Hotel Expo Sofia
149, Tsarigradsko Shosse blvd.
1784 Sofia, Bulgaria
T: +359 2 817 81 00 | reservations@hotelexposofia.com
www.hotelexposofia.com

GENERAL TERMS AND CONDITIONS
for Reservations, Payments and Stay at Hotel Expo Sofia

Operator	„SAZA TOUR“ EOOD, UIC 200615942
Registered Office and Management Address	Plovdiv 4003, Severen District, 6 Belgrad St., 6th floor
Hotel	Hotel Expo Sofia, 149 Tsarigradsko Shose Blvd., 1784 Sofia
Category	Four-star hotel
Last Updated	20 August 2026

These General Terms and Conditions govern the relationship between “SAZA TOUR” EOOD (hereinafter referred to as the “Hotel”) and persons who make a reservation or use the Hotel’s services (hereinafter referred to as the “Guest”). They apply to reservations made through www.hotelexposofia.com, by telephone, by email, at the reception desk, or through a contracted partner, unless otherwise provided for in the specific offer or agreement.

1. Reservation and Conclusion of the Agreement
1.1. Prior to confirmation, the Guest is provided with information regarding the type of accommodation, the stay period, the number of guests, the services included, the total price, the payment terms, and the rules for changes or cancellation.
1.2. The reservation becomes binding upon the Hotel or the reservation system available through the website sending a confirmation. Where the selected rate requires a guarantee or prepayment, the reservation is considered guaranteed once the specified condition has been fulfilled within the applicable deadline.
1.3. The Guest is responsible for ensuring that the names, contact details, dates, and other information provided are accurate. Any material discrepancies should be reported without undue delay.
1.4. Special requests — including accessibility requirements, a baby cot, accommodation with a pet, or connecting rooms — are subject to fulfilment only upon explicit confirmation by the Hotel.
1.5. Immediately before finalizing an online reservation, the system clearly displays the total price, including applicable taxes and fees, the payment and cancellation terms, and the accepted payment methods. The button used to complete the reservation clearly indicates that placing the reservation entails an obligation to pay, where applicable.

2. Prices and Included Services
2.1. The prices displayed on the website are stated in euros, per accommodation unit for the respective period. Prior to completing the reservation, the applicable taxes, tourist tax, and all other mandatory components of the total price are clearly displayed.
2.2. Additional services that are not included in the selected rate are charged separately in accordance with the price list applicable at the time the services are used.
2.3. In the event of an obvious technical or typographical error in a price or availability, the Hotel shall notify the Guest in a timely manner and offer the option to confirm the reservation under the correct terms or to cancel it free of charge and receive a refund of any amount already paid.

3. Payment Methods and Security
3.1. Depending on the selected offer, payment may be made:

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online by debit or credit card through a secure payment page or via a payment link sent by the Hotel;
by bank transfer to the bank account specified in the reservation confirmation or pro forma invoice;
at the reception desk — in cash or by a payment card accepted by the Hotel.
3.2. When paying by card, the card details are entered in the secure environment of the servicing bank or payment service provider. The Hotel does not store the full card number, the security code (CVC/CVV), or authentication data.
3.3. Where applicable, the payment is authenticated using EMV 3-D Secure, including Visa Secure or Mastercard Identity Check. Limits and additional verification procedures may be applied by the card-issuing bank or payment service provider.
3.4. All bank fees charged by the remitter's bank shall be borne by the payer, unless expressly agreed otherwise. Payment by bank transfer shall be deemed completed upon crediting the Hotel's bank account.

4. Guarantee, Prepayment and Invoicing

4.1. The amount and deadline for the guarantee or prepayment are determined by the selected rate and are displayed prior to completing the reservation, as well as in the reservation confirmation.
4.2. The Hotel may carry out a pre-authorization of a payment card where this is specified in the rate conditions. Pre-authorization does not constitute a final payment; the time required for the amount to be released depends on the card-issuing bank.
4.3. A tax invoice shall be issued based on the accurate information provided by the Guest and in accordance with the applicable legislation. A request for an invoice should be submitted in a timely manner.

5. Changes, Cancellation, No-Show and Early Departure

5.1. The deadlines, fees, and options for changing or cancelling a reservation vary depending on the selected rate. The conditions of the selected rate, displayed prior to making the reservation and in the confirmation, form an integral part of the agreement.
5.2. A request for a change or cancellation shall be submitted through the channel via which the reservation was made, or directly to the Hotel where the reservation was made directly. Any change shall be valid only upon written confirmation.
5.3. In the case of a non-refundable rate, cancellation after the applicable deadline, no-show, or early departure, the Hotel may retain or charge the amount specified in the applicable terms, unless otherwise required by a mandatory provision of law.
5.4. If the Hotel is unable to provide the confirmed accommodation for a reason for which it is responsible, it shall offer an equivalent solution or refund the amount paid for the service not provided, in accordance with the law.

6. Refunds

6.1. Approved refunds shall be made using the same payment method by which the payment was received, unless otherwise required by law or due to an objective technical reason.
6.2. The Hotel shall initiate the refund without undue delay and normally within 10 business days after the grounds for the refund have been established and the necessary information has been received. The time required for the refund to be reflected in the Guest's account also depends on the bank or payment service provider.

7. Right of Withdrawal for Reservations for Specific Dates

For hotel accommodation booked for a specific date or period, the general 14-day right of withdrawal applicable to distance contracts does not apply. The Guest may change or cancel the reservation only in accordance with the conditions of the selected rate and the applicable legislation.

8. Check-in and Check-out

8.1. Standard check-in is after 2:00 p.m., and check-out is by 12:00 p.m. on the departure date.

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8.2. Early check-in from 10:00 a.m. and late check-out until 4:00 p.m. are available subject to availability and upon payment of the applicable fee according to the current price list. After 4:00 p.m., the Hotel may charge the rate for one additional night.
8.3. Upon check-in, each adult Guest shall present a valid identity document. The Hotel processes registration data in fulfilment of its legal obligations.
8.4. Minors shall be accommodated in compliance with the requirements of Bulgarian legislation and the Hotel's internal procedures.

9. Visitors and Access to the Premises

9.1. For security purposes, the Hotel may verify the identity of a visitor using a valid identification document and process only the minimum data necessary in accordance with the Privacy Policy and applicable legislation. The visitor shall comply with these Terms and Conditions, while the registered Guest shall inform the visitor of the applicable rules and shall be liable for any damage caused by the visitor in accordance with the general provisions of law. Please note that the Hotel shall not be liable for incidents or violations involving unregistered visitors.
9.2. For security reasons and in accordance with registration requirements, the Hotel may restrict access of unregistered persons to guest rooms and controlled areas.

10. Pets

10.1. Accommodation with a pet is permitted upon prior notification and confirmation by the Hotel, subject to the following fee:

- up to 5 kg – €10 per day;
- up to 10 kg – €15 per day;
- up to 20 kg – €25 per day.

10.2. Pets are not permitted in the Hotel's common areas, including the restaurant, wellness centre, and conference rooms. Passage through the common areas is permitted only when entering or leaving the room. In common areas, pets must be kept on a leash or carried in a suitable transport bag/carrier. The Guest is responsible for maintaining hygiene, ensuring the comfort of other guests, and covering any actual damage caused or additional cleaning required.
10.3. Guide dogs and other assistance animals are subject to the applicable legal requirements. The Guest should notify the Hotel in advance whenever possible.

11. Smoking, Open Flames and Fire Safety

11.1. Smoking, including the use of electronic cigarettes and heated tobacco products, is prohibited in guest rooms and all enclosed common areas. Please note that in the event of a violation of these rules, we reserve the right to charge a minimum additional cleaning fee of €100. Smoking is permitted only in designated areas.
11.2. Candles, incense sticks, pyrotechnics, open flames, cooking appliances, or other devices presenting an increased risk are not permitted in the premises, except for those provided or expressly authorized by the Hotel. In the event of a violation, a minimum fee of €200 shall be charged. In the event of damage to Hotel property, the Guest shall be liable for the full value of the damage caused.
11.3. In the event of a serious or repeated violation of the rules under this section, the Hotel may take action pursuant to Section 18 of these Terms and Conditions.
11.4. Every Guest is required to comply with evacuation instructions and must not damage, obstruct, cover, or activate without due cause any fire detection or safety systems.

12. Conduct, Quiet Hours and Safety

12.1. Quiet hours are observed between 10:00 p.m. and 6:00 a.m. Parties and events in guest rooms are not permitted without the Hotel's prior written consent.
12.2. Aggressive or discriminatory behaviour, harassment, excessive noise, damage to property, illegal activities, or any actions that endanger people, property, or the normal operation of the Hotel are not permitted.

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12.3. Bringing, storing, or using firearms, ammunition, explosives, pyrotechnic articles, toxic, flammable, or other hazardous substances or objects on the Hotel premises is prohibited, unless expressly authorized or permitted by applicable law.
12.4. Bringing or storing illegal substances or items in the Hotel premises is prohibited, including narcotic substances, smuggled goods, and other items of a prohibited or hazardous nature. In the event of a violation, the Hotel may take action pursuant to Section 18 of these Terms and Conditions and, where necessary, notify the competent authorities.

13. Property, Damage and Additional Cleaning

13.1. The Guest shall use the premises and equipment with due care and shall promptly report any damage or incident discovered.
13.2. In the event of loss, damage, or extraordinary contamination caused by the Guest's fault, the Guest shall reimburse the documented direct costs of repair, replacement, or specialized cleaning. The Hotel shall provide information regarding the basis and amount of the charge.

14. Valuables, Luggage and Lost Property

14.1. A safe is available in the guest rooms. Guests are encouraged to use it for money, documents, and valuables. The Hotel's liability shall be determined in accordance with applicable law and shall not be excluded or limited where such exclusion or limitation is not permitted by law.
14.2. Luggage storage before check-in or after check-out is provided subject to availability and in accordance with the instructions of the reception desk. Dangerous, perishable, or illegal items will not be accepted for storage.
14.3. If personal belongings are left in the room after check-out, the Hotel may remove and store them in accordance with this section. This does not release the Guest from the obligation to vacate the room within the agreed time.
14.4. If we find any lost property, we will contact its owner as soon as possible, provided that we are able to identify them. All found items will be stored at the Hotel for up to 3 months from the date on which they are found. Please note that items and goods that pose a hygiene risk to guests or employees (dangerous objects, food and beverages, etc.) may be disposed of earlier. After the expiry of the storage period, if the owner cannot be identified or does not claim the item, the Hotel may dispose of it in an appropriate manner, including by returning it, destroying it, or discarding it, depending on the nature of the item and applicable legislation.

15. Parking

15.1. Use of the Hotel parking is subject to availability and the applicable rate displayed at the entrance or reception desk. Vehicles may be parked only in designated spaces and in accordance with the instructions of the Hotel staff.
15.2. Use of the parking does not constitute a contract for the safekeeping of the vehicle or any belongings left inside it, unless expressly agreed otherwise. This does not exclude the Hotel's liability for damage caused through its fault where such liability is provided for by law.

16. Photography and Video Recording

16.1. Personal photography and video recording are permitted provided that the privacy and comfort of other guests and employees are respected.
16.2. Professional, promotional, or commercial photography or video recording on the Hotel premises is permitted only with the Hotel's prior written authorization and subject to agreed terms.

17. Video Surveillance and Personal Data

17.1. Video surveillance may be carried out in designated common areas for security purposes, the protection of persons and property, and the prevention of incidents. Video surveillance is not carried out in guest rooms or other areas where privacy is reasonably expected.

17.2. Detailed information regarding the processing of personal data, data subjects' rights, and retention periods is provided in the Privacy and Personal Data Protection Policy published on www.hotelexposofia.com.
17.3. Questions concerning personal data may be sent to personaldata@hotelexposofia.com.

18. Refusal of Accommodation and Termination of Stay

18.1. The Hotel may refuse accommodation or terminate a Guest's stay on objective, lawful, and non-discriminatory grounds, including failure to pay or refusal to pay for services due, use of the Hotel for illegal purposes, presentation of invalid identification documents, exceeding the maximum permitted occupancy of the room, or conduct that violates the Hotel's internal rules or adversely affects the peace, safety, or comfort of other guests or employees.
18.2. Grounds for refusing accommodation or terminating a stay may also include conduct by a Guest, including where the Guest is under the influence of alcohol, narcotic drugs, or other intoxicating substances and, as a result of their conduct, disturbs public order or the peace of other guests; fails to exercise adequate control over accompanying children, thereby creating a risk or causing significant inconvenience; causes or threatens to cause damage to Hotel property or other persons; brings or stores unlawfully possessed weapons, explosives, toxic substances, or other hazardous materials; or refuses to comply with the Hotel's reasonable rules and policies.
18.3. Where circumstances permit, prior to terminating the stay, the Hotel shall issue a warning and provide a reasonable opportunity for the violation to cease. In the event of a serious safety risk, a violation that cannot be remedied, or an escalation of the situation, the Hotel may terminate the stay immediately.
18.4. Upon termination of the stay due to a violation of these Terms and Conditions, the Guest shall immediately vacate the room and Hotel premises. In the event of refusal to leave, the Hotel may take the necessary lawful measures to vacate the premises and, where necessary, seek assistance from the competent authorities.
18.5. Where it is necessary to vacate the room pursuant to this section, the Hotel may arrange for the relocation and storage of the Guest's personal luggage and belongings in an appropriate manner, in accordance with applicable legislation.
18.6. Where the stay is terminated due to a violation of these Terms and Conditions by the Guest, including pursuant to Sections 18.1–18.4, amounts paid for accommodation and services already requested but not used shall not be refundable, unless otherwise provided by applicable law or the specific terms of the service. In all other cases, the financial settlement shall be made based on the services actually used, the terms of the applicable rate, documented damages, and applicable legislation.

19. Policy on Illnesses and Epidemics

19.1. In order to protect the health and safety of guests and employees, the Hotel may refuse accommodation or take other appropriate measures where the presence of an illness or symptoms poses an objective health risk to other persons or where this is necessary to comply with applicable health requirements and instructions issued by the competent authorities.
19.2. If symptoms of illness occur during the stay, the Guest should promptly notify the reception desk. Where necessary, the Hotel may recommend that the Guest seek medical assistance from an appropriate healthcare facility.
19.3. In the event of an epidemic, public health emergency, or other circumstances related to public health, the Hotel may implement the necessary preventive and organizational measures in accordance with its internal rules and the instructions or orders of the competent authorities.
19.4. Where extraordinary or additional cleaning and disinfection of a room is required as a result of illness, contamination, or other circumstances related to the Guest's health condition, the Hotel may charge a fee for the additional activities performed and materials used, taking into account the specific circumstances.

20. Policy on Improper Activation of Fire Safety Systems and Emergency Equipment

20.1. Fire safety systems, emergency buttons, emergency exits, and other safety equipment are intended for use solely in an actual or suspected emergency situation requiring their activation or use.

20.2. Improper activation of the fire alarm, sprinkler system, emergency buttons, or other safety equipment, whether intentional, accidental, or as a prank, may result in unnecessary evacuation, disruption of guests' comfort, the deployment of emergency services, and additional costs for the Hotel.
20.3. In the event of improper activation of the fire or emergency system, the Hotel may charge a fee of a minimum of **€200**, intended to cover administrative and operational costs associated with the response and restoration of the system. In the event of higher documented costs or damages, the Hotel may claim compensation for the difference.
20.4. In the event of intentional or grossly negligent improper activation resulting in significant disruption, costs, damage, or a safety risk, the Hotel may terminate the Guest's stay pursuant to Section 18 of these Terms and Conditions and may take any other lawful action.
20.5. In the event of refusal to pay the charges incurred or where documented damage has occurred, the Hotel may take action to recover the relevant amounts in accordance with applicable legislation.

21. Force Majeure and Exceptional Circumstances

The party unable to fulfil an obligation due to an unforeseeable and unavoidable extraordinary event shall notify the other party without undue delay. The consequences shall be governed by applicable legislation and the specific circumstances, and the parties shall seek a reasonable solution.

22. Complaints and Contact

22.1. Any question or complaint arising during the stay should be reported immediately to the reception desk so that it can be addressed in a timely manner. A written complaint should include the reservation number, a description of the matter, and appropriate contact details for a response.
22.2. Contact details: Hotel Expo Sofia, 149 Tsarigradsko Shose Blvd., 1784 Sofia; tel. +359 2 817 81 00; reservations@hotelexposofia.com; www.hotelexposofia.com.

23. Applicable Law and Disputes

23.1. Matters not expressly regulated herein shall be governed by Bulgarian law. Consumers' rights under mandatory provisions of law shall not be restricted by these Terms and Conditions.
23.2. The parties shall seek to resolve disputes through good-faith negotiations. Where this is not possible, the Guest may refer the matter to the competent consumer protection authority or the competent court.

24. Amendments to the General Terms and Conditions

24.1. The Hotel may update these Terms and Conditions in response to changes in its services, technologies, or applicable legislation. For a specific reservation, the terms provided or made available at the time of confirmation shall apply, unless a subsequent amendment is more favourable to the Guest or is required by law.
24.2. The current version shall be published on www.hotelexposofia.com, together with the date of the latest update.