РЕПУБЛИКА БЪЛГАРИЯ
МИНИСТЕРСТВО НА ТУРИЗМА

To
Tamás Pakuts
Szálloda.blog

DEAR MR PAKUTS,

With reference to the questions you have submitted, please find below the following information:

With regard to the inquiry concerning Robinson Tours EOOD, the Ministry of Tourism would like to clarify that, following the emergence of the case, actions were undertaken within the statutory powers of the institution, including a review of the available documentation and coordination with the competent authorities.

With regard to the compulsory “Tour Operator Liability” insurance, it should be noted that the minimum amount of insurance coverage is determined by law on the basis of the turnover declared for the previous financial year. The Ministry of Tourism does not determine the amount of insurance coverage at its own discretion, but monitors the existence of a valid insurance contract and its compliance with the applicable legal requirements. As previously stated, at the relevant time Robinson Tours EOOD held a valid “Tour Operator Liability” insurance policy concluded with Axiom Insurance Company AD, valid until 19 September 2026, with a liability limit of BGN 125,000.

As part of the ongoing review, the circumstances related to the information declared by the company concerning its activities and turnover are also being clarified. At this stage, the Ministry of Tourism cannot draw preliminary conclusions regarding the accuracy of the information provided, the existence of any potential violations, or individual responsibility before all relevant facts and circumstances have been established by the competent authorities.

The fact that part of the company’s activities was directed towards customers in another Member State of the European Union does not, in itself, alter the obligations of a tour operator established in Bulgaria under the applicable national and European legislation. Where

necessary, the exchange of information with the competent authorities of other Member States is carried out in accordance with the established procedures.

With regard to the proceedings before the Sofia District Prosecutor’s Office, the Ministry of Tourism will provide full cooperation upon receipt of an official request for documents or information falling within the scope of its competence.

Following the completion of the reviews and the analysis of the established circumstances, the possible introduction of additional administrative, procedural or legislative measures aimed at reducing the risk of similar cases occurring in the future will also be considered.