

General terms and conditions for internet booking on web site: www.renthome.bg, owned by the tourist agency "ZAREVO BULGARIA" AD

Before using our web site and its integrated Internet booking system and systems for searching and purchasing of accommodation services, kindly read the General Terms and Conditions of Web Site use.

By using our site, you acknowledge that you have reviewed, understood and accepted these terms and conditions, rights and obligations, and our care to protect personal information and the use of browser cookies.

The General Terms and Conditions of "ZAREVO BULGARIA" AD are in compliance with the provisions of the Tourism Act, the E-Trade Act, the Protection of Personal Information Act, and the E-doc and E-Signature Act.

"ZAREVO BULGARIA" AD is a company registered under the law of Bulgaria, with registered address and headquarters at: Sofia 1309, residential area Sveta Troitsa, UIC: 175403589, BG 175403589. "ZAREVO BULGARIA" AD is a licensed tourist agent with RC -01-7543.

"ZAREVO BULGARIA" AD is the administrator of the Internet booking system for reservation of hotels, apartment hotels, apartments and etc accommodation facilities in Bulgaria.

Upon order by phone or e-mail, "ZAREVO BULGARIA" AD offers support for reservation of rent-a-car, organization of events and etc. services.

The definitions provided herein below in capital letters shall have the following meaning, unless the context requires otherwise:

A system for searching and purchase of hotel reservations enables the User to make searches, select and book accommodation in Bulgaria.

User or you are any full-aged person using the System for searching and purchasing of hotel accommodations and/or this web site.

Supplier – Supplier means the person which makes Tourist services available

Hotel booking – means a short-term, publicly available rental of a house, apartment, room or etc accommodation facilities, for temporary stay, and delivery of additional associated services.

GENERAL TERMS AND CONDITIONS

A condition precedent for the use of the Booking system is your acceptance of the general terms and conditions of "ZAREVO BULGARIA" AD. These general terms shall be applicable as from the time you open up this web site and these shall be valid in relation to all services offered by "ZAREVO BULGARIA" AD. By accessing and using this web site, notwithstanding the method, you provide your acceptance of these General Terms and you are being legally bound to "ZAREVO BULGARIA " AD . We would first recommend that you read carefully these general terms and should you disagree with these, immediately stop using our web site.

Should you have any queries regarding these General terms, kindly reach us at the following e-mail: zarevobg@gmail.com

This web site, the Internet booking system and the System for searches and purchase of hotel accommodation have been designed for personal and non-commercial use. The entire content and the information on this web site (including offers, process and availability of accommodation services), and the associated facilities are property owned by either "ZAREVO BULGARIA" AD or vendors and partners of "ZAREVO BULGARIA" AD (hotels, apartment hotels, tourist operators, etc.).

OBLIGATIONS OF THE USER AND OBLIGATIONS OF "ZAREVO BULGARIA" AD

The reservation system, the hotel search and accommodation purchase systems can only be used by persons aged 18 and higher, who are not partially or completely incapable or placed under guardianship. The User acknowledges that the User is legally competent, and pursuant to the currently valid law of Bulgaria, the User is not prevented from assuming any contractual obligations.

The User is solely liable for the use of the Internet booking system, the hotel search and accommodation purchase systems, and the costs resulting from such booking and purchase of services offered by this web site.

The User undertakes to use these Internet booking system, the hotel search and accommodation purchase systems in a manner that is compliant with the General terms, the Tourist service vendor's general terms, as well as the valid law of Bulgaria, and shall avoid any and all illegal acts.

The User is solely responsible for the information disclosed in the Internet booking system and the hotel search and accommodation purchase systems , including and without limitation, the dates of accommodation and departure from hotel, choice of hotel, passenger and payer details, and the User's acceptance of the terms for the accommodation facility.

“ZAREVO BULGARIA” AD advises the User to read the information concerning a specific accommodation facility booked by the User, such as accommodation and departure time, address, documents required for accommodation, and the like, as may be required for the User to use such services , and the booking cancellation terms and/or change, options for refund of amounts paid.

PRICES AND PAYMENT

The prices shown on the web site www.renthome.bg are final, 9% VAT and tourist fee inclusive. The total amount payable by the client is calculated automatically, depending on the number of days, the number of adults and children, as well as the currently valid price offer for the specific accommodation facility.

“ZAREVO BULGARIA” AD reserves the right to change prices and special offers on its web site depending on demand and available accommodation at a given time. Amounts payable will not change for bookings made, confirmed and already paid, notwithstanding any new price offers being presented. When booking is made, payment of the full amount is required as shown at the end of booking process.

CANCELLATIONS AND CHANGES OF BOOKINGS

In case of cancellation, failure to use the full period booked, or any changes of an Internet reservation already paid by the client, a full or partial refund of the amount thus paid is possible, with a potential penalty incurred depending on cancellation terms, price offer and the terms of the accommodation facility selected by such User.

As the cancellation terms and conditions of refund of any accommodation facility are different, you can learn more about a particular place you have chosen and its terms for booking cancellation by writing on the e-mail address above or by calling on the Web site telephone number.

By proceeding to booking and payment you agree with the terms specified.

In the event of force majeure necessitating cancellation or changes in reservation, the relevant documents and evidence shall be provided. In that case, refund of any and all amounts paid is negotiable.

For refund of any amounts paid via a credit or a debit card for services contracted and provided by us, refund shall be affected using the same card as used for payment. Losses attributable to banking fees and foreign currency exchange rates shall be at the expense of the User.

PURCHASES OF HOTEL RESERVATIONS

The user can book a hotel via the use of the hotel search and accommodation purchase system on this site: www.renthome.bg , by the following manner:

Step 1: Enter search criteria (destination, dates for accommodation and departure from hotel, number of rooms, number of adults and children) in the Search Form and click the "Search" key.

Step 2: The hotel search and accommodation purchase system will generate search results with the total number of hotels found, with information summary of their location, hotel category and prices. Classification of hotels is made to the system criteria. Should you need more detailed information for a specific accommodation facility, you can click on the relevant photo-link and read its description, or review photos and types of rooms, as well as further useful information, as may be required for your choice.

Step 3: Upon choosing a suitable accommodation facility and type of premises, please press the key in "Booking" and you will be redirected to the display "Booking Details ". "Please enter guest details as per their relevant identity documents, to be shown at the hotel, and contact details. In order to proceed to the payment module, please tick to confirm your awareness and acceptance of our General Terms for booking and the terms of the accommodation facility chosen.

Step 4: You will be redirected to the bank payment module. Payment can be made electronically via a debit or a credit card.

Cards acceptable for payment: Visa, Visa Electron, MasterCard and/or Maestro. Upon choosing this payment method, a payment page will be displayed for the Correspondent bank (FIB AD), where you must fill in your card details. Kindly, specify your card type, enter card number, validity date, CVV code, card holder's first and last name in Roman letters. If you have a registration with the authentication systems, Verified by VISA or MasterCard SecureCode, the authentication page of your issuing bank will be displayed, to enter your authentication password. Upon successful completion of transaction, a transaction notice will be displayed for printing and/or saving.

Step 5: Upon confirmation of a successful payment, you will receive your booking form as an e-mail message, with the details of your reservation included – dates, location and accommodation type, names and number of guests, additional conditions, total amount of booking, amount prepaid by you and balance to be paid, our details and contact information. This document can be printed and delivered for accommodation purposes.

PROTECTION OF PERSONAL INFORMATION

Protection of your personal information is important for us. We appreciate your trust and we observe the associated commitments to keep your personal details confidential.

When booking you will be asked to provide your name, phone number, e-mail address, certain financial details, the names of the guests travelling with you and of any preferences you may have during your stay.

For ease of booking administration, you can register a user account. This will enable you to keep your personal settings, review previous reservations and manage your future bookings.

TYPES OF INFORMATION WE COLLECT

When using our online services and create a profile in the system, we collect your personal details, as delivered by you in good will, such as your name, address, date of birth, phone number, e-mail address.

Personal details will be handled and used by “ZAREVO BULGARIA” AD subject to strict compliance with the provisions of the Personal Information Protection Act and other applicable regulations.

You are not obliged to deliver such information, however if that is the case, we shall not be able to provide such services.

REGARDING BANK CARD DETAILS

“ZAREVO BULGARIA” AD shall keep and protect any and all information provided for credit cards.

When choosing to make payment via a credit card via a virtual ATM terminal of First Investment Bank AD, card details will be accessible for the Bank only.

To be able to protect you in case of payment made via your Visa or MasterCard, we apply the best practices as recommended by the international card operators: Security to enter and transfer card details via the use of a SSL encrypting protocol for the interface between our server and the payments page of our correspondent bank. The authenticity of your card will be verified by entry of a security code (CVV2). Further, for the purposes of your identification as the card holder, the payment server for e-trade of our correspondent bank supports the authentication systems of the international card operators - Verified by VISA and MasterCard SecureCode, in case that are a registered user.

WITH WHOM WE SHARE YOUR DETAILS?

“ZAREVO BULGARIA” AD does not sell or lease your personal details to any third parties.

In certain cases, we may disclose your details to a third party. To be able to complete your booking, we would need to forward your booking information to the accommodation facility you have opted. This includes information such as your names, contact details, financial information, names of persons travelling with you, and any preferences you may have stated when booking was made.

CONFIDENTIALITY OF DETAILS /COOKIES/

1. A cookie is a small amount of information sent by a web server to an Internet browser with a feedback for each access allowed to the server for such browser. A cookie enables the site to keep the information of your visit, to facilitate site use and respectively the services offered during your next visit and therefore, a cookie makes the site more useful for you.

2. Internet cookies keep information on individual Users, such as User name, password, and account name. By using cookies, "ZAREVO BULGARIA" AD can recognize and use the information contained in the user's profile. User can reject cookies at all times, if any.

3. A User may enable or disable the use of cookies by the relevant browser. Browsers can further enable the users to delete specific cookies.

Please note that disabling cookies might affect browsing as almost all Internet services rely on cookies.

FINAL PROVISIONS

For any and all issues remaining uncovered by these General Terms, the substantial law of Bulgaria shall apply.

"ZAREVO BULGARIA" AD reserves the right at all times and in its sole discretion to change these General Terms and such changes shall become effective upon being published and shall be valid for the future.