulting from their faulty actions, based on the hotel pricelist and the legislation in force in the R. of Bulgaria. The hotel management

reserves the right to maintain an up-to-date list of violators and to deny them access to Hotel Rila. Please be advised that video surveillance is ongoing in all common and public areas, in and around the hotel.

HOTEL TIPS AND ADVICE:

1. Currency exchange: the only places for legal currency exchange in Bulgaria are the officially licensed exchange offices and currency exchange machines and banks. Exchanging currency in any other place is prohibited and any violation of this prohibition may result in penalties or administrative sanctions. Please stay vigilant if you are requested to provide your passport or other ID on the street. In such cases always ask for the person's proof of identity, as official authority.

2. It is highly inadvisable to carry large sums of money with you – this may attract attention when you make purchases or payments. Keep your wallet and personal ID safe.

3. Do not leave your personal belongings unattended. In busy places keep your hand luggage near you at all times.

4. Use taxis, which clearly display the agency name, the driver's ID and pricing. The concierge may assist you in finding a reliable taxi service.

5. Prostitution: please be advised that this is an illegal activity in Bulgaria and the use of any such services may threaten your personal security, health and property.

DAMAGE OR LOSS OF HOTEL INVENTORY

During your stay in the hotel, you will find available for use in your room - towels, pillows, blankets, bed linen, bathrobes - for use in the SPA center and other items. They are hotel Rila's property and are not to be removed from the hotel premises.

MISSING/DAMAGED INVENTORY PRICE LIST (PER ITEM)

INVENTORY	BGN	INVENTORY	BGN	INVENTORY	BGN
Top sheet	35	Curtain voile	100	Mirror	100
Bed sheet	25	Curtain drape	220	Fire extinguisher	120
Pillow case	10	Mattress	250	Room left extremely dirty	120
Pillow	20	TV	1400	Damaged furniture	200
Duvet cover	45	TV remote control	45	Liquid soap dispenser	80
Blanket	40	Carpet	200	Liquid soap filler	50
Towel (large)	25	Telephone set	50	Key to safe deposit box	30
Towel (face)	15	Soap tray	45	Window pane	100
Towel (feet)	10	Glass/cup	10	Stop parking device	150
Bathrobe	70	Waste basket	35	Art (painting, photo)	200
Bathrobe child	55	Toilet brush	30	Smoking in common areas and rooms	200
Mattress protector	30	Hair dryer	120	Disturbing public order	200
Bed shawl	55	Minibar	200	Sofa covers	130
Bed spread	170	Kettle set	200		

The list above is not exhaustive. For any violations unmentioned in the list the hotel management reserves the right to proceed on a case by case basis and shall have the right to end the stay of the guest/s for repeated violations and/or for serious offenses and shall have no obligation to refund any prepaid booking and shall not be liable for any other compensation whatsoever.

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EXTRA SERVICES

Prices for extra services

SERVICES

- | | |
|---|---------|
| • Late check-out: price per hour between 12:00 P.M. (noon) and 05:00 P.M. | 30 |
| • Box lunch adult / child | 15 / 10 |
| • Safe deposit box for 1 day | 5 |
| • Safe deposit box for 7 days | 25 |

BGN