



Balkan Holidays

SUMMER HOLIDAY GUIDE



IMPORTANT NOTICE:

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



Thank You!

For booking your summer holiday with Balkan Holidays.

With 45 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.

Your holiday is now fast approaching, so 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, of course, you can contact our Reservations Department prior to your departure or ask your 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 holiday.

Alexander Stoyanov
Managing Director





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Our Destinations

Bulgaria

Capital: Sofia
Airports: Bourgas, Varna, Sofia, Plovdiv
Currency: Lev, 1 Lev = 100 Stotinki
Time: GMT + 2
Voltage: 220 Volts, 2 pin adapter required
Resorts: Golden Sands, St Konstantin, Albena, White Lagoon, Varna, Elenite, Paradise Beach, Sunny Beach, St. Vlas, Nessebur, Ravda, Pomorie, Sozopol and Primorsko, Bourgas, Borovets, Pamporovo and Bansko

Croatia

Capital: Zagreb
Airports: Dubrovnik, Pula, Split, Rijeka
Currency: Kuna, 1 Kuna = 100 Lipas
Time: GMT + 1 (BST + 2)
Voltage: 220 Volts, 2 pin adapter required
Resorts: Dubrovnik, Mlini, Cavtat, Plat, Korcula, Mljet, Orebic, Trogir, Vodice, Makarska, Baska Voda, Podgora, Bol, Hvar, Stari Grad, Primosten, Opatija, Pula, Porec, Rovinj and Umag

Montenegro

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

Slovenia

Capital: Ljubljana
Airport: Ljubljana
Currency: Euro & Tolar
Time: GMT + 1
Voltage: 220 Volts, 2 pin adapter required
Resorts: Portoroz, Lake Bled and Kranjska Gora

Romania

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



General Information

Check Your Documents

Essential documents to take with you:

- 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 / Irish & 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 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

All British Citizens, including children and infants, are required to hold a full British passport with a minimum of six (6) months validity from the date of your return, immigration authorities are extremely strict regarding this and anyone who does not meet these criteria will be unable to travel.

Visas are not required for stays of less than 40 days, although frequent travellers should check with the relevant embassy.

Non British citizens should consult the Embassy of your destination country to check whether a visa is required. For travel to most countries a 10 year British passport with at least six months validity from the day of return is required for all British citizens, some countries apply different rules. Clients holding BRITISH SUBJECT PASSPORTs should also contact the Embassy of their destination country for visa information.

Insurance

It is important to make sure you and your party are adequately insured before you travel. Balkan Holidays offer a comprehensive insurance policy which can be purchased at any time by contacting our reservations department. If however, you have purchased alternative comparable insurance cover, please make sure you have informed us of the details.

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. Keep your Representative 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.

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 0845 130 1114 as soon as possible so we can make arrangements on your behalf.

We would like to recommend to all disabled clients that they 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 notes (notes only) 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: Scottish Pounds are not accepted as legal tender

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

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 Representatives 24 hours before your flight is due to depart.

If you will not be using your booked accommodation whilst on holiday, please be advised it is imperative that you register with our local Representative on your arrival. Failure to do so will result in our Representative assuming that you have not arrived and your return flight may be cancelled.

Luggage Allowance

The allowance is 20 kg per person, with 5kg of hand luggage per person. Excess baggage will be charged to any bags over this weight by the airline staff whilst you're at the check-in desk. This is charged per kg at the airlines current tariff.

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.

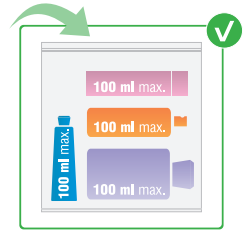
Packing

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.



LIQUIDS ALLOWED IN MAXIMUM 100 ML CONTAINERS



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.

In-Flight Meals

If you or your party have any special dietary requirements i.e. vegetarian, low salt; please notify our Reservations Department in good time prior to your travel date so we can arrange this with the airline.

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.

When travelling to and from countries OUTSIDE the European Union the following personal allowances* apply:

NON EU (SERBIA)

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

EU (BULGARIA, ROMANIA)

Cigarettes	200*	Spirits	10 Litres
Cigarillos	400	Wine	90 Litres
Cigars	200	Fortified Wine	20 Litres
Tobacco	3 Kg		

* Please note cigarette allowances for Slovenia is 3200 per person. 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. 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 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 in visiting hours at your hotel. In the event of an emergency, your Rep is available 24 hours a day for your piece of mind
- 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 tourist can receive medical treatment and advice. There is a charge for these services which varies from resort to resort, but costs are generally low. 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** on your return. 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 is 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 have 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
- Flag up any worries you may have regarding the above to your representative straight away

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 its best not to visit at night etc... every city / resort has them!
- Girls, 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 10cm apart, that mattresses fit snugly and that there are no sharp edges.

EXCURSIONS AND EXTREME ACTIVITIES

We work closely with respected suppliers to make sure the excursions we 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 are available through your representative.

Should you choose to organise your own excursions or activities you should satisfy yourself that your insurance, that of the supplier, legal cover and safety standards are adequate before taking part.

BEACH SAFETY

Localised information regarding sea conditions and beaches is available from your representative. Please take care when going to 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
- 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 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, 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 (for example 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 type 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 here, look in the information book.
- Where the nearest exit is to your room.
- How would you raise the 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 etc 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 etc.

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 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 should be reported to your Representative as soon as possible so they can be dealt with and rectified, whenever possible, on the spot. Your Representatives 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 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.

CUSTOMER SATISFACTION QUESTIONNAIRE

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 on your return.

CUSTOMER SERVICE UK

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.

AND FINALLY...

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

- Our 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	П	p as in pop
Б	b as in bat	Р	r as in roll
В	v as in vat	С	s as in sit
Г	g as in gig	Т	t as in tap
Д	d as in dog	У	u as in full
Е	e as in ten	Ф	f as in fill
Ж	like "s" in treasure	Х	h as in hot
З	z as in zoo	Ц	ts as in shuts
И	I as in fit	Ч	ch as in chip
Й	like "y" in youth	Ш	sh as in shop
К	k as in kit	Щ	like "shed" in pushed
Л	l as in live	Ъ	like "u" in but
М	m as in meet	Ь	no equivalent in English
Н	n as in nose	Ю	pronounced like "u"
О	o as in got	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	Dovijdane
Yes	Да	Da
No	Не	Ne
Please	Моля	Molya
Thank you	Благодаря	Blagodarya
Sorry (apology)	Сажаявам	Sajalyavam
Excuse me	Извинете ме	Izvinete mey
It does not matter	Няма значение	Nyama Znachmenieh
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 mylako
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	Haresa 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

Pre Departure

PRE DEPARTURE SERVICES 0845 130 1114

Further information about your passport and visa requirements can be obtained from the UK Passport Agency (www.passport.gov.uk).

UK Passport Agency	0870 521 0410	Slovenia	0207 222 5400
Bulgarian Embassy	0906 550 8950	Romania	0207 237 9666
Croatia Embassy	0207 387 2022		

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. They provide the "Know Before You Go" service.

Web Site	www.fco.co.uk
Travel Advice	0845 850 2829
Gen. Enquiries	0207 008 1500
Britons Overseas	0207 008 0210
Visa Enquiries	0207 008 8438

AIRPORTS

Aberdeen	0870 040 0006
Doncaster Sheff.	0870 833 2210
Birmingham	0870 733 5511
Bristol	0870 121 2747
Belfast	0289 448 4848
Blackpool	0870 027 3777
Cardiff	01446 711 111

Durham Tees Valley	01325 332 811
East Midlands	01332 852 852
Edinburgh	0870 040 0007
Exeter	01392 367 433
Glasgow	0870 040 0008
Gatwick	0870 000 2468
Heathrow	0870 000 0123
Humberside	01652 688 456
Leeds/Bradford	0113 250 9696
Liverpool	0870 750 8484
Manchester	0161 489 3000
Newcastle	0870 122 1488
Prestwick	0129 251 1000
Southampton	0238 062 0021
Stansted	0870 000 0303

Whilst on Holiday

HOLIDAY REPRESENTATIVES: Our highly trained Holiday Reps will be pleased to help you with any problems, queries or questions you may have whilst your in 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 hours and 17:00 - 19:00 hours 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 5582, E-mail: custservice@balkanholidays.co.uk