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

Thank you for booking your summer holiday with Balkan Holidays.

With 49 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 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

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

**Romania**
- Capital: Bucharest
- Currency: Leu, 1 Leu = 100 Bani
- Time: GMT + 2
- Voltage: 220 Volts, 2 pin adapter required
- Resorts: Neptun, Eforie Nord, Mamaia and Poiana Brasov

**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, Orebić • 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

**Slovenia**
- Capital: Ljubljana
- Airport: 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
Check Your Documents

Essential documents to take with you are:

- Travel documents (including 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

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 toe(d) 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

Every passenger will need a valid 10 year British passport. For travel to Bulgaria, Slovenia and Romania for stays of up to 3 months your passport should be valid for the proposed duration of your stay; you do not need any additional period of validity on your passport beyond this. For travel to Croatia and Montenegro your passport should be valid for the proposed duration of your stay; no additional period of validity beyond this is required. It is a customer’s responsibility to be in possession of a full, intact, 10 year valid passport and necessary visas. Balkan Holidays or your airline, may refuse you travel if your passport is out of date, incorrect or damaged.

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

Non–British Citizens and British Subject Passport Holders should contact the Embassy of their destination.

Insurance

It is a requirement that you and your party are adequately insured before you travel. 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. An EHIC 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.
The European Health Insurance Card (EHIC)

Whilst this card is 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 EHIC 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 55 55 as soon as possible so we can make arrangements on your behalf.

All disabled/less mobile clients should visit the ABTA web site (www.abta.com), here you will find a “Check List for Disabled and Less Mobile Passengers”. Please fill this out and send it to our Reservations Department. 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 and carry a smaller commission rate than travellers cheques.

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.
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.

If you are booked on a flight only basis it is essential that you re-confirm your return flight with one of our Balkan Holidays Offices 24 hours before your flight is due to depart. Telephone number is on your e-ticket.

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 exact allowance. Hand luggage is usually one piece per person weighing up to 5 kg. Confirm allowance at time of booking. Excess baggage will be charged per kilo at the airport check-in. 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.

Packing

Passengers can now 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.

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 all flights. This means that you will no longer see in-flight meals available to pre-order when you’re booking your Bulgaria short haul holiday. Simply order from our 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 receipt visible.

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<tr>
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The above allowances are subject to change, please check the Custom & Excise website for up to date information www.hmrc.gov.uk.
**Whilst On Holiday**

**Holiday Representatives**

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 polyclinic 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, travellers cheques 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

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 or 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 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.
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 snuggly 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 behind 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 in 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.
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 locally! 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.
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 as per our brochure terms and conditions. We cannot accept liability in respect of any claims or complaints, which are not notified to ourselves, within this time.

CUSTOMER SATISFACTION QUESTIONNAIRE - BULGARIA ONLY

Your opinion is important to us, and we kindly request that you complete the Customer Satisfaction Questionnaire which will be provided to you on our charter flight upon your return.

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...

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

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).

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 (FCO)
The FCO can provide up to date, destination specific information.
Please visit their website prior to travel at 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

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

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 / FLIGHT ONLY: The contact numbers for our resort offices can be found on your holiday itinerary. Flight Only travellers returning from Bulgaria should confirm 48 hours before departure between 09:00 - 12:00 and 17:00 - 19:00 with our offices in Sunny Beach 00359 (554) 25958 and Golden Sands 00359 (52) 355885.

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