



# BULGARIA

## Travel Card

[marketing@bulgariacard.bg](mailto:marketing@bulgariacard.bg)  
[www.bulgariacard.bg](http://www.bulgariacard.bg)

# GENERAL TERMS OF USE OF bulgariacard.bg

## 1. SUBJECT

1.1. This document constitutes both (1) the general terms and conditions or the terms of use of the Travel Card Bulgaria, which lay down the rules for use of bulgariacard.bg, including the conclusion of a purchase contract with a Seller from this e-shop, and (2) the agreement between the Seller and the Client for purchase and sale via [www.bulgariacard.bg](http://www.bulgariacard.bg)

## 2. SELLER'S DETAILS

2.1. Bulgaria Travel Card LTD is a company with registered address in Bulgaria, Veliko Tarnovo, 2 Khan Asparuh Str., and contact address in Bulgaria, Veliko Tarnovo, 2 Khan Asparuh Str., reg. No (UIC) 204526170 in the Commercial Register of Bulgaria.

2.2. Bulgaria Travel Card LTD is the administrator of the Bulgaria Travel Card e-shop on the website [www.bulgariacard.bg](http://www.bulgariacard.bg)

2.3. You can contact Bulgaria Travel Card at the above address and on the following telephone number: **+359 888 666 480** or email address: [marketing@bulgariacard.bg](mailto:marketing@bulgariacard.bg)

2.4. A Seller in the e-trade platform Bulgaria Travel Card may be any person, who offers goods or services to third parties for trade purposes, and has concluded a contract to that effect with Bulgaria Travel Card LTD.

## 3. DEFINITIONS

3.1. Client – any person at or above the age of 18 years, who has concluded a distance purchase contract via the e-trade Platform [www.bulgariacard.bg](http://www.bulgariacard.bg) with Bulgaria Travel Card LTD or another trader.

3.2 Seller – Bulgaria Travel Card LTD or any other trader, which offers goods or services via the e-trade Platform [www.bulgariacard.bg](http://www.bulgariacard.bg).

3.4. Platform – the domain [www.bulgariacard.bg](http://www.bulgariacard.bg) and its subdomains.

3.5. Client – any natural or legal person, or any other legal entity that uses the platform in any manner, including but not limited to browsing, placing orders, buying, returning goods and carrying out any other actions via the Platform.

3.9. Order – an electronic document, which constitutes a form of communication between Bulgaria Travel Card LTD and the Client, and by means of which the Client states to [www.bulgariacard.bg](http://www.bulgariacard.bg) via the Platform, that he/she intends to buy Goods and Services via the Platform.

3.10. Goods and Services – any subject of a purchase contract concluded between a Client and a Seller via the Platform.





3.9. Campaign – any commercial message aimed at promotion of the Platform, the Bulgaria Travel Card brand or certain Goods and/or Services offered in limited stock, unless otherwise explicitly stated in the commercial message, for a definite period of time specified by the Seller.

3.10. Contract – the distance contract between the Seller and the Client for the sale and purchase of Goods and/or Services via the Platform, an integral part of which are these General Terms of Use of the Platform.

### 3.11. Content

- all the information on the Platform, which is accessible via an Internet connection and by means of a device connected to the Internet;
- the content of each message sent by the Client to Bulgaria Travel Card LTD or the Seller by electronic means or by any other accessible communication means;
- any information provided in any form by an employee/collaborator of Bulgaria Travel Card LTD and/or another Seller to the Client by electronic means or by any other means of distance communication;
- the information related to the Goods and/or Services and/or the rates applicable by the Seller at a certain period of time;
- information concerning the Clients and associated with the Goods and/or Services and/or the rates applicable by third parties, with which the Seller has entered into some form of partnership agreement;
- the Seller's details.

3.12. Newsletter – regular information bulletin about the Goods and/or Services and/or promotions offered by the Seller, sent by email.

3.13. Transaction – the action undertaken by Bulgaria Travel Card LTD for reimbursement of an amount paid by the Client, required as a result of cancellation, termination, withdrawal or non-conclusion of a purchase contract via the Platform, carried out only by bank transfer.

3.14. Specifications – all characteristics and/or details of the Goods and Services as specified in their description.

3.15. Review – a written rating made by the owner or the user of a product or service, based on the personal experience and the ability of the evaluator to make quality comments and to express his/her opinion on whether the product or service complies with the manufacturer specifications.

3.9. Rating – a method of calculation of the level of client satisfaction with a specific product. The rating is represented in the form of stars, and each product may receive a rate of one to five stars. This level of satisfaction will always be accompanied by the review written by the Client about a specific product or service.

3.10. Question – a form of address to Clients/Buyers aimed at receiving information about specific products or services.

## 4. Registration

You have the possibility to receive free and full access to the information resources of the website after you register your card.

During the registration you are obliged to provide full, correct, true and accurate information. Bulgaria Travel Card LTD reserves the right to decide whether to provide a profile/account to the user.

Bulgaria Travel Card LTD reserves the right to remove user profiles, which it has deemed unacceptable, as well as in case there are reasonable suspicions for violation of these General Terms of Use.





Bulgaria Travel Card LTD reserves the right to terminate the above described free services by means of a message published on the website.

### 5. GENERAL PROVISIONS

- 5.1. The General Terms of Bulgaria Travel Card LTD are binding to all Clients of the platform.
- 5.2. By using the Platform you confirm that you (a) have carefully read the General Terms of Use and (b) agree to comply with them unconditionally.
- 5.3. The General Terms of Use may be amended by Bulgaria Travel Card LTD unilaterally, at any time, by updating them. These amendments shall enter into force immediately and shall apply to all Clients.
- 5.4. Bulgaria Travel Card LTD has the right to amend the General Terms of Use at any time at its sole discretion, or if such amendments are imposed by an enforced legal regulation.
- 5.5. Bulgaria Travel Card LTD will inform the Clients about any amendment of the General Terms of Use by publishing the amendments on the Platform. This means that you as a Client are responsible to check for eventual amendments of the General Terms of Use on the Platform every time you use it.
- 5.6. If any of the provisions in these General Terms of Use of the Platform is deemed void or unenforceable for any reason, this does not render the remaining provisions void or unenforceable.
- 5.7. Bulgaria Travel Card LTD expends considerable efforts to maintain the accuracy of the information provided on the Platform. Nevertheless, bearing in mind the possible technical errors or omissions of information, Bulgaria Travel Card LTD states that the images of the Goods and Services are of indicative and illustrative nature, and therefore the supplied Goods and Services may differ from these images.
- 5.8. The characteristics or the prices of Goods and Services described in the Platform may be changed by the relevant Seller at any time. For technical reasons they may contain errors, for which Bulgaria Travel Card LTD apologises in advance to its Clients.
- 5.9. Due to the limited space and the consecutive structure of the information, the product descriptions may sometimes be incomplete. Nevertheless, Bulgaria Travel Card LTD strives to provide the most suitable and important information.
- 5.10. All goods, including those in promotion/discount, are sold and delivered until stocks are exhausted, even if this is not explicitly stated on the Platform.
- 5.11. The Platform may contain links to other websites. Bulgaria Travel Card LTD is not liable for the privacy policy of websites, which it does not manage, as well as for other information contained therein.

### 6. ONLINE SALE POLICY

- 6.1. Every Client is allowed to access the platform for the purpose of registration.
- 6.2. Bulgaria Travel Card LTD reserves the right at its own discretion to restrict the access of any Client for placing an order and/or using some of the possible payment methods, if it deems that this would harm Bulgaria Travel Card LTD in any way. In such case, the only right that the Client has is to contact the Customer Service Department at email address [marketing@bulgariacard.bg](mailto:marketing@bulgariacard.bg), in order to be informed about the reasons





for undertaking the above measures. Bulgaria Travel Card LTD is not liable for any damages that the Client has suffered or may suffer as a result of such decision, regardless of its relevance or merit.

6.3. The Client has the right to publish opinions about Goods and/or Services, and to contact Bulgaria Travel Card LTD at the addresses specified in the Contacts section of the Platform. Opinions or messages, which contain indecent or inappropriate language will be removed from the Platform or ignored.

6.4. The communication with the Seller may be established by direct connection or at the addresses specified in Contacts section of the Platform.

6.5. In case of unusually high internet traffic, Bulgaria Travel Card LTD reserves the right to require from the Clients to manually enter validation codes of the **captcha** type, in order to protect the information published on the Platform.

6.6. Bulgaria Travel Card LTD may publish advertising or promotional information about the Goods and/or Services and/or about the promotions offered by Bulgaria Travel Card LTD or by other traders on the Platform for a certain period of time.

6.7. All prices of Goods and/or Services specified in the Platform are final prices in BGN and include VAT and all other statutory taxes and fees.

6.8. In case of online payments or payments made by bank transfer, the Seller does not bear any responsibility for any costs related to fees, commissions or other additional payments made by the Client or his/her bank for the transaction, as well as in case of currency exchange fees applied by the bank that has issued the Client's card when the currency is different from BGN. The same applies to transfers made by Bulgaria Travel Card LTD to the Client, whether in relation to reimbursement of any payment to the latter, or for any other reason. The costs associated with such payments are solely at the expense of the Client. For that reason Bulgaria Travel Card LTD recommends to its Clients to check with their banks, if any additional fees apply to online or bank payments for products sold by Bulgaria Travel Card LTD.

6.9. All images on the Platform are published solely for the purpose of illustrating the type of the offered Goods/Services and are not an exact representation. Therefore, some images of Goods or Services on the Platform (static or dynamic images, or multimedia presentations, etc.) may not correspond to the appearance of the respective Goods or may create a wrong impression for the offered Service. The Seller shall not be liable for such discrepancies.

6.11. After 14 (fourteen) days as of the purchase of Goods or Services, the Client will be asked to write a review of the purchased Goods or Services. This request will be send to the email address used to register the Client's account. By submitting a review the Client contributes to the better awareness of other potential Clients and gets actively involved in the development of new services and in the more detailed description of the product characteristics.

## 7. USE OF SUBCONTRACTORS

7.1. The Seller has the right to use subcontractors to perform its obligations under the distance purchase contract concluded via the Platform, without being obliged to notify or obtain the consent of the Client for that. The respective Seller shall be liable for the actions of these subcontractors as if they are his own actions.

## 8. ADVERTISING





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8.1. When creating an account on the Platform, the Client has the possibility to agree to receive a Newsletter.

8.2. The Client may at any time unsubscribe from the Newsletter by sending an email to [marketing@bulgariacard.bg](mailto:marketing@bulgariacard.bg)

8.3. Unsubscribing from the Newsletter does not mean automatic cancellation of the consent for conclusion of this contract.

## 9. Confidentiality

Bulgaria Travel Card LTD is a personal data administrator registered under the Personal Data Protection Act. Under number:

Your personal data that we will use include: First and last name, Country, City, Email address, Year of birth.

Bulgaria Travel Card LTD is committed to ensuring the confidentiality of the information containing personal data that users provide online by filling a registration form or by buying a card. Such data may be disclosed only when the information is required by state authorities or officials authorized by law to request and collect information containing personal data and subject to the statutory procedures.

Bulgaria Travel Card LTD may provide the collected statistical information about website visits to advertisers/advertising agencies, which keep statistics about clicks and other user activity on their advertising banners and links, may keep internal statistics, and may use it for the purposes of direct marketing (theirs and that of their Partners).

The Client agrees and permits Bulgaria Travel Card LTD to provide his/her personal data to other partner companies, but only in case that the latter have assumed the obligation to store and process these data according to the law.

The Client's personal data may be provided to the prosecutor's office, the police, the court or other state institutions, on the grounds of and in compliance with the legal regulations, and based on an explicit request by the above authorities.

## 10. How do we use your personal data?

We collect information about you when you decide to use the online form for purchase of a product of ours, or when you make an enquiry via our email.

We also automatically collect information about your visit on our website. The information collected in such a way includes demographic data and IP address, it is used only in a summarised form and as such cannot be used for identification.

This information is used for:

- creating a marketing profile
- facilitating our strategical development.

### Use of personal data

We process the personal data collected via the website [www.bulgariacard.bg](http://www.bulgariacard.bg) for the purposes of:

- providing the best possible service
- processing all orders that you have placed
- marketing research

Bulgaria Travel Card LTD RESERVES THE RIGHT TO PROVIDE INFORMATION RECEIVED BY THE





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USERS TO THIRD PARTIES FOR THE PURPOSE OF PROVIDING OFFERS. The information that we will share with third parties is first and last name, email, country, city, year of birth.

By accepting these General Terms and Conditions, the USER agrees that his/her personal data will be processed for the purposes of direct marketing. The user has the right to object to personal data processing for the purposes of direct marketing by sending a written notice to Bulgaria Travel Card LTD at the following address: Veliko Tarnovo 5000, 2 Khan Asparuh Str., or email: [marketing@bulgariacard.bg](mailto:marketing@bulgariacard.bg)

### 11. Security of payment transactions

Numbers of credit cards and information about them are not stored by Bulgaria Travel Card LTD. The transactions are encrypted by using SSL encryption. In all protected areas where the URL address starts with HTTPS: // (where "S" means secured), the information is encrypted and therefore it will be secured before being transferred via the Internet.

All credit/debit cards and your personal information associated with them will not be stored, sold, shared, rented or leased to third parties.

### 12. Disclaimer

12.1 Bulgaria Travel Card LTD is not liable for the quality of the goods purchased from or the services provided by our partners, and published on our website.

12.2 Bulgaria Travel Card LTD is not liable for incorrect, incomplete or outdated data provided by the trade facilities.

12.3 Bulgaria Travel Card LTD does not guarantee that there will be vacancies in the hotel or guest house selected by you. For that reason we advise you to contact the hotel or guest house selected by you and to verify that in advance.

12.4 Please contact us, if a partner of ours refuses to apply the percentage discount or to provide the service announced by him. In case a violation is ascertained, this facility will be removed from our website.

### Warranties and claims

Each card purchased from our partners or from the website has a guarantee of 30 days as of the date of purchase. Each card is insured for a term of 1 year as of the date of purchase.

The insurance includes: Preserving all information regarding your card upon loss, theft or any event that may interfere with the card use.

A duplicate of your card may be issued upon your request, in which we will transfer all data from your previous card.

The fee for issuing a duplicate (new card) is **BGN 6.00** or **EUR 3.00**.





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If you are issued a duplicate (card) at a price different from the above specified, please contact us at email address [marketing@bulgariacard.bg](mailto:marketing@bulgariacard.bg).

### Returns are acknowledged only in certain cases:

when the card is broken, folded or anything else which may prevent its operation within 30 days as of the date of purchase of the card.

The card shall not be activated before we acknowledge the return.

In case you opt out of using Bulgaria Travel Card, you have the right to return the card within a term of 30 days as of the date of purchase to the following address: Bulgaria, Veliko Tarnovo 5000, 2 Khan Asparuh Str., Bulgaria Travel Card LTD.

Your money will be refunded by bank transfer within 5 days as of the receipt of the card. Bulgaria Travel Card LTD is not liable for any fees or commissions related to refunding of your money.

Bulgaria Travel Card LTD reserves the right to refuse to acknowledge your return in case that you have deliberately damaged the card and this has in any way affected its use!

## 14. Amendments

Bulgaria Travel Card LTD reserves the right to amend these General Terms of Use at any time by publishing these amendments on the website in due time, and to send a message about the amendments of these General Terms of Use. The amendments shall enter into force as of the moment they are published.

All issues that are not settled in these General Terms of Use are subject to the provisions of the current Bulgarian law.

By purchasing a Bulgaria Travel Card the user agrees with the General Terms of Use of Bulgaria Travel Card LTD, as well as the rules and responsibilities of Bulgaria Travel Card LTD.

### Goods/Services

- 4.1. Bulgaria Travel Card LTD offers its clients the opportunity to purchase Bulgaria
- 4.2. Travel Card by placing an order via our website: [www.bulgariacard.bg](http://www.bulgariacard.bg)
- 4.3. The price depends on the type of card selected by the Client, whether it is a "Full Package" or a "Package covering a separate area in Bulgaria" and the specific combination.
- 4.4. At the present moment only "Full Package" cards are offered. The price of the "Full Package" card is BGN 20.00 or EUR 10.00.
- 4.5. The prices on our website are different from the above specified!
- 4.6. Bulgaria Travel Card LTD reserves the right to change the prices of its products at any time, and it shall inform the Clients about such changes. We also reserve the right to offer different types of discounts on our cards that will apply only to our website!

## Cookies

Cookie is a small text file that is saved on your computer or mobile device and downloaded from it upon next visits. We do not use cookies for storing personal information or for disclosing information to thirds parties.





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There are two types of cookies: permanent and temporary (session cookies). The permanent cookies are stored as a file on your computer or mobile device for period not longer than 12 months. The session cookies are stored temporarily and are deleted after the browser session is closed. We use permanent cookies for saving your home page preferences and your data, if you select "Remember me" upon logging into your account.

You can easily delete the cookies from your computer or mobile device through your browser. You can find the instructions for using and deleting cookies in the Help menu of your browser. You can choose to disable cookies or to receive a notification every time when a new cookie is sent to your computer or mobile device. Please note that if you decide to disable the cookies, you will not be able to benefit from all functions.

