

Terms and Conditions

The following Terms and Conditions apply to all bookings made on this website. We kindly ask that you take a moment to read them prior to making a Booking. The Company enters into this Agreement as principal for Bookings made for the hotels it owns and as agent where a Booking is made for a hotel that it operates on behalf of the Hotel Owner. The booking confirmation will clearly state the identity of the Owner.

In these Terms and Conditions, the following definitions apply:

1. Definitions

"Company" or "we" means Lighthouse Golf & Spa Hotels Management. "Booking" means the booking for accommodation, functions and/or any other services or items made with us. "Contract" means the Booking and these Terms, and any other terms and conditions stated to apply to the Booking. "Hotel" means the premises for which your Booking is made. "Terms" means these terms and conditions. "Websites" means www.every-hotels.com or any other website owned or operated by us relating to a Hotel from time to time. "VAT" means value added tax.

2. Bookings

All Bookings at the Hotel are subject to these Terms:

At the time of booking or at check-in, we will take your credit/debit card details and you authorize the use of this card for any sums that become owing to us. We shall also have the right to require full payment in advance or a deposit at the time of booking in certain circumstances or if the Booking includes the supply of certain items or services. No Booking shall be treated as confirmed until the details and/or payment/deposit described in this paragraph have been provided.

3. Charges

The prices displayed on the Websites are an average per night per person until a rate is selected. Any meals, service or VAT (at the prevailing rate) are NOT included unless it is specified. A minimum length of stay, deposit, cancellation charge and other conditions may apply to certain rates, as specified. Once a rate is selected on the Websites, the total for your requested stay shall be displayed on the reservation summary. Prices shall be charged in the local currency of the Hotel and any currency conversion facility is provided as an approximation tool only, please refer to the Currency Disclaimer for more details.

The VAT breakdown shown is indicative based on the current rate of VAT, and the expected VAT treatment of the goods or services. VAT will be payable at the prevailing rate applicable at the tax point of the invoice or Booking confirmation issued, and may change depending on the actual rate and the VAT treatment of the goods and services purchased at that date. Price lists for additional items, such as restaurant meals and room service, are on display at relevant locations within the Hotel and are available on request.

4. Check-in/ Check-out Requirements

In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference; their passport/identity card/driving license and a valid credit or debit card which will be swiped in the presence of the card holder. These records will be kept for at least 12 months and may

be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above.

Unless otherwise stated on the booking confirmation, Guests may check-in at any time from 2.00 p.m. on the scheduled day of arrival. All rooms that have been secured by credit/debit card or prepaid at the time of booking will be held until 11.59 p.m. on the scheduled day of arrival unless otherwise agreed directly with the Hotel. Any non-secured reservation will be held until 4.00 p.m. on the day of arrival at which time we will be entitled to re-let the room, unless the guest has notified the hotel of a late arrival.

On the day of departure, we kindly ask all guests to vacate their rooms by 12.00 noon (unless a later departure is stated as part of your Booking). Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the Hotel. Rooms are subject to maximum occupancy rules set by the Hotel

5. Payment

We accept the following methods of payment: credit cards: MasterCard/ Visa/ Maestro

At the time of check-in, we will authorize the accommodation charges (room rate, VAT and any service charge) and anticipated incidentals for the duration of your stay against your credit/debit card. We may also choose to accept a deposit in place of payment card authorization by another valid form of payment, including cash.

During your stay the Hotel's system will calculate the incidentals charged to your room on a daily basis. If the cost of those incidentals exceed the authorization taken on check-in, further authorization will automatically be requested and if such authorization is not available, we may request another method of settlement or a deposit to be provided, failing which we reserve the right to restrict access to your room.

All outstanding charges must be paid for in full on check-out from the Hotel. If the outstanding charges do not exceed the authorization taken on check-in, the authorization for the amount not utilized will be released, however, we cannot control how long it takes for your bank to effect such release. If staying for multiple nights at the Hotel we may require you to make payment for any outstanding charges on a more frequent basis during your stay.

6. Cancellation Policy and No Shows

Standard Cancellation Policy:

If cancelled or modified up to 14 days before arrival: no cancellation fees

If cancelled or modified from 14 days to 7 days before arrival: 50% of the total amount is due

If cancelled later than 7 days before arrival or in case of no show the total price of the reservation will be charged

Pre-payment: No deposit will be charged if valid credit card is provided; The hotel reserves the right to authorize the amount on your card prior arrival.

Non-refundable Cancellation Policy:

Please note, if cancelled or modified, the total price of the reservation will be charged. In case of no show the total price of the reservation will be charged.

Pre-Payment: 100% at the time of booking

Early Booking & Special offers/packages:

If cancelled or modified to 30 days before arrival: 50% of the total reservation will be charged

If cancelled later than 30 days before arrival or in case of no show the total price of the reservation will be charged

Pre-payment: 50% deposit is due

A valid credit card is required to guarantee the reservation. Prepayments will be completed in accordance with the given deadlines above.

Accepted credit cards:

Visa, Euro/Mastercard, Maestro

Please note that you should provide a valid credit card at check-in. If you refused to provide a credit card or your card is missing – please be informed that you will not have the permission to charge bills on your room from all of our restaurants, bars and other facilities. You will have to pay the bills cash.

Also the hotel reserves the right to refuse accommodation in case of refusal of the guest to provide a valid credit card for authorization or a cash deposit.

7. Damage

We reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave.

8. Accessibility

Dependent on your individual needs a selection of specifically designed rooms is provided at our hotel. requirements and the availability of appropriate accommodation must be specified on your booking and confirmed by the Hotel Reservation

9. Leisure

Guests staying at Lighthouse Golf & Spa Hotel has free access to the wellness center & Fitness room throughout the duration of their stay. A condition of using the facilities is that you must comply with the Hotel rules, a copy of which is available at the club reception. Charges may apply for use of some facilities, please enquire at the Hotel for further details.

Children under 16 years of age must be accompanied by an adult at all times and may use the facilities until 8.00 p.m., For health and safety reasons children under 16 are not permitted to use the gymnasium and children under 12 are not permitted to use the sauna, spa bath or steam room.

10. Beach

Beach use is free of charge subject to availability, prior reservation need it .

11. Parking

The Hotel has its own free car park, limited spaces available and space may not be available for the duration of your stay. Terms and conditions may also apply to car park use. Please contact the Hotel directly for more information. Cars and their contents are left at the owner's/customer's own risk. We do not accept responsibility for loss or damage (save as may not be excluded or restricted by applicable law).

12. Hotel Events

Please be aware that at certain times throughout the year some of our hotels may host weddings, events and parties, which you may feel would be an intrusion on your break. Please contact the Hotel directly in advance of your stay for further information.

13. Guest Behavior

Guests are requested to conduct themselves appropriately at all times and to comply with Company procedures and/or requests with regard to conduct and respect for the property of the Hotel, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Hotel, or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the Hotel if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

14. No Smoking

Guests are not permitted to smoke in rooms or public areas.

15. Children

All children (a person under 16 years of age) staying at the Hotel must be accompanied by an adult and must be supervised by an adult at all times. Cots and extra beds are available in most of our properties. However, these are limited and subject to availability. Additional charges may apply. Please check at the time of booking.

16. Babysitting

A babysitting service is available at our Hotel. We recommend that arrangements are made in 24 hours advance to avoid disappointment. Your contract will be direct with the babysitting agency and not with the Company. The concierge desk at the Hotel will be able to assist in arranging the babysitting service with our chosen babysitting agency.

17. Pets

Dogs under 10 Kilos are accepted with prior arrangement, and other Pets may be accepted at the Company's discretion.

18. Force Majeure

The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God,

acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

19. Limitation of Liability

The Company will not be responsible for the loss or damage of any property left in the Hotel. The Company will not be liable for any indirect, consequential loss or pure economic loss (whether caused by the negligence of the Company, its employees, contractor or agents or otherwise). The Company's total liability shall not exceed the value of the Contract. Nothing contained in the Contract or in any other document referred to or incorporated in it shall be read or construed as excluding any liability for death or personal injury caused by the Company's negligence or liability for fraud or fraudulent misrepresentation.

20. Governing Law and Jurisdiction

The Contract and any non-contractual obligations arising in connection with it are governed by Bulgarian law. The Bulgarian courts have exclusive jurisdiction to determine any dispute arising in connection with the Contract, including disputes relating to any non-contractual obligations.

21. Web Site Information

While all reasonable efforts have been taken to ensure the accuracy of information on the Websites, the Company does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular product or hotel.

The content of the Websites is the copyright of the Company, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent.

22. Towel Cards Policy: During check-in, you will receive your Towel Cards (one per person). Please present one card to the SPA reception or beach for each towel that you require during your stay, the card will be returned to you for future use when you return your towel to the desk. Each card has a 25 EUR value. For your account not to be charged, make sure you return this card to the Front Desk at checkout. Your signature above verifies your receipt of the Towel Cards and acceptance of the terms of issue.

23. Privacy Policy: Please note that the Lighthouse Golf & Spa Hotel, as a personal data administrator, processes personal data of hotel guests, including by video surveillance, in accordance with the Notice on the processing of personal data of hotel guests, which is available at <http://www.lighthousegolfresort.com/personal-data-protection-policy>

24. Video servailance: The hotel provides video surveillance that covers the common areas of the hotel to ensure the safety of its guests. The records are used solely for the purpose described and are not transmitted or made available to third parties unless requested to do so by the law enforcement authorities