

BLUSERENA REGULATIONS

We want our Hotels and Resorts to be places of relaxation, fun, serenity and at the same time safety. We adopt the highest safety standards and continuously implement our protocols and preventive measures. We therefore reserve the right to amend these regulations to adapt them to any regulations and/or recommendations of national and regional organisations that may be introduced shortly before or during your stay.

The following behavioural norms and rules must be observed by all guests.

Conditions and activation dates of the services as per 'Bluserena Service Description 2024'.

CHECK-IN AND CHECK-OUT

The arrival

Prior to arrival, it is mandatory to enter the personal data of all participants in the area www.bluserena.it/perchihaprenotato, in order to optimise and secure the check-in process. Only one guest per household is invited to access check-in. Luggage can be transported independently by guests using the trolleys available in the arrival area, in the luggage storage area. Alternatively, you can ask our porters for assistance, in which case the transport will be carried out together with the other guests' luggage.

Departure

Check-out must take place the day before departure, starting from 4 p.m. On the day of departure, the Smart Card can be returned at the reception desk. The room key and the Smart card without residual credit can be left in a special case near the entrance door of the Hall.

Booking services and contacts with the Reception and the Bluserena Équipe

The thematic restaurants, entertainment services (group and individual courses in the planned sports, sports fields, tournaments, children's and youth clubs) and the Ethra Thalasso SPA can only be booked via www.bluserena.it/go, the reserved area for those who have booked, which can be accessed a few days before arrival. On the same area are also available all the information on the services of the Resort. For other requests, please contact the Reception, the Bluserena Activity Point or the Beach Point, preferably by phone or Whatsapp.

CATERING

Central restaurant, indoor hall and outdoor shaded area

The central restaurant provides buffet service with Show cooking. At Kalidria Hotel & Thalasso SPA breakfast buffet, dinner with table service. Multiple tables are not allowed to be joined. On the day of arrival, lunch and/or dinner is served in one of the resort restaurants, not necessarily the central one, at Bluserena's discretion. In the event of adverse weather conditions, customers who have booked Il Patio, the shaded outdoor area, will move to the central restaurant from 1.45 p.m. for lunch and 8.45 p.m. for dinner.

The central restaurant in all resorts (with the exception of the Kalidria Hotel & Thalasso SPA) has the following opening hours:

Breakfast: 7:30 a.m. - 10:00 a.m.

Lunch: 12:30 p.m. - 2:00 p.m. (until 2:30 p.m. from 1st July to 31st August)

Dinner: 7:30 p.m. - 9:00 p.m. (until 9:30 p.m. from 1st July to 31st August)



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The central restaurant at the Kalidria Hotel & Thalasso SPA has the following opening hours:

Breakfast: 07:30 a.m. - 10:00 a.m.

Lunch: 12:30 p.m. - 2:30 p.m.

Dinner: 7:30 p.m. - 9:45 p.m.

The other restaurants in the Resort and Sea Box

Guests in Pensione Più are entitled to one access per week to any restaurant in the resort other than the central one. Guests in Pensione Extra or in All Inclusive at Calaserena Resort are entitled to two accesses per week per restaurant. (excluding the La Brezza restaurant at the Calaserena Resort, reserved for suites and bookable for a fee for other guests). Booking the Jolly Formula entitles you to unlimited access, subject to a reservation during your stay. At the Is Serenas Badesi Resort there is a Full All Inclusive formula for all guests, with unlimited access to the La Gaddura and Le Onde restaurants, subject to reservation.

A Sea Box can be booked for lunch to be eaten on the beach (except at the Is Serenas Badesi Resort).

Meals should be booked as indicated on www.bluserena.it/go.

Reservations for the Sea Box and the other restaurants in the resort must be made for the whole room and not for individual members. In the event of adverse weather conditions, customers who have booked the themed restaurants will move to the central restaurant from 1.45 p.m. for lunch and 8.45 p.m. for dinner.

General rules valid for all restaurants in the Resort

For the service to be pleasant, fluent and hygienically safe for all, it is essential to observe certain rules:

- never take food and drink out of the restaurant.
- Enter the restaurant in decent attire (never in costume, shirtless, barefoot).
- Do not bring pushchairs into the restaurant (except for infants up to 8 months, as a substitute for a high chair).
- Do not let your children walk or play between the tables.

If you are in Pensione Extra or in All Inclusive at Calaserena Resort you are not allowed to offer drinks to guests in Pensione Più.

Baby Kitchen

Parents can prepare meals for the youngest children (0-3 years) in the Baby Kitchen. They will have basic foodstuffs available during meal times, both ready-to-eat and to cook. It is accessible from 6 a.m. to midnight. During closing hours, you can contact the reception staff. At the Serena Majestic Hotel Residence is only available for those who choose the Hotel or the Board in Residence formulas, at the GranSerena Hotel is available from 26.05 to 08.09.2024. At Ethra Reserve the Baby Kitchen is available from 25.05.2024.

BEACH AND SWIMMING POOLS

On the beach

It is forbidden to take sunbeds or deckchairs from umbrellas reserved for other guests. It is not possible to occupy the space between the first row and the shoreline with towels, deckchairs and sunbeds.

In the Pool

Umbrellas and sunbeds available. Access to the pool area is allowed according to the availability of free seats. When all the seats in one pool are busy, you can move to the other pool to check the availability of seats.

A safe and pleasant use of our swimming pools requires everyone to respect certain hygiene and conduct rules. These rules, also set out in the regulations posted in the pool area, prohibit:





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- to use the pools during closing hours.
- Dangerous behaviors for oneself and others, such as diving and running on the edge of the pool, using waterslides improperly, sliding on the belly, standing or kneeling, stand along the waterslides or in the finish area, start descending before the previous user has cleared the finish area and use them outside the operating hours of the waterslides. The use of trampolines higher than 2 m is forbidden to children under the age of 16, unless written parental consent is given to the pool attendant.
- The use of waterslides to children under 6 years of age and over 16 years old.
- To occupy deck chairs, chairs and sunbeds with towels and bathrobes and to leave the pool (bathing attendants are authorised to collect anything left unattended).
- To consume food and drinks by the pool and in the water.
- To use inflatables (air mattresses) or balloons in the water or in the solarium.
- To bathe with clothes on.
- To bathe small children without disposable absorbent nappies.

SPORT AND FITNESS

Registrations for sports activities must be made only via www.bluserena.it/go.

The fitness area can also be accessed outside opening hours by requesting the keys from Reception. During fitness activities, it is mandatory to use your own towel.

MINI, TEEN AND YOUNG CLUB

To access the services of the children's and youth clubs, registration is required, which can only be done on www.bluserena.it/go.

PLAYGROUNDS, BLU BABY PARK, ACQUA PARK AND DEDICATED SPACES FOR KIDS

The areas indicated are only accessible to guests of the specified age groups, as detailed in 'Bluserena Service Description 2024' and in the notices in the proximity of these areas.

EQUIPMENT AND COMMON AREAS

It is necessary to take care of common areas and respect the needs of others to use spaces and services. The following guidelines must therefore be observed:

- dispose of waste in the appropriate containers, sorted as directed.
- Do not alter the state of the places, buildings, green spaces, furniture and equipment.
- Electric bicycles are only allowed to circulate in Ethra Reserve. Do not circulate in the Resort on overboards, waveboards, skateboards, skates, electric scooters and any other electric or motorized vehicle.
- Traditional bicycles are only allowed at Sibari Green Resort and Ethra Reserve. Do not circulate with bicycles where not allowed.
- Avoid playing football, bowls, volleyball and the like outside the designated areas for them.
- Avoid group games in common areas unless organised by the entertainment team.
- Respect the regulation on small dogs allowed in the Resort (dogs are allowed in all Hotels and Resorts except at Serena Majestic Hotel Residence and GranSerena Hotel).
- Observe the ban on smoking in rooms, in enclosed rooms or porches, in the amphitheatre, in the playgrounds and children's area.
- Respect the rules of use of nautical equipment and the provisions of the bathing ordinance posted on the beach.
- Do not invite outside guests unless authorised by the resort management.
- Use only the toilets for physiological needs, including those of babies, and for changing nappies.





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- Use spaces and services appropriately for the uses and purposes for which they are intended: do not misuse services and spaces for the disabled.

It is compulsory to occupy the spaces, equipment and furniture made available to the Resort for the time strictly necessary for their use: e.g. luggage trolleys, sunbeds in the swimming pool, equipment in the gym must be promptly released after use. It is compulsory to leave your car at the car park. It is forbidden to occupy other spaces for parking. In case of occupation of improper spaces, the car will be removed.

DOGS ADMISSION

In all Bluserena Resorts and Hotels (except Serena Majestic Hotel Residence and GranSerena Hotel) you can bring your own small dog, subject to prior booking at the time of confirmation of your stay (limited availability). Your dog will stay in the enclosed garden of your room, equipped with a kennel and bowls for food and water (at the Kalidria Hotel & Thalasso SPA and at Calanè Resort it will stay on the room terrace). There is no provision of food for the dog. Customers staying with the dog are required to comply with the following rules:

1. Only small dogs (weighing up to 10 kg) are allowed.
2. The dog's behaviour must be managed by the owner in such a way that it does not disturb other guests and does not create inconvenience with other dogs. The owner remains liable for any damage caused to other dogs, property and persons.
3. Do not leave dogs alone in rooms. In the absence of the owner, dogs must be left in the small gardens in front of the rooms.
4. Dogs are allowed in all areas with the exception of: theatre, indoor restaurant and Baby Kitchen, beach in accordance with the provisions of the Beach Ordinance, swimming pool and solarium, Acqua Park and sports fields.
5. For guests with small dogs there is a reserved area outside the restaurant, to be requested at the time of booking subject to availability.
6. Walking dogs must be kept on a leash at all times.
7. Any use of the bed and bath linen for the animal (grooming, bedding or otherwise) is prohibited.
8. It is absolutely forbidden to let the dog climb on the beds, armchairs, chairs, tables etc.
9. Owners must have the material to remove the droppings of their dogs both in the garden and in their own areas and must use the litter bins provided.
10. Owners must remove any hair on the beds or linen.

If you wish to lock the garden gate of your room, please bring a padlock with you (if you do not have one, you can buy it at the Resort store). Bluserena reserves the right to terminate the contract of stay at any time and without notice in the event of non-compliance with the above rules.

HOURS OF SILENCE

We have instituted quiet times (2.30 p.m. to 4 p.m. and midnight to 9 a.m.) to ensure moments of relaxation. At such times no noisy activities and games will take place in public spaces. In the rooms, radios, TVs and other sound equipment must not be audible outside. In general, even outside moments of silence, excessively high or 'shouted' tones and volumes of voice should be avoided.

SMART CARD

On arrival in the Resort you will be given a Smart Card, a prepaid rechargeable card for purchases at the bars (excluding the SPA bar at the GranSerena Hotel), the restaurants, the amphitheatres, the Reception, the Thalasso SPA at Ethra Reserve. For each recharge you make, a voucher of the same amount will be attributed on the Smart Card with which you can pay for your purchases (multi-purpose "voucher" pursuant to Article 6-quater of Presidential Decree No. 633/72, accepted as remuneration for supplies or services). You can recharge at any time at Reception and the bars in





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the Piazzetta and on the beach, up to a maximum amount of €200.00 (maximum amount 300€ at the Kalidria Hotel & Thalasso SPA). You can use the Smart Card up to a few moments before your departure, also to pay the bill of the stay and you can return it at the Reception, recovering the remaining credit, if greater than or equal to € 1. Before departure, if you run out of credit, you can leave your Smart Card and room keys in the urn located in the Hall.

It will be necessary to show the Smart Card to take advantage of the additional services of the Pensione Extra or All Inclusive formula at Calaserena Resort and the benefits of Club BluserenaPiù. See the respective regulations for details.

LOST PROPERTY

Any item, even lost or apparently abandoned, found in the rooms or common areas is to be considered the property of guests, employees or the Resort itself. If it is not left in its place, it must be handed in promptly at Reception.

INTERVENTION OF THE MANAGEMENT

Any conflict with other guests must be settled civilly, without raising your voice. If this is not possible, we would like to remind you that the management is available to discuss possible solutions with you.

These regulations form an integral part of the contract of stay for the guest. Guests undertake to comply strictly and punctually with all obligations under these regulations. In the event of a violation, Bluserena reserves the right, at its sole discretion, to revoke and/or suspend all the advantages of the BluserenaPiù Club, giving due notice to the guest of the reasons for the revocation and/or suspension of the advantages.

Bluserena reserves the right to cancel or not accept future new reservations, and to make checks in the case of subsequent reservation requests in cases where the user causes obvious disturbance and provokes complaints from hotel guests for behavior that exceeds normal tolerance in coexistence, becomes insolvent, commits criminal acts, and/or damages the safety and image of the Company.

Sincerely,
The Management

