

# REGNUM BANYA

FACTS AND INFORMATION





# Welcome to Regnum Banya Thermal Hotel

### Location

Regnum Banya Thermal Hotel is located at the foothills of the Pirin Mountains, in the charming town of Banya, one of Bulgaria's premier thermal and nature tourism destinations.

### Distance

The hotel is 140 km from Plovdiv Airport, 165 km from Sofia Airport, 5 km from Bansko Ski Resort and 7 km from the natural thermal springs of Dobrinishte.

### Airport Transportation Options

Transportation can be arranged via VIP transfer, private car or taxi services.

### Check-in and Check-out Time

Check-in time: 15:00 | Check-out time: 11:00

### Early Check-in / Late Check-out Policy

Early arrivals before 08:00 or late departures after 18:00 are subject to a charge of 100% of the daily room rate (subject to availability).

### Spoken Languages

Bulgarian, Turkish, English, Russian, Greek.

### Currency

The official currency is the Bulgarian Lev (BGN) accepted in cash.

### Accepted Credit Cards

Visa, MasterCard, Eurocard, American Express

### Climate

The region experiences a continental climate with hot summers and cold winters.

### Voltage

The hotel operates on 220 volts / 50 hertz electricity.

### Wireless Internet Access

Complimentary wireless internet service is available for all guests in their rooms and throughout the hotel premises.

### Pet Policy

We love and respect our animal friends; however, to ensure the comfort, hygiene, and safety of all our guests, pets are not allowed in guest rooms or any public areas of the hotel.

### Smoking Policy

Smoking is strictly prohibited in all indoor areas and guest rooms. It is only permitted in designated outdoor areas, such as balconies or the terrace.

### Responsible Drinking Policy

Alcoholic beverages are only served to guests aged 18 and above. If a guest appears underage, valid photo identification will be requested. Guests who appear to be intoxicated will not be served alcohol or allowed in public hotel areas.

### Age Requirement Policy

Guests must be at least 18 years old and provide valid identification to make a reservation or check in independently.

### Non-Hotel Services

Except for Regnum's official business partners, any product or service purchased or rented from outside is not permitted to be used or served within the hotel premises.

### Other Policies

The use of bicycles, rollerblades, skateboards, scooters, or similar devices is prohibited in all indoor hotel areas. The use of drones or camera drones within hotel grounds is also strictly forbidden.







# Services and Facilities

## Welcome Services

- Traditional sweet treats served at check-in
- Personal escort to guest rooms upon arrival
- In-room welcome amenities on the day of arrival
- Luggage assistance service
- Complimentary bottled water for the guest's vehicle upon departure

## Guest Services & Facilities

- Access to general hotel areas for early check-in and late check-out guests
- 24/7 Regnum Hospitality Assist Call Center support
- Multilingual and experienced staff
- Daily housekeeping and evening turn-down service
- Daily replenishment of the minibar
- Complimentary birthday cake for two for guests celebrating their birthday
- Luggage storage service
- Umbrella provision on rainy days
- Complimentary high-speed wireless internet throughout the property

## Transportation & Activities

- Seasonal shuttle service to Bansko Ski Resort
- On-site restaurants and bars
- Daily entertainment programs and social activities

## Thera Relax Center by Regnum

- Outdoor swimming pools
- Thermal relax center featuring steam room and sauna

## Business Services

- Photocopying, printing and scanning services available at the front desk

## Extra Charge Guest Services

- Massage and therapy treatments
- Beauty centre applications
- Special massage packages and personalized wellness programs

## Housekeeping & Room Services

- Laundry, dry cleaning, and ironing services
- In-room breakfast service
- In-room dining service

## Food & Beverage

- Premium wine and whisky menu
- Restaurant and bar services
- Packed meal service
- À la carte and open buffet dining options
- Seasonal tasting menus and chef's specials
- Local and international cuisine selections
- Private dining and celebration arrangements
- Outdoor terrace or garden dining experiences

## Activities & Entertainment

- Bicycle and vehicle rental services
- Nature walks, horseback riding.
- Ski lessons (seasonal availability)
- Guided hiking and mountain trekking tours
- ATV and off-road safari adventures
- Cultural tours to nearby villages and historical sites

## Other Services

- Meeting and event room usage
- Electric vehicle charging station
- Photography and florist services
- Private medical services and pharmacy access
- Hosting of outside visitors in designated areas and during specified times (subject to an additional fee)
- Coffee lounge featuring local blends



## Privilege Services

---



### Regnum Bansko Aquapark

Regnum Bansko Aquapark is offered with a 50% discount to our guests staying at Regnum Banya Thermal Hotel throughout the summer season. As one of Bansko's most popular entertainment venues, this exclusive aquapark promises a fun-filled day for both children and adults with its colorful water slides, interactive splash zones, and relaxing sunbathing terraces.



### Transfer to the Ski Gondola Station

Enjoy completely free of charge and scheduled shuttle service from Regnum Banya Thermal Hotel to the Bansko Ski Gondola Station throughout the winter season. Our comfortable and timely transfers ensure a smooth start to your ski day, allowing you to reach the slopes without the hassle of driving or parking. Simply focus on the adventure ahead, while we take care of the rest.





# STAY

Regnum Banya



# Rooms Essentials and Amenities

### Room Features

- Panoramic mountain or garden view
- Floor-to-ceiling windows with blackout curtains
- Sheer and blackout curtains
- Seating area in the bedroom
- Comfortable bedroom chair
- Bedside table with reading lamp
- Custom-designed wooden flooring
- Balcony or terrace with outdoor seating
- Functional work desk
- Ergonomic desk chair
- Central AC and individual climate control
- Carpet flooring

### Dressing Area

- Full-length wardrobe
- Wooden hangers
- Full-length mirror
- Wooden hangers
- Luggage rack
- Iron and ironing board (on request)
- Electronic safe box
- Laundry bag
- Bathrobe and slippers
- Kids' bathrobe and slippers (on request)
- Shoehorn and shoe brush
- Digital scale (on request)
- Shoe shine sponge (in selected room types)
- Plush pouf seat or bench

### Bedding Comfort

- Signature Regnum bed
- King or full-size single bed
- Premium quality orthopedic mattress
- Hypoallergenic pillows
- 100% cotton linen set
- Extensive pillow menu (available upon request)
- Anti-allergenic bedding options
- Extra blankets and pillows available on request

### Bathroom Amenities

- Bathroom with rain shower
- Separate bathtub and toilet
- Sink vanity
- Lighted makeup mirror
- Hairdryer
- Dental kit and liquid soap
- Signature hand and foot towels
- Signature bath towel for Banyà use
- Full amenities set
- Vanity and shaving kits (on request)

### Technology

- Multi-split type AC with individual climate control
- 50" IP TV with international channels
- 1 IP phone with direct dial
- Complimentary wireless internet access
- Media hub with HDMI, USB, Type-C
- Minibar (Refreshed daily)
- Kettle with complimentary tea selection
- Coffee machine (Daily capsule replenishment)

### Additional Services & Amenities

- Welcome amenities upon arrival
- Daily housekeeping service
- Turn-down service with evening setup
- Fresh flower decoration in-room
- Laundry service (upon request)
- Dry-cleaning service (upon request)
- 24-hour room service (select menu items)
- Wake-up call service
- Concierge and guest relations support
- Pillow and linen replacement upon request
- Scheduled shuttle service to the Bansko Ski Gondola Station, ensuring a smooth and timely journey to the slopes (Winter Season)
- Shuttle service to Regnum Bansko Aquapark, along with 50% exclusive discount on entrance for hotel guests (Summer Season)







## Rooms Essentials and Amenities

---

### **Superior Double Room**

22 sqm | Village View | Main Building | One Bedroom + French Balcony  
Max Occupany: 2 Adults

---

### **Superior Double Room with Pool View**

22 sqm | Pool View | Main Building | One Bedroom + French Balcony  
Max Occupany: 2 Adults

---

### **Superior Triple Room**

33 sqm | Village View | Main Building | One Bedroom + Balcony  
Max Occupany: 3 Adults

---

### **Deluxe Double Room with Terrace**

35 sqm | Village View | Main Building | One Bedroom + Terrace  
Max Occupany: 2 Adults

---

### **Deluxe Triple Room with Terrace**

45 sqm | Village View | Main Building | One Bedroom + Terrace  
Max Occupany: 3 Adults

---

### **Deluxe Family Room with Terrace**

82 sqm | Pool View | Main Building | One Bedroom + Terrace  
Max Occupany: 4 Adults





# ROOMS

Regnum Banya



# Room Comparison

Rooms							
	Size	View	Bedroom	Max. Occupancy	Beds	Shower / Bathtub	Location
Superior Double Room	22 sqm	Village	1	2	King or Twin	Shower	Main Building
Superior Double Room with Pool View	22 sqm	Pool	1	2	King	Shower	Main Building
Superior Triple Room	33 sqm	Village	1	3	King + Single	Shower	Main Building
Deluxe Double Room with Terrace	35 sqm	Village	1	2	King	Shower	Main Building
Deluxe Triple Room with Terrace	45 sqm	Village	1	3	King + Single	Shower	Main Building
Deluxe Family Room with Terrace	82 sqm	Pool	1	4	King + Twin	Shower	Main Building



# Room Benefits

## Services & Amenities

	Superior Double Room	Superior Double Room with Pool View	Superior Triple Room	Deluxe Double Room with Terrace	Deluxe Triple Room with Terrace	Deluxe Family Room with Terrace
Full access to all Regnum Banya	●	●	●	●	●	●
Pura Vida Restaurant ( Breakfast )	●	●	●	●	●	●
Outdoor Thermal Pools, Children's Pool, Jacuzzi	●	●	●	●	●	●
Sauna and Steam Rooms	●	●	●	●	●	●
Complimentary Tea, Coffee and Bottled Water	●	●	●	●	●	●
50" IP Smart TV with International Channels	●	●	●	●	●	●
High-Speed Wireless Internet Access	●	●	●	●	●	●
Media hub with HDMI, USB, Type-C Ports	●	●	●	●	●	●
Kettle and Coffee Machine	●	●	●	●	●	●
Daily Housekeeping	●	●	●	●	●	●
24-Hour Reception and Luggage Storage	●	●	●	●	●	●
Free on-site Parking	●	●	●	●	●	●
Complimentary Shuttle to Bansko Ski Center	●	●	●	●	●	●





# CULINARY

Regnum Banya





## Restaurant

### Pura Vida Restaurant

Pura Vida Restaurant offers a sophisticated culinary journey where elegance meets exceptional flavor. Located on the Lobby Floor of our hotel, this refined venue welcomes guests daily from 08:00 to 23:00, providing a delightful setting for breakfast, lunch, or dinner.

Our diverse menu brings together the finest selections from international cuisine, carefully curated and prepared by our talented Turkish chefs who blend global techniques with local artistry. Each dish is a harmonious balance of taste, presentation, and authenticity crafted to impress even the most discerning palates.

With a smart casual dress code, Pura Vida is the ideal choice for a romantic dinner, a celebratory meal, or simply a moment of indulgence during your stay. Dining is offered à la carte and is subject to extra charge based on the menu.

At Pura Vida, every plate tells a story crafted with passion, served with elegance, and remembered with pleasure.

### Forest Bistro & Bar

Forest Bistro & Bar, located on the Lobby Floor of Regnum Banya Thermal Hotel, is a warm and refined gathering spot where the tranquility of nature meets the elegance of international cuisine. Our carefully curated menu features a delightful array of global flavors, all prepared with contemporary flair by our talented Turkish chefs, ensuring a memorable culinary journey for every guest.

Open daily from 11:00 to 23:00, Forest Bistro & Bar is perfect for both leisurely lunches and cozy evening dinners. The indoor fireplace adds a touch of warmth and charm, especially during the colder months, creating a serene atmosphere for heartfelt conversations and quiet moments.

Adding to its charm, the venue features a mini library and a board games corner, inviting guests to unwind, socialize, or simply enjoy a peaceful retreat after their meal. These thoughtful touches elevate the experience, transforming a simple dining visit into a cherished memory.

With a smart casual dress code, the restaurant operates on an à la carte basis, with menu pricing applying to all orders.

Whether you're enjoying a glass of wine by the fire, flipping through a good book, or engaging in a friendly board game, Forest Bistro & Bar promises more than a meal and it offers a taste of comfort, culture, and connection.





# Bar

## Rooftop Sunset Bar

Rooftop Sunset Bar is one of the most exclusive spots at Regnum Banya Thermal Hotel, offering guests a sky-high experience with breathtaking scenery. Located on the rooftop, this unique venue invites you to unwind while enjoying panoramic views of the surrounding mountains and forest landscape.

Throughout the day, guests can bask in the natural beauty, and as evening falls, witness unforgettable sunsets that paint the sky in warm hues. Each table is equipped with a live fire feature, adding a cozy touch on cooler evenings and creating a warm, romantic ambiance.

Open daily from 18:00 to 23:00, Rooftop Sunset Bar offers a full bar menu with a wide selection of premium beverages, from handcrafted cocktails to fine wines. The smart casual dress code ensures an elegant yet relaxed atmosphere, and services are available at an extra charge (menu pricing applies).

Whether you're savoring a signature drink, soaking in the stunning views, or simply enjoying the fire-lit intimacy of your table, Rooftop Sunset Bar is the perfect place to elevate your evening. Perfect for relaxing moments or special celebrations under the open sky.



## Pool Bar

The Pool Bar at Regnum Banya Thermal Hotel offers a refreshing retreat where guests can enjoy a cool drink while soaking up the sun by the poolside. Located within the hotel's serene pool area, it's the perfect spot to relax and unwind throughout the day.

Open daily from 11:00 AM to 9:00 PM, the Pool Bar serves a wide range of beverages, including alcoholic and non-alcoholic options. Whether you prefer a classic cocktail, refreshing mocktail, or fresh juice, the Pool Bar promises a revitalizing experience to complement your leisure time.

There is no dress code, allowing easy access while enjoying the pool. For an indulgent experience, guests can sit in the pool on specially designed submerged seating, savoring drinks while gently enveloped by cool water.

With soothing water sounds and natural surroundings, the Pool Bar is an ideal escape from everyday hustle. Whether lounging poolside or immersed in water, it provides a vibrant yet tranquil environment. All drinks and snacks are available at an extra charge (menu prices apply).

Enjoy a cool drink under the sun, the calming ambiance, and the unique chance to sip your favorite cocktail right in the pool and all waiting for you at the Pool Bar.



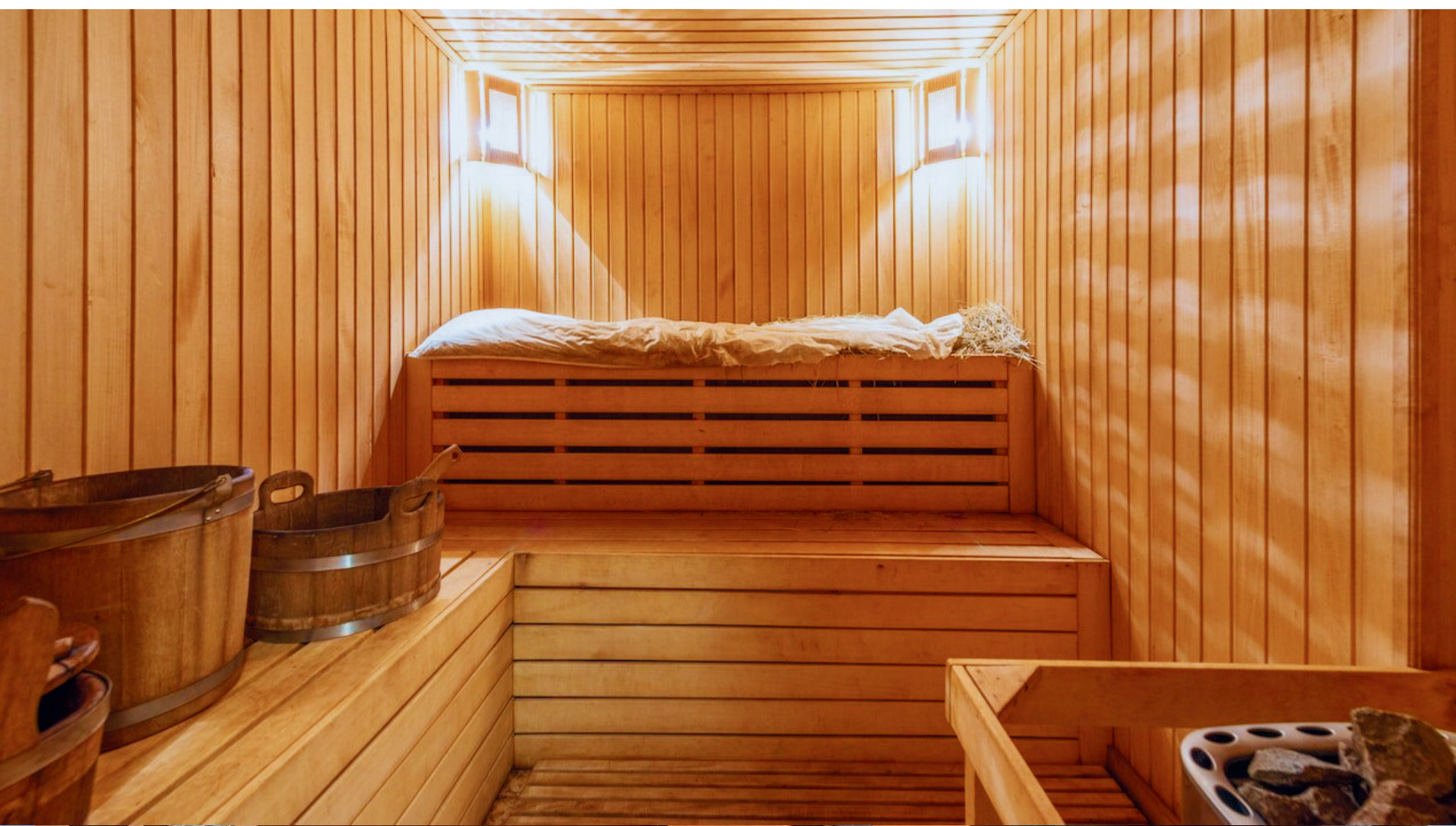


A close-up photograph of a person's back with several dark, smooth hot stones placed along the spine. A hand is positioned above the stones, with fingers slightly spread, as if about to pick one up or adjust its position. The lighting is warm and soft, creating a relaxing and therapeutic atmosphere.

# WELLBEING

Regnum Banya





## Thera Relax Center by Regnum

---

Nestled in the tranquil heart of Bulgaria's renowned Banya region, Thera Relax Center by Regnum offers an unparalleled wellness journey rooted in the ancient and miraculous powers of natural thermal waters. The Banya region has long been celebrated for its unique thermal springs, rich in minerals such as calcium, magnesium, and sulfur, known for their restorative and therapeutic properties. These waters emerge from deep beneath the Earth's surface, carrying centuries of natural healing energy that has soothed and rejuvenated visitors for generations.

Surrounded by lush forests and breathtaking mountain landscapes, the Thera Relax Center by Regnum is a sanctuary of peace and natural beauty. Here, guests are invited to disconnect from the pressures of everyday life and reconnect with themselves in an environment that nurtures both body and soul. The calming atmosphere, enhanced by the gentle sounds of nature and the crisp mountain air, creates the perfect setting for holistic rejuvenation.

Within this serene oasis, Thera Relax Center by Regnum boasts a range of thoughtfully designed facilities dedicated to enhancing your wellbeing. The sauna, crafted to promote detoxification through deep sweating, works in harmony with the steam room, which soothes the respiratory system and deeply hydrates the skin. Both spaces harness the therapeutic essence of the region's thermal waters, providing an authentic and revitalizing experience unlike any other.

Guests can indulge in personalized massage therapies offered by highly trained professionals, featuring a diverse selection of massage techniques from traditional classics to innovative, internationally recognized treatments. Each session is carefully tailored to individual needs, ensuring effective relaxation, pain relief, and muscular rejuvenation.

Complementing these treatments, Thera Relax Center by Regnum's boutique showcases a curated collection of world-class spa products. These handpicked brands represent the pinnacle of skincare, aromatherapy, and wellness innovation, allowing guests to continue their self-care rituals at home with the same quality and care they experience during their stay.

Every element of the Thera Relax Center by Regnum has been designed with the highest standards of luxury, comfort, and wellness in mind. The harmonious blend of nature's gifts, expert care, and a peaceful ambiance makes Regnum Banya Thermal Hotel's Thera Relax Center by Regnum a truly unique destination for those seeking deep restoration and balance.

Whether you are looking to detoxify, relieve stress, enhance your health, or simply unwind in a spectacular natural setting, the Relax Center offers a comprehensive sanctuary where every visit renews your vitality and inspires a lasting sense of wellbeing. This unique experience creates a profound transformation in both body and soul, allowing you to carry the healing power of nature into every moment of your life. Open the door to healthy living and give yourself the care you deserve at Regnum Banya Thermal Hotel.





# POOL

Regnum Banya



Pool

Pools		Heating System	Temperature Degree	Fresh Water	Jacuzzi	Depth (cm)	Size (m2)
Outdoor	1st Thermal Pool	●	38 C	●		1.50	83
	2nd Thermal Pool	●	28 C	●		1.50	270
	3rd Thermal Pool   Kids Pool	●	28 C	●		0.60	75
	4th Thermal Pool	●	39 C	●	●	0.90	3
	5th Thermal Pool	●	42 C	●	●	0.90	5
Regnum Banya may turn off some of the pool heating systems on certain days due to number of guests, weather conditions and other operational reasons. Pools may be temporarily closed due to adverse weather conditions, pool hygiene, guest safety and technical reasons.							





# Local Attractions



## Murtina Bath

This historic thermal spring offers naturally warm, mineral-rich waters known for their therapeutic properties. Visitors can indulge in traditional spa treatments that have been cherished for generations, providing deep relaxation and wellness benefits.



## Golak Hills

Stretching with rolling green landscapes and panoramic views, Golak Hills is perfect for leisurely hikes, nature walks, and photography. The area's tranquility and fresh mountain air offer a rejuvenating escape from the hustle and bustle of everyday life.



## Hiking in Pirin Mountain

The majestic Pirin Mountain, a UNESCO World Heritage Site, offers hiking trails from easy paths to challenging climbs. Trekking reveals stunning alpine views, rare flora and fauna, and clear mountain streams — perfect for adventure seekers and nature lovers.



## Skiing

During winter, the nearby ski resorts offer excellent slopes suitable for skiers and snowboarders of all skill levels. Modern facilities, ski schools, and cozy mountain lodges make the area a favorite destination for winter sports enthusiasts.

## Church St. George

An architectural treasure dating back centuries, the Church of St. George captivates visitors with its exquisite frescoes and serene atmosphere. It stands as a testament to the region's rich religious and cultural heritage, making it a must-visit for history enthusiasts.



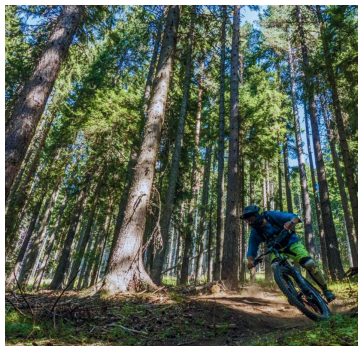
## Horse Riding

Experience the stunning surroundings on horseback with guided tours for all skill levels. Whether beginner or experienced, explore trails through forests and meadows for a unique, peaceful connection with nature.



## Mountain Biking

The region's rugged terrain and well-marked trails create an exhilarating playground for mountain bikers. Routes vary from easy scenic rides to demanding downhill tracks, all surrounded by breathtaking natural beauty.



## ATV Tours

For those seeking excitement, guided ATV tours explore rugged paths and forest trails, offering an adrenaline-filled way to discover off-the-beaten-track spots. Perfect for individuals and groups wanting a thrilling outdoor adventure.





# Health & Safety

## Our Safety Commitment

At Regnum Banya Thermal Hotel, ensuring the safety, health and comfort of our guests and staff is paramount. We strictly follow international hospitality standards to maintain a secure and welcoming environment throughout the property.

## Emergency & Facility Safety

The hotel is equipped with advanced fire detection systems, 24/7 security personnel, comprehensive CCTV coverage and multilingual evacuation plans. Regular emergency drills and staff training sessions are conducted to maintain optimal preparedness.

## Guest Room Hygiene

Guest rooms are cleaned according to WHO and ECDC guidelines, with hospital-grade disinfectants used on bedding and surfaces. We implement rigorous sanitation protocols to guarantee the highest level of hygiene and guest safety.

## Staff Readiness

Our personnel receive continuous training focused on hygiene standards, emergency response and child safety. This commitment ensures professional service delivery and immediate, effective reactions during critical situations.

## Food Safety Standards

All food preparation and service processes comply with EU regulations and Bulgarian health laws. Our in-house food engineers continuously monitor these processes and independent audits reinforce our stringent hygiene practices.

## HACCP Compliance

We strictly apply HACCP risk analysis and controls in all food processes. Transparent records and audits ensure compliance with EU food safety standards.

## Pool & Thermal Safety

Certified lifeguards are present during operating hours to ensure guest safety at our pools and thermal areas. Water quality is rigorously tested daily, including Legionella monitoring, to meet EU public health standards.

## Wellbeing Club Hygiene

Wet zones such as saunas, steam rooms and massage rooms are disinfected regularly following independent audit protocols. Shared equipment and common areas undergo multiple cleanings daily to uphold the highest hygiene levels.

## Laundry & Textile Hygiene

Our onsite laundry employs advanced thermochemical disinfection methods using internationally recognized products. This guarantees hospital-level cleanliness for all textiles, including towels, robes, and bedding.

## Power & Energy Systems

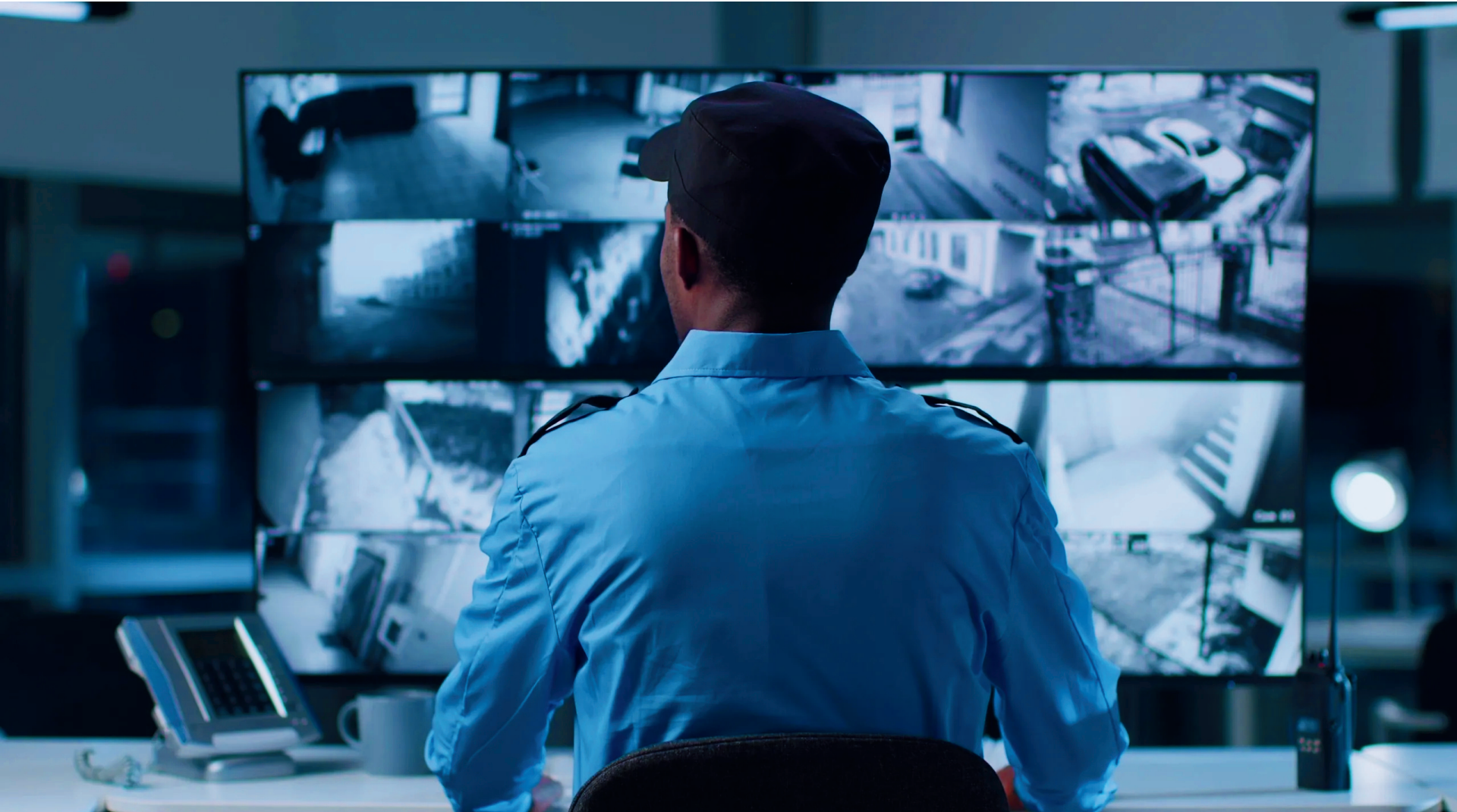
Operating on a 230V/50Hz electrical system, the hotel uses emergency generators to ensure uninterrupted power during outages. Solar energy systems also contribute to sustainable, eco-friendly electricity production.

## Water Quality Control

All water supplied in the hotel meets WHO drinking water standards, with continuous quality monitoring and a minimum 48-hour reserve capacity. Routine Legionella tests and official inspections secure the safety of all water facilities.

## Emergency Medical Services

We offers 24/7 ambulance service availability. Our staff are fully trained in first aid to provide rapid emergency response.







# Sustainability & Environment

---

At Regnum Hospitality Bulgaria, sustainability is not just a corporate responsibility—it is a strategic priority embedded into every aspect of our operations. At Regnum Banya Thermal Hotel, we are proud to implement a comprehensive sustainability framework that prioritizes environmental stewardship, community engagement, and long-term ecological balance.

One of our flagship achievements is our investment in renewable energy infrastructure. A significant portion of our energy needs is met through privately owned solar panels installed on-site, significantly reducing our carbon footprint and reliance on non-renewable resources.

We maintain transparent monitoring of our carbon and water footprint, aligning with globally recognized sustainability standards to ensure consistent improvement in resource efficiency and environmental performance.

In the realm of sustainable food practices, we work with cutting-edge food waste mapping technologies to minimize waste at its source. These systems allow us to optimize kitchen operations and prevent overproduction, contributing to both environmental protection and operational excellence.

Our commitment to the local economy is demonstrated through a strict local sourcing policy:  
We procure 100% of our food and beverage products from regional suppliers, supporting small businesses, reducing transportation emissions, and ensuring the freshness and authenticity of everything we serve.

As part of our mobility and emissions strategy, we actively promote the use of public transportation among staff and guests, and continuously explore innovative solutions to reduce dependence on private vehicles.

The well-being of animals in our natural surroundings is also of utmost importance. All animals residing within or near our premises receive routine veterinary care and are treated with the compassion and respect they deserve.

Sustainability is not confined to operational metrics alone—it is a shared culture. Through initiatives such as “ReGreen” and “Move-On Regnum – Take Action for the Future Today,” our team members and guests are encouraged to participate in meaningful environmental projects that reinforce our shared responsibility toward the planet.

By integrating renewable energy, circular food practices, local economic empowerment, animal welfare, and low-emission mobility, Regnum Banya Thermal Hotel exemplifies what it means to offer hospitality with purpose.

At Regnum Hospitality Bulgaria, we do not simply adapt to the future—we actively shape it.



# Privilege Services Terms & Conditions

---

**Special privilege services are exclusive offerings provided by Regnum as a gesture of hospitality. These services are not included in the standard accommodation package.**

**They are non-transferable, have no cash value, and are valid only during the guest's stay.**

**Availability may vary depending on the season and operational conditions.**

**For the most accurate and up-to-date information, please visit our official website or contact the Guest Relations team.**

**Scope of Services:**

Privilege services are exclusive, courtesy offerings by Regnum Banya Thermal Hotel to enhance the guest experience. These privileges are not considered part of any room rate, package, or accommodation plan.

**Eligibility:**

These services are exclusively available to guests with a valid and active reservation at Regnum Banya Thermal Hotel during their period of stay. Services cannot be extended to friends, visitors, or third parties not registered as guests.

**Non-Transferability & Cash Value:**

All privilege services are non-transferable, non-exchangeable, and hold no monetary value. They cannot be refunded, accumulated, or redeemed for cash in part or full under any circumstances.

**Validity Period:**

The privileges are strictly valid only within the guest's official check-in and check-out dates. Any unused services expire upon departure and cannot be carried over to a future stay.

**Availability & Scheduling:**

Certain services may require advance booking due to limited availability. Shuttle schedules, seasonal operating hours (e.g., Aquapark access), or service availability may vary depending on weather conditions, operational capacity, or local regulations.

**Changes & Cancellation:**

Regnum Banya Thermal Hotel reserves the right to change, suspend, or cancel any privilege service at any time without prior notice due to operational, safety, or force majeure reasons.

**Misuse & Policy Breach:**

Misuse of privilege services, including unauthorized transfer or commercial use, may result in cancellation of services and/or charges applied to the guest account. The hotel also reserves the right to take necessary legal or administrative actions.

**Guest Responsibility:**

Guests are responsible for following all guidelines related to the use of each complimentary service. The hotel shall not be held liable for missed opportunities arising from guest negligence, late arrival, or failure to reserve in advance.

**Updates & Further Information:**

Terms and conditions are subject to periodic updates. Guests are encouraged to consult the official website or contact the Guest Relations Desk for the most current information.





# Key Information

<b>Ownership</b> Regnum EOOD	<b>Operation</b> 12 Months
<b>Investor</b> Ufuk Öztürk	<b>Summer Season</b> June 15 - October 15
<b>Chairman</b> Ufuk Öztürk	<b>Winter Season</b> December 1 - March 31
<b>Multi-Property General Manager</b> Kenan Özkan	<b>Website</b> regnum.bg
<b>Property Name</b> Regnum Banya Thermal Hotel	<b>Email</b> regnum@regnum.bg
<b>Property Address</b> Regnum Banya Thermal Hotel Banya, Koneshitsa Street No 1, Razlog	<b>Social Media</b> @regnumbanya
<b>GPS Coordinates</b> 41°52'59.88"N 23°31'59.88"E	<b>Telephone</b> + 359 87 623 3433
<b>Category</b> 3* Hotel	<b>Sales Office</b> + 359 88 449 3924
<b>Concept</b> Luxury Thermal Boutique Hotel	
<b>Accommodation</b> 32 Rooms	
<b>Regnum Bansko Mountain Resort</b> 9 KM	
<b>Sofia Vasil Levski International Airport (SOF)</b> 160 KM	
<b>Plovdiv Airport (PDV)</b> 155 KM	





Regnum Hospitality Bulgaria reserves the right to make changes to visuals and services at any time without prior notice.