All Inclusive Ultra Plus Questionnaire & Standards

Hotel name / Representative: **Azalia**
Destination: Sts. Constantine and Helena resort, Bulgaria
Valid for Season: Summer 2019

Food & Drink

	Available	Included	Price / remarks
★ **Full board with 3 meals** 4 Breakfast (time: 07.30 – 10.30 h) Lunch (time: 12.30 – 14.30 h) ☐ Menu or ☒ Buffet Dinner (time: 18.00 – 21.00 h) ☐ Menu or ☒ Buffet **Late-riser breakfast until** 11.00h (at least continental breakfast)	☐ ☐ ☐ ☐	☒ ☒ ☒ ☒	
★ **Special light foods and/or whole foods** **lunch** ☒ **dinner** ☒ (for example: healthy corner, fresh fruits and vegetables, cereals, muesli, salad buffet, light dishes)	☐	☒	
★ **Snacks** (please indicate time: 10.00 - 17.00 h)	☐	☒	
★ **Coffee/tea and cakes** (time: 16.00 - 18.00 h) (contains minimum tea, coffee. milk, sugar, pastry, cake)	☐	☒	
★ **Ice Cream** (please indicate time: 10.00 -17.00 h) (minimum 3 flavours of ice-cream) ☐ children only	☐	☒	
★ **National alcoholic/ alcohol-free drinks** (time: 10.30 - 23.00 h)	☐	☒	
International alcoholic/ alcohol-free drinks (time: 10.30 - 23.00 h)	☐	☒	
Drinks offered 24 hours a day (at least 1 bar open 24 hours, except strong spirits between 23.00- 10.30)	☐	☒	
Minimum 3 thematic buffet per week specify theme: Tex-Mex, Asian, Oriental, Italian, Bulgarian, Love menu, Sea menu ☐ **Menu**	☐	☒	
1 A la carte restaurant specify type(s) of restaurant(s): International cuisine	☒	☐	
3 and more specialty restaurants specify types of restaurants: ,	☐	☐	
Use of minibar included for: ☒ All Inclusive guests: ☒ **yes** how often: ☐ **no** ☐ **upon request** ☐ Breakfast and/or Half-board guests: ☐ **yes** how often: ☐ **no** ☐ **upon request**	☐	☒	

Entertainment

		Available	Included	Price / remarks
■□□□□	evening entertainment on at least 2 evenings a week	☐	☐	
■■□□□	activity & entertainment programme on at least **2 days/week during day and evenings**	☐	☐	
■■■□□	activity & entertainment programme on **3 to 5 days/week during day and evenings**	☐	☐	
■■■■□	activity & entertainment programme offered by hotel on **more than 5 days/week during day and evenings**	☐	☐	
■■■■■	activity & entertainment programme offered by hotel on **more than 5 days/week during day and evenings** and diverse **extra activities** such as:	☐	☒	
	- creative studio:	☐	☒	
	- language lesson(s):	☐	☒	
	- dancing course(s):	☐	☒	
	- piano bar in the lobby:	☐	☒	

Special for children **(not a must have for acceptance as an All Inclusive hotel)**

	Available	Included for All Inclusive guests	Included for Half-board guests	Price / remarks
★ **Miniclub** (from 04 - 12 years) (at least 5x week, half days)	☐	☒	☐	
German speaking staff for children animation ☒ Yes ☐ No				
★ **Youth club** (from - years) ☐ all the year ☐ vacation time only	☐	☐	☐	
German speaking staff for children animation ☒ Yes ☐ No				
Mini disco (from 19:30 – 20:00 h)	☐	☒	☐	
Children's pool ☒ separate pool ☐ integrated pool ☐ heatable Please indicate depth: 60 cm	☐	☒	☐	
Children's playground ☐ covered / shaded	☐	☐	☐	
High chairs ☒ restaurant ☐ room	☐	☒	☐	
Baby beds	☐	☒	☐	
Baby phone	☐	☐	☐	
Babysitting	☐	☐	☐	
Special children's meal times Lunch (time: 12.30 – 14.30 h) Dinner (time: 18.00 – 21.00 h)	☐	☒	☐	
☐ **children menu** ☒ **children buffet**	☐	☒	☐	

Separate Aquaparc (for example: two separate water slides, activity pools, relax pools, animation activities for kids) **(Not the normal hotel pool with a slide!)**	☐	☒	☐	admission price for adult: admission price for kids:

Sport & Fitness

	Available	Included for All Inclusive guests	Included for Half-board guests	Price/ remarks	Hotel facility	Local Com-pany
Water sport activities						
★ Introductory diving course ("Schnuppertauchen" / trial dive)	☐	☐	☐		☐	☐
★ Scuba diving	☐	☐	☐		☐	☐
★ Diving lessons	☐	☐	☐		☐	☐
★ Snorkelling equipment	☐	☐	☐		☐	☐
★ Introductory sailing ("Schnuppersegeln" / trial sailing)	☐	☐	☐		☐	☐
★ Sailing equipment: ☐ catamarans ☐ boats	☐	☐	☐		☐	☐
★ Sailing lessons	☐	☐	☐		☐	☐
★ Introductory surfing course ("Schnuppersurfen" / trial surfing)	☐	☐	☐		☐	☐
★ Surfing equipment	☐	☐	☐		☐	☐
★ Surfing lessons	☐	☐	☐		☐	☐
★ ☐ Canoes ☐ Kayak	☐	☐	☐		☐	☐
★ Paddleboat	☐	☐	☐		☐	☐
★ Banana boat	☐	☐	☐		☐	☐
★ Water-skiing	☐	☐	☐		☐	☐
Golf Name of golf course:						
★ Introductory golf activities ("Schnuppergolfen" / trial golf)	☐	☐	☐		☐	☐
★ Golf green fee	☐	☐	☐		☐	☐
★ Golf putting green	☐	☐	☐		☐	☐
Tennis						
★ Tennis courts: number of: , floor-cover:	☐	☐	☐		☐	☐
★ Tennis racket, balls	☐	☐	☐		☐	☐
★ Tennis lessons	☐	☐	☐		☐	☐
★ Floodlight Tennis	☐	☐	☐		☐	☐
Squash						
★ Squash courts: number of: ☐ air-conditioned	☐	☐	☐		☐	☐
★ Squash racket, balls	☐	☐	☐		☐	☐
★ Squash lessons	☐	☐	☐		☐	☐
Fitness						
★ ☒ Aerobic ☐ step aerobic ☒ water aerobic	☐	☒	☐		☒	☐
★ Fitness centre	☐	☒	☐		☒	☐
★ Spinning	☐	☐	☐		☐	☐
★ ☐ Boxing with coach ☐ kick boxing ☐ Thai Bo	☐	☐	☐		☐	☐
★ ☐ Nordic walking tour with coach ☐ Jogging tour with coach frequency/week:	☐	☐	☐		☐	☐
Wellness						
★ Massage	☒	☐	☐		☒	☐

★ Jacuzzi/Whirlpool	☐	☒	☐		☒	☐
★ Sauna (classic)	☐	☒	☐		☒	☐
★ Sauna (infrared)	☐	☒	☐		☒	☐
★ Steam bath	☐	☒	☐		☒	☐
★ Wellness program: Yoga ☐ Pilates	☐	☐	☐		☐	☐
★ Solarium	☒	☐	☐		☒	☐
★ Inside pool ☒ open all year ☐ open seasonally Please indicate opening period:	☐	☒	☐		☒	☐
★ Gymnastics	☐	☒	☐		☒	☐
★ Heal mud applications Every day: except Sunday - 11.00- 12.00 h.(1.06.-15.09.)	☐	☒	☐		☒	☐
Different activities / facilities						
★ Guided walking tours (outside the hotel) duration: minutes length: km frequency: times / week ☒ hotel area only ☒ surroundings	☐	☒	☐		☒	☐
★ Guided bike tours: ☐ mountain bike ☒ bicycle	☐	☒	☐		☒	☐
★ Inline skates & protector gear	☐	☐	☐		☐	☐
★ ☒ Bicycle rental ☐ Mountain bike rental	☒	☐	☐		☒	☐
★ Multi-purpose sports area	☐	☐	☐		☐	☐
★ Archery	☐	☐	☐		☐	☐
★ Climbing wall	☐	☐	☐		☐	☐
★ Riding	☐	☐	☐		☐	☐
★ Minigolf arrangement with equipment	☐	☐	☐		☐	☐
Additional sport activities						
Jogging track: length: km	☐	☐	☐		☐	☐
Beach volleyball	☐	☒	☐		☒	☐
Beach football	☐	☐	☐		☐	☐
Water ball	☐	☒	☐		☒	☐
Football	☐	☐	☐		☐	☐
Water polo	☐	☐	☐		☐	☐
Boogie board	☐	☐	☐		☐	☐
Basketball	☐	☐	☐		☐	☐
Billiard	☒	☐	☐		☐	☒
Darts	☐	☒	☐		☒	☐
Table tennis	☐	☒	☐		☒	☐
Boccia	☐	☒	☐		☒	☐
Garden chess	☐	☒	☐		☒	☐

☒ All Inclusive guests have to wear a bracelet

In case the hotel offers additional All Inclusive services that are not mentioned above, please indicate below:

	Available	Included for All Inclusive guests	Included for Half-board guests	Price/ remarks	Hotel facility	Local Company
★ Sun beds and umbrellas on “Azalia” beach	☐	☒	☐		☒	☐
★ Sun beds and umbrellas on the swimming pool	☐	☒	☐		☒	☐
★ Beach bar (coffee, tea, soft drinks, beer, snacks, cakes, pastry, pop corn, fruits and vegetables)	☐	☒	☐		☒	☐
★ 5 kinds of cocktail on the lobby bar	☐	☒	☐		☒	☐

On Behalf of Hotelier:
Mr. Ilko Zaprianov
/Commercial director/

On Behalf of Tour operator:

/Manager/

Version 2019