

# SUMMER HOLIDAY GUIDE

## IMPORTANT NOTICE

Full individual passports are now required for all passengers.  
Please see page 6 for more information.



**Balkan Holidays**

The Trusted Travel Company Since 1966



# Welcome!

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Thank you for booking your summer holiday with Balkan Holidays.

With over 55 years of experience in providing specialist holidays to the Balkans we are delighted that you have chosen us to make your summer holiday arrangements. Whether you're going simply to relax in the sun or are hoping for a more active time, we are sure you will have a great holiday.

With your holiday fast approaching, we have compiled this booklet to provide you with all the information you could possibly need before you go, during your visit and on your return home.

We would ask that you read the contents thoroughly before you travel and should you have any further questions, you can contact our Reservations Department prior to your departure or ask the friendly Balkan Holidays Representative or Agent when you arrive in resort.

On behalf of myself and everyone at Balkan Holidays we would like to wish you a very enjoyable summer holiday.

Alexander Stoyanov  
Managing Director

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# Our Destinations

## Bulgaria

Capital	Sofia
Airports	Bourgas, Varna, Sofia
Currency	Lev, 1 Lev = 100 Stotinki
Time	GMT + 2
Voltage	220 Volts, 2 pin adapter required
Resorts	Golden Sands, St Konstantin, Albena, Varna, Elenite, Sunny Beach, St. Vlas, Nessebar, Pomorie, Sozopol, Bourgas, Borovets and Bansko

## Croatia

Capital	Zagreb
Airports	Dubrovnik, Pula, Split
Currency	Kuna, 1 Kuna = 100 Lipas
Time	GMT + 1 (BST + 2)
Voltage	220 Volts, 2 pin adapter required
Resorts	Dubrovnik Riviera: Dubrovnik, Mlini, Cavtat, Plat, Orasac, Slano, Island of Lopud, Island of Sipanj, Korcula, Lumbarda, Mljet, Orebic • Central Dalmatia: Split, Zadar, Brela, Makarska, Tucepi, Baska Voda, Podgora, Trogir, Hvar, Jelsa, Stari Grad, Bol, Supetar, Postira, Primosten, Vodice, Seget Donji, Petrcane, Murter • Istria / Kvarner: Opatija, Lovran, Pula, Porec, Novigrad, Rovinj, Vrsar

## Montenegro

Capital	Podgorica
Airports	Podgorica, Dubrovnik, Tivat
Currency	Euro, 1 Euro = 100 Cents
Time	GMT + 1
Voltage	220 volts, 2 pin adapter required
Resorts	Sveti Stefan / Prznno, Budva, Becici and Petrovac

## Slovenia

Capital	Ljubljana
Airports	Ljubljana
Currency	Euro, 1 Euro = 100 Cents
Time	GMT + 1
Voltage	220 Volts, 2 pin adapter required
Resorts	Portoroz, Lake Bled, Lake Bohinj and Kranjska Gora



# General Information

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## Check Your Documents

Essential documents to take with you are:

- Travel documents (including e-tickets, parking info, insurance)
- Your final holiday invoice
- Passport
- Visas (if applicable)
- Driving Licence (if applicable) or alternative ID
- Insurance Policy
- UK foreign currency and / or credit cards
- Covid 19 entry documentation ie Proof of Vaccine, Valid PCR Test or Anti-body Test. Please check with the relevant Embassy here <https://www.gov.uk/foreign-travel-advice> and return to the UK here <https://www.gov.uk/coronavirus>

Please check all your documents as soon as you receive them to ensure you have the correct tickets and other information required for your holiday i.e. accommodation details, names as per passport and flight details.

## Pack the Essentials

- Sun cream - at least 1 high factor
- After sun lotion
- Insect repellent
- Sun hat
- T-shirt for swimming or covering up mid day
- Sun glasses
- Beach towel
- Flip flops for going in the sea
- Walking shoes / closed in shoes
- for excursions
- Jumper or cardigan for the evenings
- Camera with charger
- Mobile phone with charger
- Plug adapter - 2 pin
- Bum bag / secure purse or handbag
- Medication



## Passports & Entry Requirements

It is a customer's responsibility to be in possession of a full, intact, 10 year valid passport and necessary visas. If you are planning to travel to an EU country your passport at present needs 2 requirements:

1. less than 10 years old on the day you enter (check the 'date of issue')
2. valid for at least 3 months after the day you plan to leave (check the 'expiry date')

Please check <https://www.gov.uk/foreign-travel-advice> prior to travelling for current entry requirements.

For European holidays you should obtain a completed and issued form GHIC prior to departure. Up to date travel advice can be obtained from the Foreign, Commonwealth and Development Office, visit Foreign travel advice - GOV.UK ([www.gov.uk](http://www.gov.uk))

Non British passport holders, including other EU nationals, should obtain up to date advice on passport and visa requirements from the Embassy, High Commission or Consulate of your destination or country(ies) through which you are travelling.

We do not accept any responsibility if you cannot travel, or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities. Please contact the embassy of your destination country for the latest and most up-to-date information or visit the official page for your destination at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) Non-British Citizens and British Subject Passport Holders should contact the Embassy of their destination.

Please ensure that you are aware of Covid-19 entry requirements to your destination country and return to the UK. You can review the current information at <https://www.gov.uk/foreign-travel-advice>

## Insurance

It is a requirement that you and your party are adequately insured before you travel and that the insurance you purchase covers all of your needs. Balkan Holidays offer a comprehensive insurance policy which can be purchased prior to departure by contacting our Reservations Department. If however, you have purchased alternative comparable insurance cover, please make sure you have informed us of the details. A GHIC is not an alternative to holiday insurance.

**Please note: All claims should be made directly with the insurance company and NOT Balkan Holidays.**

As you and your party may be taking part in excursions and other activities it is important to take a copy of your insurance policy on holiday with you in order to check that you are adequately covered at all times. If you wish to curtail your holiday for medical reasons, and have booked Balkan Holidays insurance, please telephone the company shown on the insurance policy BEFORE making your travel arrangements. Please keep the Representative or agent informed of your actions at all times. If you have an alternative insurance cover, please check the policy for details regarding curtailment.

**Please note: Claims not submitted within the timescale stated on the policy may be rejected.**



## Global Health Insurance Card (GHIC)

Whilst this card might be accepted in some state run hospitals for emergency treatment (EU countries only) it must not be used as an alternative to comprehensive travel insurance. The GHIC is not accepted in most private clinics.

## Special Requirements

We want your holiday to be trouble free, so if you have not already informed us of any special requirements for medical / physical mobility needs please contact our Reservations Department on 0207 543 5555 as soon as possible so we can make arrangements on your behalf.

All disabled/less mobile clients should contact our reservations department prior to confirming any booking. This will help us ensure we have made all the necessary arrangements for you and you can have a stress free holiday.

## Holiday Money

As with any holiday resort, there are establishments who try to take advantage of tourists.

We strongly advise that you **ONLY** exchange your money at official authorised exchange points whilst in resort. Sterling, Bank of England notes, can be changed at the airport or in resort for local currency. There are ATM / cash point machines available in most resorts which accept major debit cards, but be aware you may be charged by your bank each time you withdraw money.

**Please note: Northern Ireland Notes as well as the Scottish Pounds may not be accepted on flights to our destinations. We advise you to take Bank of England notes only.**

## Credit Cards

Please **DO NOT** rely on credit cards for local purchases. Credit cards are generally not accepted. You can sometimes pay for excursions on your card, but you should not rely on making all your resort purchases in this way.

## Allocation on Arrival Bookings

If you have booked your holiday on an allocation on arrival basis, your hotel and resort will be allocated to you upon your arrival at the airport. Please be aware, that the resort and hotel that you are allocated may not be featured in our brochure and facilities such as swimming pools are not guaranteed.



# Your Flights

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## Flight Only Bookings

Please be aware that some countries require tourists who do not have pre-booked hotel accommodation to register with the police within 24 hours of their arrival. Failure to do so will result in paying a penalty fee when leaving the country. Please contact the relevant embassy for more details of the latest requirements.

## Luggage Allowance

On most flights, the luggage allowance is 15 - 20 kg per person (excluding infants and flight only passengers), depending on the carrier. Please refer to your invoice for the exact allowance. Hand luggage is usually one piece per person weighing up to 10kg hand luggage. Confirm allowance at time of booking. Excess baggage will be charged per kilo at the airport checkin.

Extra Allowance and luggage for flight only passengers can be purchased prior to departure, please call our Reservations Department on 0207 543 5555 for further details.

## Lost & Damaged Luggage

In the unlikely event that your luggage is lost, damaged or interfered with whilst in transit with the airline, it is important that you obtain and fill out a PIR (Property Irregularity Report) form BEFORE you leave the airport building. You should take a copy of this for your records.

You will also need to keep your airline tickets and the luggage sticker received at the check-in desk. If you fail to obtain a PIR form, the airline will not accept responsibility for any loss or damage and insurers may not accept a subsequent claim.

All claims for lost and damaged must be made directly to the airline within 7 days from the date of the flight.

## Packing

Passengers can carry a limited quantity of liquids, ie gels, lotions, pastes, liquid cosmetics, foams and foodstuffs, in their hand baggage when going through airport security checkpoints.



## Hand Baggage Restrictions

Passengers are allowed to carry ONE item of hand baggage, no larger than: 56 cm tall (approx. 22 "); 45 cm wide (approx. 17.7 "); 25 cm deep (approx. 10 ")

All items carried by passengers will be X-ray screened. Cameras, (including digital), small electrical items such as mobile phones, MP3 players and game consoles can remain in the bag for screening. However, all laptops and large electrical items must be removed from the bag and placed in a separate tray.

## Travelling With Liquids

We strongly advise you to pack any liquids that you don't need whilst onboard the aircraft in your hold baggage. However, if you do need to travel with liquids, please be aware of the following restrictions, which apply to all liquids you wish to carry through an airport security checkpoint:

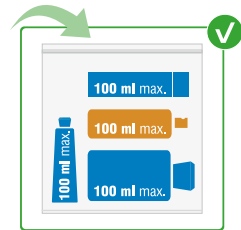
- All liquids must be in individual containers not greater than 100 ml capacity, placed in a transparent re-sealable bag, no larger than 20 cm x 20 cm (8" x 8").
- Only one bag per passenger is allowed.
- Liquids in containers of more than 100 ml capacity can be packed in your hold baggage.
- Exemptions to the liquids rule applies for liquid medicine or baby milk/food.



SHARP  
ITEMS

1 BAG  
ONLY

CONTAINERS  
LESS 100 ML



LIQUIDS ALLOWED IN MAXIMUM 100  
ML CONTAINERS

## Suitcase

Valuable items such as jewellery, cameras and money **SHOULD NOT** be carried in your suitcase as they are generally not covered by insurance. All valuables must be packed in your hand luggage.

## On-board Catering

A range of drinks and snacks are available to purchase on most flights. This means that you will no longer see in-flight meals available to pre-order when you're booking your holiday. Simply order from the cabin crew hot or cold drinks along with light or more substantial snacks.

## Duty Free & Allowances

Duty Free is available on most inbound and outbound flights, however, the selection may be subject to availability. We would recommend that you make your purchases in the Duty Free shops situated in the airport terminals. Please note that local currency may not be accepted for Duty Free purchases. Clients on a double touch flight should ensure purchases are in an approved security tamper proof bag with the receipt visible.

All payments on board should be done either in cash or using credit cards that allow offline payments.

### NON EU

Cigarettes _____ 200	Cigars _____ 50	Spirits _____ 1 Litre	Eau De Toilette _____ 250 cc/mm
Cigarillos _____ 100	Tobacco _____ 250gr	Wine _____ 2 Litres	Perfume _____ 60 cc/mm

Please confirm the current allowances by visiting <https://www.gov.uk/duty-free-goods/arriving-in-Great-Britain>

If entering Northern Ireland you can find the latest information here <https://www.gov.uk/duty-free-goods/arriving-in-northern-ireland>



# Whilst on Holiday

## Holiday Representatives or Agent

Throughout your holiday with us you will have the dedicated services of a Balkan Holidays Representative or agent. Most are experienced locals who are trained to the highest level to ensure your holiday runs smoothly from start to finish. A member of the Representative team or agent will:

- Meet and greet you at the airport
- Hold an entertaining and informative welcome meeting
- Introduce you to and recommend the best trips and excursions to ensure you make the most of your time
- Be available at visiting hours in your hotel or a nearby hotel. In the event of an emergency, a Representative is available 24 hours a day for your piece of mind. Emergency telephone is on noticeboards and your e-ticket.
- Ensure you have a trouble free, enjoyable stay
- Offer you any other assistance you may need

## Resort Information

### BUS SERVICES

There are generally regular bus services throughout the resorts across our programme, although these are subject to change. Please see your Balkan Holidays Representative for up to date information.

### MEDICAL ATTENTION

There is a medical centre in most resorts across our programme where tourists can receive medical treatment and advice. There is a charge, payable locally, for these services which varies from resort to resort. Please make sure you keep all your receipts for insurance claims when you return to the UK, but be aware that most policies have an excess charge.

You **MUST** always contact your insurance company **DIRECT** as soon as an incident occurs.

If you have a major medical emergency, please contact your Representative as soon as you can and also your insurance company for advice.

### SECURITY ON HOLIDAY

It is important to bare in mind that tourists are considered targets for petty thieving.

Therefore, it is advisable to always keep valuables somewhere secure and only use items such as cash or credit cards for immediate use.



## Hotel Information

### **SAFETY DEPOSIT BOXES**

Most hotels have the facility to hold small valuable items for you during your stay, either in a safety deposit box located at reception or in your room. These are charged locally at a daily rate. For your security and piece of mind we strongly recommend you take advantage of this service, may we suggest keeping the following items in your safety deposit box:

- Passport
- Flight tickets
- Insurance documents
- Money and bank cards when not in use
- Jewellery and watches
- Mobile phone when not in use
- Cameras and video cameras when not in use

### **LINEN CHANGE**

In most of our resort hotels, linen and bedding are generally changed on a weekly basis. Towels are changed every 3 - 4 days.

### **POSTAL SERVICE**

Stamps and post cards can be purchased at most hotel reception desks. Your Representative will be able to advise you of the correct rate for your postcard, package or letter. Please be aware that postal services, even airmail, take approximately a week to arrive at their destination.

### **COT HIRE**

Cots can be hired at the hotel reception desk and will be charged locally at a daily rate. These are subject to availability. Cots can be requested through our Reservations Department, although please be aware this is a REQUEST and cannot be guaranteed. Please note, cots are not available in self-catering apartments.

## Extras to Pay

The following facilities will usually incur a local charge unless otherwise stated in the hotel descriptions: Baby-sitting, use of swimming pools, water slides, sunbeds and parasols, table tennis, pool tables, health centres, safety deposit boxes, entry to discos / night clubs, use of a gym / sauna, etc. In addition, there is usually a small charge to pay for all public toilets, even those located in hotels. Some hotels offer beach / pool towels against a refundable deposit.



# Health and Safety

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Here at Balkan Holidays we take care that every aspect of your holiday runs smoothly and your safety and welfare whilst on holiday is no exception.

Travelling abroad is exciting and gives you the chance to get away from it all and enjoy a different way of life for a couple of weeks. However, this may also mean experiencing different levels of safety and hygiene standards than what you are used to back home in the UK. UK standards are amongst the highest in the world and many other countries and resorts are a long way from bringing their accommodation and services up to the levels you would normally take for granted!

Balkan Holidays are continually working to raise safety standards in and around our resorts, so you can rest assured we are doing our best to ensure your holiday is trouble free.

**Help us by taking extra care while you are away this summer!**

## On Your Flight

### **DEEP VEIN THROMBOSIS (DVT)**

It is well known that any long periods of immobility, such as sitting upright in one position or wearing tight clothing can contribute to the condition of deep vein thrombosis (DVT).

Symptoms can include muscular and/or backaches, excess fatigue or, in very rare circumstances, more serious complications can occur even after your journey had ended.

May we recommend that you follow this simple advice:

- Drink plenty of water whilst on your flight. Try to avoid alcohol or caffeine as these can be dehydrating.
- Get up and walk around during your flight
- When sitting down in your seat, do some simple exercises and stretches i.e. raise your legs one at a time, rotate your ankles, rotate your shoulders and move your head from side to side. We would strongly recommend that you seek the advice of your medical practitioner before you travel if you have any concerns regarding DVT or if you fall into any of the following categories:
- If you are pregnant
- Have recently had surgery
- Have a family history of DVT or have previously had DVT

- Are receiving hormone treatment
- Are a cancer patient
- Have abnormalities of blood clotting
- Have had a recent trauma involving the lower limbs or have varicose veins

## In Resort

### COACH TRAVEL

We work closely with respected suppliers to ensure your journeys between the airport and your hotel are a safe and comfortable experience. In all resorts we would ask you to take the following points into consideration when enjoying a coach travel:

- Listen to your Representatives instructions carefully
- Wear a seatbelt and use the armrest, if provided
- Take care when exiting vehicles and supervise children
- If possible, do not use the front 4 seats
- Always remain seated while the coach is in motion
- Never store luggage in the aisle or emergency exits
- Any concerns should be brought to the Representative or transfer guide attention immediately.

### TAXIS

When using local taxis, make sure you choose a licensed vehicle. In Bulgaria these are yellow, other countries may differ. Always get a quote before getting into the taxi, and take notice of the tariff on the window which is obliged to display the price per Km (Bulgaria).

### ROADS / PEDESTRIANS

Due to differing road and highway laws, please take extra care when crossing the roads.

### PERSONAL SAFETY

Although crime rates are low, as with any destination tourists have to be extra vigilant when venturing out of their resort. This is most important when going to local markets, bazaars or anywhere crowds of people gather. Consider the following tips:

- Carry only a small amount of money and keep it out of sight
- Gentleman, avoid carrying a wallet in your back pocket
- Keep any valuables in a safety deposit box back at your hotel
- Avoid taking your passport out with you
- Carry only 1 credit / debit card with you – not all of them
- Be aware of your camera and other things you might carry such as handbags
- When walking out at night keep to well-lit, busy areas where possible. Ask your Representative for local information, such as areas it's best not to visit at night etc., every city / resort has them!
- Ladies, refrain from accepting free drinks from strangers and never leave your drink unattended
- **LOCK UP!** – lock your doors and balcony at night and when you go out during the day, just as you would at home.

Local standards regarding balconies in Bulgaria differ from those in the UK. For the safety of you and your children, please ensure that you take care when on the balcony and do not lean on or over the railings. If you have children below the age of 12 in your party, please ensure they are supervised and not left unattended at any time.



## **CHILDREN'S SAFETY**

Children are naturally curious and excitable; this is never truer than when they are on holiday! Balconies, lifts and swimming pools are just some of the areas where accidents can occur if children are not properly supervised.

Before using any facilities such as cots or highchairs you must satisfy yourself that they are in good condition and up to the safety standards you would expect. If they are not, notify your Representative or a member of hotel staff straight away. Ensure that vertical bars on cots are not more than 10 cm apart, that mattresses fit snugly and that there are no sharp edges.

## **EXCURSIONS AND EXTREME ACTIVITIES**

Our local agents work closely with respected suppliers to make sure the excursions they offer are safe and enjoyable. When choosing excursions, make sure you are fit for the activity and that you comply with all safety instructions when taking part. A wide range of approved excursions is available through the representative of the handling agency.

Should you choose to organise your own excursions or activities you should ensure that you have insurance and that the legal cover and safety standards are adequate before taking part.

## **BEACH SAFETY**

Information regarding sea conditions and beaches are available locally from your Representative. Please take care when going to the beach and be aware that swimming in the sea can be dangerous in rough conditions or areas where unexpected currents are present. Be especially careful if you have small children. Take these tips into consideration when visiting the beach:

- Swim parallel to the shore and always within your depth
- Do not swim beyond the buoys
- Children should be supervised at all times
- Never swim in the sea at night or after drinking alcohol
- Be aware of any zones for boats and water sports etc., where swimming is prohibited
- Always respect the flag warning system



## SUNBATHING

**Remember!** The sun is the strongest between 11am and 3pm. Overdoing it in the sun on your first couple of days can affect the enjoyment of the rest of your holiday. Remember to gradually build your tan and start with a high factor sun cream to avoid burning. In extreme cases, sun burn can land you in hospital, so take care while you are in the sun and be aware that you can also burn in the shade when it's windy or cloudy and while you are swimming.

Too much sun could also lead to upset stomachs, especially when consuming cold drinks at the same time.

**What to do if you burn:** Get out of the sun and cover up in loose clothing. Apply cold water when possible and then cover the area with light gauze to let the skin breathe. Seek medical advice if there is any sign of infection.

## ALWAYS DRINK PLENTY OF WATER!

Take particular care with children; always use a high factor cream or sun block. A sun hat and loose cotton clothing should be used for extra protection whilst swimming or out and about. Babies below 6 months should never be exposed to direct sunlight.

## Food & Beverage

Naturally, we do not want our clients to become ill whilst on holiday and have therefore compiled the following advice for you to read.

The most common cause of upset stomachs is change in climate, diet and over indulgence in food and alcohol. We therefore recommend that you maintain similar eating and drinking habits as you follow at home as you may find that over indulging, together with the heat, will make you feel unwell, lethargic and cause stomach upsets.

- **Food:** Many new foods will be on offer, but if there is a food at home that disagrees with you (e.g. spicy food), this will most likely disagree with you whilst on holiday too. Please take care when sampling local dishes, advise us prior to travel if you have any allergies and we will endeavour to assist.
- **Drink:** We advise you to only drink bottled water and avoid ice in the drinks. Do not drink the tap water. It is extremely important to drink plenty of bottled water to avoid dehydration. Never drink and drive and never drink whilst participating in activities, such as quad biking.
- **Illness:** If you are ill please see your resort Representatives and / or the doctor immediately, they will endeavour to assist and rectify the problem. It is also in the interest of other holiday makers that you visit a doctor whilst ill to prevent any spread of illness.
- **Kebabs and pizzas** bought from the street are amongst some of the most risky types of food, so avoid having these as much as possible.

## Gastric Illness

Holiday illness is surprisingly common and may be caused by a variety of factors such as a change in diet, climate and environment. Should you become ill whilst on holiday, you must tell our representative and your hotel. Our representative will assist you to see a local doctor for the right diagnosis and appropriate treatment.



## In Your Hotel / Apartment

### **FIRE SAFETY**

On arrival at your accommodation, observe any signs in the reception area regarding fire safety, such as a fire alarm test / drill.

Give some thought to how you and your party would leave in the event of a fire or emergency. If you are in any doubt ask the reception staff or your Representative immediately. Please take note of the following:

- There should be a fire instructions notice in your room. This is normally situated on the back of your door. If it is not there, check the information book.
- Where is the nearest exit to your room.
- How would you raise an alarm if you were to see smoke or fire.

### **LIFTS**

It is common for lifts not to have internal closing doors – don't be alarmed, this is perfectly acceptable local! This means that the inside of the lift is exposed to the lift shaft wall and this creates a "moving wall" effect. Stand well back from the sides of the lift and adhere to any safety signs that are posted. Children must ALWAYS be accompanied by an adult.

Take extra care when entering or going out of the lift, as they may not always come level with the floor depending on the weight of people they have been adjusted for.

### **GAS SAFETY – SELF CATERING**

Any equipment in your self-catering accommodation should have full user instructions posted nearby or in your welcome book. If this isn't the case, please notify your Representative or a member of staff before using the facilities. The staff will be happy to show you how everything works if you are at all unsure. Always follow any instructions provided.

### **ELECTRICAL APPLIANCES**

When bringing your own appliances from the UK, i.e. hairdryer, shaver, ALWAYS use the required adapter plug suitable for the local voltage. Exercise caution as you would at home; be aware that it is dangerous to use electrical appliances whilst wearing wet or damp clothing or having just showered.



## Your Room

### BALCONY

Having a balcony is a lovely addition to your room, although we would ask that you take the following into consideration:

- Never sit or lean on the balcony rail
- Take extra care on the balcony after drinking alcohol as your judgment may be impaired
- Make sure children are supervised at all times while on the balcony
- Take furniture away from the railings so children are not encouraged to climb to see over the balcony
- If you have any concerns regarding the safety of your balcony report this to your Representative or a member of the hotel staff straight away

### GLASS DOORS

Be careful when walking through patio doors, in bright sun it is hard to tell if they are shut or not. Most hotels should have glass safety stickers on all large expanses of glass but please take extra care.

### BATHROOM

Most hotels overseas have tiled floors which can become slippery when wet. Please use the non-slip mats if they are provided. If there isn't one in your room, request one from the reception or lay a towel on the floor while showering.

## By the Pool

### POOL SAFETY

Most pools overseas do not have a lifeguard on duty. Familiarise yourself with the layout of the pool, depths and any hidden features at the start of your holiday. Also, consider the following:

Observe the pool safety notice before entering the pool or pool area

- Observe the opening and closing times of the pool and adhere to these at all times
- Supervise children at all times in and around the pool
- Do not dive or encourage diving unless you are sure of the depths. Never dive from bridges, rocks or other features around the pool.
- Familiarise yourself with what you would do and who you would contact in the event of any emergency
- Always adhere to the water slide safety rules and correct riding position

### POOL HYGIENE

- Always shower before entering the pool
- Do not use the pool if you are feeling unwell
- Use elasticated, waterproof nappies for babies and small children
- Report any spillages to hotel staff

### VACCINATIONS

Vaccination requirements can change without notice, so wherever you are travelling to, we recommend you check the most up to date information available to you. This information can be obtained through your local GP. Please be aware, some inoculations or precautions, although not always compulsory, may be advisable. The Department of Health "Traveller's Guide to Health" which is available by telephoning 0800 555777 also provides very useful information.

### COVID-19

Please familiarize yourself with the current entry requirements to the destination country and when returning to the UK. It is necessary to have adequate insurance to cover your needs for the holiday and to be aware of the current FCDO travel advice. Once in the destination please observe all local laws in place for Covid-19. Travel Advice by Country - <https://www.gov.uk/foreign-travel-advice>  
Return to the UK - <https://www.gov.uk/uk-border-control>



## Customer Service

### WHILST ON HOLIDAY

Any issues or incidents should be reported to your Representative or agent as soon as possible so they can be dealt with and rectified, whilst you are still in resort. Visiting hours can be found on the Balkan Holidays board in your hotel reception area. In the event of an emergency outside these visiting times, an emergency contact number can also be found on this board or on your holiday itinerary.

In the unlikely event that an issue cannot be put right whilst you are in resort, make sure details of the problem are recorded on a Guest Comment Form; these are available on request from your Representative.

The Guest Comment Form, along with a covering letter, should then be forwarded to the Customer Service Department within 28 days of your arrival back in the UK. We cannot accept liability in respect of any claims or complaints, which are not notified to ourselves, within this time.

### AND FINALLY...

First and foremost we want you to have an enjoyable holiday! So, remember...

- The Representatives and hoteliers are there to help with any questions, queries or worries you may have whilst in resort
- Exercise MORE care than at home, not less
- Take any prescribed medications with you
- Observe local laws and regulations

**We hope you have found this information useful.  
Have a great holiday and be safe!**

## Bulgarian Phrases

Bulgarian is one of the Slavonic Languages and the Cyrillic alphabet is being used. It was created in Bulgaria in the 9th century by the philosopher of Slavonic origin Cyril, and was named after him. Later this alphabet was adopted by more than 20 countries, including Russia, Ukraine, Byelorussia, Macedonia, Serbia, etc...

А a as in bath  
 Б b as in bat  
 В v as in vat  
 Г g as in gig  
 Д d as in dog  
 Е e as in ten  
 Ж like "zh"  
 З z as in zoo  
 И I as in fit  
 Й like "ye" in yes  
 К k as in kit  
 Л l as in live  
 М m as in meet  
 Н n as in nose  
 О o as in got

П p as in pop  
 Р r as in roll  
 С s as in sit  
 Т t as in tap  
 У u as in full  
 Ф f as in fill  
 Х h as in hot  
 Ц ts as in shuts  
 Ч ch as in chip  
 Ш sh as in shop  
 Щ like "shta"  
 Ъ like "u" in but  
 Ь no equivalent in English  
 Ю pronounced like "u" in universe  
 Я ya as in yam

English	Bulgarian	Pronunciation
Hello	Здравей	Zdravey
Good Morning	Добро утро	Dobro Utro
Good Afternoon	Добър ден	Dobar Den
Good evening	Добър вечер	Dobar Vecher
How are you?	Как сте	Kak ste?
Pleased to meet you	Приятно ми е!	Priyatno mi eh!
Goodbye	Довиждане	Dovizhdane
Yes	Да	Da
No	Не	Ne
Please	Моля	Molya
Thank you	Благодаря	Blagodarya
Sorry (apology)	Съжалявам	Sajalyavam
Excuse me	Извинете ме	Izvinete me
It does not matter	Няма значение	Nyama znachenieh
Do you speak English?	Говорите ли английски	Govorite li angliyski?
A beer	Бира	Bira
Lager	Наливна бира	Nalivna bira
Tea with milk	Черен чай с мляко	Cheren chai s mlyako
Coffee with milk	Кафе с мляко	Kafe s mlyako
I like the food!	Храната ми харесва!	Hranata mi haresva!
Hot chocolate with brandy	Горещ шоколад с коняк	Goresht shokolad s konyak
I like it in Sunny Beach	Харесва ми в Слънчев бряг!	Haresva mi v Slanchev Bryag!
Golden Sands	Златни Пясъци	Zlatni Piasatsi
I'll come back	Ще се върна!	Shte se vurna!
I like you! (slang)	Кефиш ме!	Keffish meh!

# Useful Contacts

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## Pre Departure

### PRE DEPARTURE SERVICES

0207 543 5584

Further information about your passport and visa requirements can be obtained from the UK government website ([www.gov.uk](http://www.gov.uk)).

Bulgarian Embassy 0207 581 3144, 0207 584 9400

Croatia Embassy 0207 387 2022

Slovenia 0207 222 5400

Romania 0207 237 9666

**If you are calling from outside UK, please use the international calling prefix +44.**

### FOREIGN & COMMONWEALTH OFFICE (FCDO)

The FCDO can provide up to date, destination specific information.

Please visit their website prior to travel at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)

### AIRPORTS

Aberdeen	0870 040 0006	Gatwick	0870 000 2468
Belfast	0289 448 4848	Glasgow	0870 040 0008
Birmingham	0870 733 5511	Heathrow	0870 000 0123
Bristol	0870 121 2747	Humberside	01652 688 456
Cardiff	01446 711 111	Leeds / Bradford	0113 250 9696
Doncaster Sheffield	0870 833 2210	Luton	0158 240 5100
Durham Tees Valley	01325 332 811	Manchester	0161 489 3000
East Midlands	01332 852 852	Newcastle	0870 122 1488
Edinburgh	0870 040 0007	Norwich	01603 428 700
Exeter	01392 367 433	Stansted	0870 000 0303

## Whilst on Holiday

**HOLIDAY REPRESENTATIVES:** The highly trained Holiday Representatives or agents will be pleased to help you with any problems, queries or questions you may have whilst you are in the resort.

### RESORT OFFICE:

The contact numbers for our resort offices are Sunny Beach +359 554 25958 /

Golden Sands +359 52 355885. Opening times are 09:30-12:00pm & 16:00 - 18:00.

For emergency contact please use the telephone number on your e-ticket and hotel noticeboard.

## At Home

If you return home and need to contact us for any reason, please contact our dedicated Customer Service Department:

Telephone: 0207 543 5596, E-mail: [cs@balkanholidays.co.uk](mailto:cs@balkanholidays.co.uk)