

Apart-Hotels-Sofia, AHS Rules

Reception from 9 AM to 5 PM: +359 885 067 022

Emergency Contact: 112

These are the rules of the hotel according to its management and policy to ensure a safe and comfortable environment for all residents and guests.

Check-In and Check-Out

Guests must check in at the designated time and leave on time to ensure a smooth operation and to prepare the apartment for the next guest.

- Check-In is after 14 o'clock. Check-In before this time will incur an additional charge.
- Payment for the reservation is made at arrival at the latest. If the apartment is not paid for, the Hotel has the right to refuse the reservation and withhold from the debtor-client the amount he has paid in advance. Direct reservations are paid the same day until 5 PM, regardless of the arrival date and are non-refundable.
- Release is until 11:00. Check-Out after this time will incur an additional charge.
- There will be a 10 minute wait upon departure for the apartment to be checked for damage and missing items owned by the hotel. Thank you for your understanding.
- Cancellation Policy

If the guest decides to shorten their stay before the official end of the reservation: The guest will be charged 100% of the canceled days if the cancellation is made 2 days before departure. If canceled more than 2 days before departure, the guest will be charged 50% of the canceled days. The exception are online bookings for which a different cancellation policy has been agreed upon and direct reservations which are non-refundable.

Security and access

It is essential that guests adhere to these guidelines to ensure their safety and the security of the hotel premises.

- Check-In process: All guests are required to submit their Check-In details prior to arrival.

This can take place by filling in the obligatory personal details for registration of each guest via our website <https://apart-hotels-sofia.com/online-check-in/> , through a third-party booking platform, via email at office@ahs.bg, per phone at **+359 885 067 022** or in person after arranging with the reception staff a certain time, latest the next morning.

On the day of arrival, guests will receive a personalized code and detailed instructions how to enter the hotel premises and their apartment. An electronic key card will be left on the table that can be used onwards to grant access to the designated suite, elevator and front door of the building. The code will not expire and will be valid for the whole duration of the stay. Sharing the code and granting access to unknown and non-registered guests is NOT allowed. The guests are required to always take the card with them. If requested, a second card can be provided the following morning.

- **Protect your key card:** Guests are advised to keep the key card in a safe place at all times. It should be treated like cash and not left unattended in public places. Do not store the card in a phone case as it may stop working.
- **Door Lock Instructions:** Holding the card near the designated door sensor opens the door/ activates the elevator buttons. There are no physical keys.
- **Single Occupancy:** Unless otherwise stated, key cards are for use by registered guests only and must not be shared with others.
- **Lost or Stolen Key Card:** In the event of a lost or stolen key card, guests must notify the hotel reception immediately so that appropriate action can be taken, such as deactivating the lost key card and issuing a replacement. The guest will be charged EUR 15 for a lost or stolen card.
- **No Duplication:** Guests are prohibited from attempting to duplicate the electronic keycard or making unauthorized copies.
- **Return on Check-Out:** Guests are required to return the electronic key cards to the front desk upon check-out or leave them inside the apartment. Failure to return the key cards may result in additional charge.
- **Privacy and Security:** While in the apartment, guests must ensure that the door is securely locked when they leave and that all personal belongings are properly secured.
- **Refrain from sharing access details:** Guests should refrain from sharing their access details, including room number, code and electronic keycard information, with unknown or unregistered guests to maintain security and privacy.
- **Emergencies:** In the event of an emergency, guests must follow specific hotel procedures, which include contacting the Reception or using emergency exits.
- **Misuse of key card:** Misuse of the electronic key card, including attempting to access unauthorized areas or apartments, may result in penalties or expulsion from the hotel.
- **Elevator access control:** The guest needs a key card to access the 2nd, 3rd, 4th floor where the guest apartments are located. Floors - 1, 1, 5 and 6 floor are prohibited for guests and are private property. The ground floor (0) is always accessible without a card.
- **Please ensure that the front door of the hotel is not left open and unattended.**
- **CCTV cameras monitor the hotel grounds.** All information is recorded and stored on a digital medium. Video surveillance is in place to ensure the safety of guests, their property, and the property of the hotel. When making a reservation, guests receive the hotel and privacy policy, and acknowledge and do not object to the use of the video surveillance system on the hotel grounds (except for suite rooms). You can read our Privacy Policy at <https://apart-hotels-sofia.com/>
- **Firearms and Pistols Policy**

The hotel management prohibits any guest or customer from carrying any firearms, ammunition, knives or weapons of any kind inside the hotel premises. This policy applies to all firearms, whether the firearm is a handgun or a long barreled weapon. Guests who do not comply with this policy will be asked to leave the hotel.

- Dangerous goods policy

The importation of goods and/or the storage of unprocessed or exposed motion picture films or any other articles of a flammable or dangerous nature and/or prohibited goods and/or goods of an unacceptable nature is prohibited.

The guest is fully responsible to the management, other guests, hotel visitors, agents and employees for all financial or other losses and damages that may be caused by such items or due to own negligence and failure to follow instructions.

Gambling, smuggling, prostitution, weapons, explosives, flammable objects, poisons, drugs, animals and spicy food are strictly prohibited on the hotel grounds.

- Baggage storage policy

The hotel does not currently offer any luggage storage facility.

Emergency cases

It is extremely important for guests to familiarize themselves with these emergency procedures upon Check-In to ensure they can respond appropriately should a situation arise. In addition, AHS frequently conducts regular emergency drills to prepare guests and staff for potential emergencies.

- Emergency contact information:

International emergency number: 112

Reception: +359 885 067 022

Local medical facility: ISUL Hospital is a 2-minute walk away; Address: Sofia, 1527, 8 Byalo More St.

Call center: +359 02 943 2170; Emergency telephone number: +359 02 9432 203 or email at emergency@isul.eu

- Fire safety:

Guests are encouraged to evacuate the building immediately if a fire alarm is triggered. When activated, elevator use is prohibited. Guests must evacuate via the staircase leading to Level 0 (Ground Floor) and the hotel's main entrance/exit.

Instructions on what to do in case of fire:

1. Keep your composure
2. Report the fire/accident to 112
3. Leave your occupied premises, floor and building without panic. Follow the evacuation plan.
4. When encountering people on the evacuation route, do not apply excessive pressure - this will slow you down!
5. When fuming, move close to the floor.
6. Once you have left the building, do not return under any circumstances! Head to the designated assembly point and wait there.

- Medical Emergencies: If a guest requires medical attention, they should immediately call emergency services at 112 and contact the front desk. Hotel staff can also help arrange medical assistance.

- **Power outages:** In the event of a power outage, the guest must not use the elevator. Backup lighting and emergency power sources are available for a limited time.
- **Bad weather:** During severe weather, guests should be advised to stay indoors and away from windows. If necessary, hotel staff can direct guests to designated safe areas within the building.
- **Suspicious Activity or Security Issues:** Guests are encouraged to immediately report any suspicious activity or security issues to hotel staff.
- **Evacuation Procedures:** In the event of a complete evacuation of the apartment-hotel, guests must leave the building immediately, leaving their belongings inside.
- **Emergency Communication:** The hotel will communicate important information to guests during emergencies, using the hotel phone or by calling/ sending text messages to registered phones.

Quiet hours

The designated quiet hours during which residents and guests must keep noise levels to a minimum to avoid disturbing others are between the hours of 10:00 PM and 7:00 AM. We kindly ask our guests to be respectful of their neighbors and do not gather in rooms or common areas where noise will disturb others. All noise complaints resulting in compensation to disturbed guests will be billed to the guest apartment whose noise caused the complaint.

Rules prohibiting parties or events

The hotel has a no in-room party policy to protect the property and our guests. Parties, loud disturbances and/or noise are not allowed or tolerated on the hotel premises. In case of concern, a polite request (warning) to keep the noise down will be made. If our request is not met, the guest will be asked to leave the hotel without a refund. Registered guests are responsible for all visiting persons. Unregistered visitors are allowed only until 21:00 o'clock. If more people than those listed on the guest registration form are found after 21:00 o'clock, your stay will be considered a party. You will be ordered to vacate the premises without a refund and may be placed on the hotel's restricted guest list. The authorities will be called and the occupants will be evicted from the hotel.

If the "No Party in Room Rules" and warnings are ignored, a **fee of €250** may be applied to the guest's bill.

Lost and Found Policy

In case of discovery of forgotten items by the guest, the hotel immediately informs the owner, if known. Forgotten items are stored in the hotel for 3 months from the date they were found. After this period expires and the owner of the forgotten items is not discovered, the Hotel has the right to use, throw away or destroy the items.

Property Damage Policy

The guest will be held responsible for any loss or damage to hotel property caused by them, their guests or any other person for whom they are responsible.

Damage found after Check-Out - Guestrooms found littered, in complete disarray and/or damaged will be subject to a basic cleaning fee of EUR 200 and/or third party fees if applicable.

Management Rights Policy

It is agreed that the guest will behave in a respectful manner and will not cause inconvenience or disturbance to the hotel.

In case of violation of any of the hotel rules, the Management has the right to require any guest to immediately vacate their room or other parts of the hotel, without notice and without assigning any reason, and the guest is obliged to leave, when requested. In case of default, the Management has the right to remove the guest's luggage and belongings from the room occupied by them. If the situation escalates and the guest does not follow this policy, the hotel will call the police.

Photo and Video Policy

The use of photos and videos taken at the hotel for commercial or public purposes is not permitted. Those who do so will be subject to prosecution as the hotel is privately owned and reserves the right to enforce this policy.

Policy on the right to refuse service

Apart-Hotel-Sofia is privately owned. We reserve the right to refuse service to anyone if there is a valid reason to do so, e.g. in case of non-compliance with the hotel policy, a threat to security and in case that violates the laws of the Republic of Bulgaria. The hotel has a zero tolerance policy whereby we will refuse to admit or refuse service or accommodation at our hotel or may remove a person, without refund, who refuses to comply with reasonable standards and policies established by the Republic of Bulgaria and the management of the hotel. The hotel will refuse service or expel a guest: for refusing or not paying for accommodation, being under the influence of alcohol, drugs or any other intoxicating substance and acting indecently to disturb the peace of other guests; acts disorderly to disturb the peace of other guests; is unable to properly supervise his children at all times, attempts to use the hotel for illegal purposes; attempts to bring into the hotel: an illegally possessed firearm; or other dangerous substances, materials, substances, including items of explosive or dangerous or toxic substance, the possession of which is illegal and which may be dangerous to other persons; destroys, damages or threatens to harm hotel property or guests; causes or allows persons to exceed the maximum allowable room occupancy, refuses to comply with reasonable standards or policies established by the hotel management.

Disease and Epidemic Policy

The hotel reserves the right to refuse accommodation to a guest arriving with a communicable disease. In case of feeling unwell during the stay, please notify the reception staff. In case of serious illness, you may be asked to receive appropriate health care from a nearby health facility. During outbreaks, we have the right to use precautionary measures at our discretion or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate in the circumstances.

Parking

The hotel does not currently offer any parking.

Apartment policy

- The use of an apartment is permitted only by the person who booked it or the guests declared by this person during the reservation.
- You can enjoy food and drinks only in your hotel suite or in the lobby area.

- It is forbidden to change the position and arrangement of the apartment furniture and appliances.
- Cleaning:

Bed linen and towels are changed once a week, and guests must notify reception at least one day in advance to arrange a time and date for cleaning. Additional cleaning of the apartment can be booked at an additional cost, at least one day in advance. Cleaning is strictly between 10:00 and 14:00 o'clock.

- Trash Disposal and Sanitation: Between cleaning visits, guests are responsible for properly disposing of trash and recyclables to maintain cleanliness and sanitation. Garbage bags and cleaning supplies are provided inside the laundry room on each floor. Guests are responsible for cleaning or washing the kitchen utensils and appliances they use. Ironing boards and irons must not be left ON unattended and must be returned to the laundry room after use for other guests to access.
- Air conditioning: The air conditioning system does not operate if the windows or doors are open.

Visitor Policy

The customer has the right to invite guests to their apartment from 07:00 to 21:00 o'clock.

If the visitor stays in the apartment after 21:00, the guest must register by presenting a passport or ID card and pay for the stay. The hotel is not responsible for crimes related to unregistered visitors.

Pet Policy

Pets are **not allowed** on the territory of the hotel.

Smoking is prohibited

The entire building, including all rooms and suites, are non-smoking area for fire safety and health reasons. We appreciate your cooperation with our non-smoking policy and reserve the right to charge a €100 cleaning fee to any guest who violates this policy. We offer balconies or terraces in each apartment where you can smoke behind closed door. The main smoking area is in front of the hotel's main entrance.

Candles, Diffusers, Incense, Essential Oils Policy

Candles, diffusers, incense and essential oils (diffusing, vaporizing, etc.) are prohibited. These items and activities will be treated as smoking, a €100 fine will be imposed and the guest may be evicted without a refund.

Rules for cooking, cooking appliances, combustibles or fireworks

The safety of our guests, staff and building is extremely important to us. Food preparation in guest suites is permitted only with the cooking facilities provided in each hotel's full-size kitchen. A minimum fee of €200 will be charged for cooking in a room other than the kitchen, as well as for the use of own stoves, toasters, water heaters, rice cookers, appliances operating with flammable liquids or open flames, grills for barbecue, burners, heating devices or any other object intended for cooking. Open fires, flames or charcoal or gas cooking grills and fireworks are not permitted anywhere on hotel property. In the event of damage to hotel property, the guest is responsible for covering the full value of the items.

Room Safety Policy

The hotel is not responsible for the absence, damage or loss of the guest's money, jewelry and other valuables that have not been placed and locked in the safe provided in the guest's apartment.

Complaints and feedback

Guests can provide feedback or address any concerns during their stay by contacting reception or emailing: office@ahs.bg