

## DESCRIPTION OF SERVICES

### ROOMS

#### GRANSERENA HOTEL

317 rooms renovated in 2023, in a 6-storey building, divided into Classic, Superior, Premium, Family and the brand-new Junior Suites, all with Wi-Fi. Rooms for the disabled are available on request.

#### Classic Rooms

Rooms for 2 guests with renovated sleeping area in 2023, in some it is possible to add a third bed. They are equipped with individually controlled air conditioning, TV, mini-fridge, safe, bathroom. Classic rooms are on the first and fifth floors without a balcony, Classic Sea View rooms have a balcony and sea view, Classic Balcony rooms have a balcony.

#### Superior Triple Balcony Rooms

Rooms for 2 or 3 guests with balcony with renovated sleeping area in 2023. A cot can be added. They are equipped with individually controlled air conditioning, TV, mini-fridge, safe, bathroom. Superior Triple Sea View rooms are also available, with a balcony overlooking the sea.

#### Superior Quadruple Balcony Rooms

Rooms for 4 guests with a balcony with renovated sleeping area in 2023. The double bed area is divided from the single bed area by furniture elements. They are equipped with individually controlled air conditioning, TV, mini-fridge, safe, bathroom. Superior Quadruple Sea View rooms are also available, with a balcony overlooking the sea.

#### Family Rooms

Rooms of 30 square metres for 4 guests on the first floor without balcony with renovated sleeping area in 2023. They consist of two rooms with a dividing door and a single bathroom. In addition to the facilities of the Classic rooms, they have a kettle with tea and herbal teas, TV with Sky channels (available during the summer season) also for children, and 2 complimentary Serenella beach towels.

#### Premium Triple Sea View Rooms

Rooms for 2 or 3 guests with a balcony overlooking the sea (3rd, 4th or 5th floor) with renovated sleeping area in 2023. In addition to the facilities of the Classic rooms, they have a kettle with tea and herbal teas, espresso machine, open mini bar (water, 2 soft drinks and beer), rental of a beach towel per person (from age 3) with daily change.

#### Premium Quadruple Sea View Rooms

Rooms for 4 guests, with balcony overlooking the sea with renovated sleeping area in 2023. The double bed area is divided from the single bed area by furniture elements. In addition to the facilities of the Classic rooms, they have a kettle with tea and herbal teas, espresso machine, open mini bar (water, 2 soft drinks and beer), rental of a beach towel per person (from age 3) with daily change.

#### Junior Suite Balcony

Rooms of 41-45 square metres for up to 4 guests, with the possibility of adding a cot, renovated in 2024. They are located on the top floor (top floor not served by a lift) and consist of a living area with a double sofa bed and a sofa and a sleeping area with a double bed. The two areas are divided by furniture elements. Spacious bathroom and large balcony. In addition to the facilities of the Classic rooms, they have a kettle with tea and herbal teas, espresso machine, Wi-Fi connection, TV with Sky (available during the summer season), open mini bar (water, 2 soft drinks and beer), rental of one beach towel per person (from age 3) with daily change.

#### Junior Suite Sea View

Rooms of 45 square metres for up to 4 guests renovated in 2024, with the possibility of adding a cot. They are located on the top floor (top floor not served by a lift) and consist of a living area with a double sofa bed and a sofa and a sleeping area with a double bed. The two areas are divided by furniture elements. Large balcony with sea view. In addition to the facilities of the Classic rooms, they have a kettle with

tea and herbal teas, espresso machine, Wi-Fi connection, TV with Sky (available during the summer season), open mini bar (water, 2 soft drinks and beer), rental of one beach towel per person (from age 3) with daily change.

### RESTAURANT

#### Restaurants and Bars

GranSerena Hotel offer rich, varied and quality food services. Our chefs will take you on a tour of discovery of the region, of Italian traditions, of culinary delights from around the world, and with cooking shows, they will delight you every day with dishes cooked on sight. There is a central restaurant with air-conditioned dining rooms and a shady outdoor area, Il Patio, which is free of charge and can be booked upon confirmation (available from 26/05-08/09). Also offer the possibility of choosing, subject to availability, a restaurant other than the central one, free of charge, open from 10/06 to 8/9 at least 6 days a week, for lunch or dinner, which can be booked the day before from the online area [www.bluserena.it/go](http://www.bluserena.it/go)

- gourmet restaurant Il Gusto with table service;

With Pensione Più you are entitled to one access to Il Gusto restaurant per week, with Pensione Extra to two accesses per week; booking the Jolly Formula you are entitled to unlimited accesses.

- it is also possible to book a Sea Box for lunch, subject to availability, to be eaten on the beach.

Reservations for the Sea Box and Il Gusto restaurant must be made for the entire room and not for individual components. In the event of adverse weather conditions, guests will move from the Patio and themed restaurants to the central restaurant, starting at 1.45 p.m. for lunch and 8.45 p.m. for dinner. On the day of arrival, lunch and dinner will be served in one of the resort's restaurants (at Bluserena's discretion), not necessarily the central one.

GranSerena Hotel offers three bar: one in the "Piazzetta" area, one on the beach and a Spa bar.

#### TABLE ALLOCATION AT THE CENTRAL RESTAURANT

Three different options are available:

- table in the indoor dining rooms, assigned per family for the entire stay (extra charge);

- table at Il Patio, shaded area outside the central restaurant, assigned per family for entire stay (free of charge);

- table in the shaded outdoor area, assigned per family for entire stay (free of charge).

### BOARD FORMULAS

#### PENSIONE PIU', the Bluserena Full Board (and much more)

**includes:** Central restaurant: breakfast buffet with non-express coffee (from dispensers or automatic dispensers with coffee beans), lunch and dinner buffet with show cooking, draught wine and microfiltered water included with meals.

Other resort restaurant: GranSerena Hotel offers a choice of a themed restaurant Il Gusto, subject to availability. With the Pensione Più full board option, you are entitled to one access per week (details in the Restaurants and Bars section), with the Jolly Formula, you are entitled to unlimited access. Sea Box on the beach: a Sea Box can be booked for lunch, to be eaten at the beach area, subject to availability. Reservations of the Sea Box and other resort restaurants must be made for the entire room and not for individual components.

Also includes: reserved lunch for Mini Club children and Teen Club and Young Club children from 3/6 to 7/9. In bars: microfiltered water. The Smart Card must be used to pay for drinks that are not included.

At the beach:

- one beach umbrella, assigned per room, with two sun loungers (with

larger umbrellas in the first rows);

Baby Kitchen: dedicated to parents for their children's meals, accessible from 6:00 a.m. to midnight, with assistance and availability of basic products at main meal times. Details in the Baby Kitchen section.

#### **PENSIONE EXTRA BOARD OPTION - For those who want even more**

In addition to the services included in Pensione Più, it includes:

Main bar: cafeteria; soft drinks and draught beer, fruit juices (all in 20 cl glasses); syrups, slushies; selection of national and international spirits and liqueurs, aperitifs. From 7.30 p.m. at the Central Bar including cocktails with a choice of two variants.

Bar in the central restaurant: at breakfast cafeteria; beer, orangeade and coke on tap in 20 cl glasses at lunch and dinner.

Beach bar: cafeteria; orangeade, coke and draught beer in 20 cl glasses; selection of bitters and wines.

Other resort restaurant: GranSerena Hotel offers a choice of themed restaurant other than the central restaurant, Il Gusto, subject to availability. With the Pensione Extra Board option, you are entitled to two accesses per week per restaurant (details in the Restaurants and Bars section), with the Jolly Formula, you are entitled to unlimited accesses.

On the beach: use of one beach towel per person from age 12, with change after the 1st week (further washings with additional charge).

The formula is bookable for stays of a minimum of 7 nights (and only for all members of the room or bookings in any case connected), and includes personal drinks, served by the glass, which can be enjoyed until 2 p.m. on the day of departure. To access services, it is necessary to use the Smart Card and wear the specific wristband. The Formula Extra is subject to limited availability, cannot be used to offer drinks to third parties, can be revoked at any time by the guest and by Bluserena in case of non-compliance, in both cases reverting to the price of the Pensione Più.

#### **Jolly Formula**

It entitles you to unlimited access to the Il Gusto restaurant, subject to a reservation during your stay, via the online area [www.bluserena.it/go](http://www.bluserena.it/go). The formula is available from 10/6 to 8/9 and subject to limited availability.

**Baby Kitchen.** Dedicated to parents (with tables, chairs and highchairs) for feeding children age 0-3, with assistance and availability of basic products during main meal times: vegetable and meat broths, vegetable puree, pasta, meat slices, fish fillets, cooked ham, dairy products, fresh fruit, fresh milk, soya milk, rice milk, lactose-free milk, yoghurt, marmalades, tea and camomile tea, biscuits. Homogenised baby food, cheese and milk for early childhood both liquid and powdered are not available. It will also be possible to heat milk and baby food, sterilise, blend, homogenise. It is accessible from 06:00 a.m. to midnight, during closing hours you can contact the reception desk. At the GranSerena Hotel, it is available from 26/5 to 8/9.

#### **Food intolerances**

Bluserena pays special attention to the wellbeing of guests both in the offer and in the correct information on allergens for each dish offered. Due to the size and organisation of our kitchens, we cannot offer customisation of our dishes to suit individual allergies, but in all our central restaurants we guarantee a basic assortment of gluten-free, lactose-free and egg-free food (although we must emphasise that we cannot guarantee, due to the structural characteristics of our kitchens, the absolute absence of contamination for any type of intolerance, except for the packaged products indicated below).

At breakfast, in addition to a rich buffet and assortment of naturally

gluten-free foodstuffs, a daily sausage and packaged staples (tarts, biscuits, snacks, rusks and rice cakes) are available; at lunch and dinner, in addition to a rich assortment of naturally gluten-free foodstuffs, at least one gluten-free starter, one main course, one pizza and one dessert (dishes for which, however, it is not possible to guarantee absolute freedom from contamination) are available.

Lactose-free and egg-free: in addition to a rich buffet of naturally lactose-free and egg-free food, lactose-free and egg-free packaged staples (snacks, rusks, yoghurt and milk) are available at breakfast, at lunch and dinner at least one starter, one main course, one cheese, one pizza and one dessert free of lactose or eggs. In restaurants with table service, on request: gluten-free, one gluten-free starter, one starter, one main course and one dessert; lactose- and egg-free, one starter, one main course and one dessert.

#### **SEA, BEACH AND POOLS**

##### **Sea and Beach**

GranSerena Hotel offers a wide sandy, private beaches. The sea, with its sandy, sloping seabed, is suitable for children to swim in. Reserved places on the beach: each room is assigned a beach umbrella with two sun loungers. Beach umbrella in the first few rows and/or in the central sector with additional charge. In all Bluserena Resorts, there is a nautical park on the beach with pedal boats, canoes, sailing, windsurfing and paddle surfing boards. Changing rooms and showers, bar, information desk are also available.

##### **Swimming pools**

GranSerena Hotel offers three thermal water pools: pools with water slides, swimming pools, pools reserved for the Mini Club.

#### **ACTIVITIES, SHOWS AND ENTERTAINMENT**

##### **Activities Staff**

The contagious cheerfulness of the Bluserena Dream Team, a great team of professional, attentive and never intrusive activities staff, will make your holiday unforgettable and full of emotions. Bluserena Activity Staff offers not only fun but punctual and reliable services designed to meet the needs of young and old: from sport to entertainment, from excursions to clubs and childcare, from parties to events and games.

##### **Big Shows**

It's time to dream with our shows, musicals, variety shows and cabaret, which will accompany you every night in our theatre, with fantastic costumes, exciting choreography and beautiful live singing. Each evening, an unforgettable moment.

##### **Bluserena Baila**

Dance enthusiasts will find daily lessons for the latest dance trends. Unfailing daytime and evening events with group dances in the presence of our instructors, and every evening ample space for Ballroom Dancing.

##### **Tournaments and Exhibitions**

Many sports, card and board games tournaments.

#### **CHILDREN, YOUTH AND FAMILY**

The Bluserena world of children and young people is unique: the clubs, in which

children and young people can be looked after by qualified staff; the large playground; the Blu Baby Park for little ones from 0 to 6 years old; the swimming pools with water slides, the Acqua Parks with water games; spaces dedicated to children; the presence in the resort of mascot Serenella.

##### **SPACES DEDICATED TO CHILDREN**

Lots of activities, sports and exclusive areas dedicated to entertaining children (see sections SerenUp and SerenHappy).

### GIANT PLAYGROUNDS

In the Bluserena resorts there are large parks with giant games, springs, swings, slides and more.

### ACQUA PARK

A beautiful water play area, where children (aged 3 to 12) can play among water fountains and jets, fountains and slides, a pirate ship, water cannons and more.

### CHILDREN'S AND YOUTH CLUBS

All of the services listed below are available from 3/6 to 7/9, with the exception of the Serenino Club, available throughout the summer season. Here are our services, in order of age.

#### Serenino Club, Mini Club from age 3 to 5

Qualified assistance, exclusive, safe, colourful and child-friendly environments, for a holiday with lots of sea, games, sports and creative workshops. Each evening, the Serenino Dance show together with Serenella the Ladybird and all the friends of Serenella Wonderland. With Mani in pasta, children will have fun making homemade pasta, and with Serenella Beauty Farm, little girls will be the stars of a Serenella-themed beauty centre.

And then there is the 'beach headquarters' of Serenino: the 'Serenella Beach' space, reserved and equipped.

Also new for 2024, the Serenino Family Open Day

An event for all children, for mum and dad, with games, fun, workshops and finally everyone at the Serenino with music, circus performers and our very own Serenella.

The Serenino Club is available daily, except Sundays, from 9.00 a.m. to 12.30 p.m. and 3.00 p.m. to 6.30 p.m., continuously from 03.06 to 07.09.2024.

The Serenino children will also be able to have lunch, assisted by our staff, together with their many new little friends from 3/6 to 7/9.

#### SereninoPiù, Mini Club from age 6 to 10

All activities at the SereninoPiù are designed for the enjoyment of older children and, in addition to the Serenino, offers numerous creativity activities. Serenella Beauty Farm little girls will be the stars of Serenella-themed beauty centres. There is also plenty of sports activities for the children. Also, new for 2024, Serenino Family Open Day, an event for all children, for mums and dads, with games, fun, workshops and finally everyone at the Serenino with music, circus performers and our very own Serenella.

The SereninoPiù children will also be able to have lunch, assisted by our staff, together with their many new little friends from 3/6 to 7/9. Children aged 10 can choose to be part of SereninoPiù or SerenUp.

The SereninoPiù is available daily, except Sundays, from 9 a.m. to 12.30 p.m. and from 3 p.m. to 6.30 p.m., continuously from 03.06 to 07.09.2024.

#### Serenino Family Open Day

An event for all children and their families, with games, fun, workshops, and finally everyone at the Serenino: with events open to all, lots of enjoyment and play with the entertainers and with mum and dad, with music, circus performers, our Serenella the friends of Wonderland and the characters of the dream team. During the Family Open Day, all children in the resort, even the very youngest, will be able to attend.

#### Serenino Serale, Mini Club from 3 to 10 years of age

Children from 3 to 10 years of age can enjoy carefree and cheerful evenings in the company of many new little friends.

Serenino Serale is available in all Bluserena resorts, every day except Sunday, from 9.30 p.m. to 11 p.m., from 3/6 to 7/9.

#### SerenUp, Teen Club ages 11 to 14

Exclusive spaces, equipment and activities for older children. A world

full of games, workshops: and sports: Night under the stars, the excitement of feeling 'already grown up', spending the night in a tent; our Football Academy and Rhythmic Gymnastics course, free-body exercises accompanied by music and equipment such as ribbon, ball and hoops; Cub Scouts at sea, a whole day with Seasport instructors, learning sailing and windsurfing techniques, then a packed lunch and to finish, a wonderful canoe trip. The SerenUp children can also have lunch together with their holiday friends, assisted by our staff. SerenUp is available in all Bluserena resorts, every day except Sundays, from 9.30 a.m. to 12.30 p.m. and from 3 p.m. to 6.30 p.m., from 3/6 to 7/9. Children aged 14 can choose to register for SerenUp or SerenHappy.

#### SerenHappy, Young Club from 14 to 17 years old

A world full of games and experiences: the Night under the stars, the excitement of feeling 'already grown up', spending the night in a tent; 'Entertainer for a Day', the boys and girls will be projected into a unique experience, they will officially be part of our activities staff, they will wear the uniform (provided by Bluserena) and take part in the activities as true professionals of entertainment, from morning to night.

News 2024: Sunset Vibes, the party for kids at cocktail time. A way to dive with elegance and style into an irresistible mix of fashion and fun, with dream team entertainers and lots of good music.

There are plenty of activities on the beach in the dedicated area: sports courses in sailing, windsurfing, canoe and Big SUP outings, sailing and paddle surfing, followed by tents under the stars and the always present sports tournaments.

SerenHappy is available in all Bluserena resorts, every day except Sundays, from 9.30 am to 12.30 pm and from 3 pm to 6.30 pm, from 3/6 to 7/9.

#### Swimming School and Mermaiding for ages 3 to 10

Children can participate in group swimming and mermaiding lessons under the guidance of our experienced instructors (except Sibari Green Resort).

#### Dance and Rhythmic Gymnastics School for ages 5 to 14

Rhythmic gymnastics classes from 5 to 14 years of age, from 3/6 to 7/9, with performances at the end of the week: rhythmic gymnastics will help girls develop their sense of rhythm and expressiveness through music and the use of small apparatus (ribbon, ball and hoop) with the ever-present Bluserena tutu. Bluserena Dance Academy courses for ages 3 to 5. The uniform will be provided by Bluserena.

#### Football School for ages 5 to 14

Bluserena Football Academy, with qualified instructors for children and young people aged 5 to 14, from 3/6 to 7/9. They will learn the first notions and 'tricks' to become little champions. The courses will be held on synthetic turf football pitches. The uniform is provided by Bluserena.

#### Blue Circus

Circus disciplines in a course for children. They can learn the basics of juggling, balancing and clowning, while having fun. The service is available in all Bluserena resorts from 3/6 to 7/9.

#### Kit Serenella

For the children, the exclusive Serenella Kit: A large plush (50 cm), soft fleece and soft sherpa blanket (120x165 cm), aluminium water bottle (400 ml), sticker and cotton shopper, all personalised 'Serenella'. To be requested at the time of booking, for a fee.

#### Medical Assistance

Resident doctor in the resort and on call 24 hours a day. Medical practice open at set times, mornings and afternoons, with free examinations. Visits are available at a fee at other times and outside doctor's office hours.

### The Holiday Approved by Italian Paediatricians

The Bluserena resorts are the first in Italy to have the 'CHILD-FRIENDLY HOLIDAY' quality mark recognised by the Italian National Federation of Paediatricians CipeSispe- Sinspe. Services, equipment and comfort are also designed around the needs of children, young people and their parents, with the emphasis on fun but also on safety and constant, careful maintenance:

- 24-hour medical assistance in the hotel;
- possibility of entrusting children and young people aged 3 to 17 to professional teams for at least 9 hours a day, 6 days a week, including in the evening (after dinner), in clubs segmented into at least 4 distinct age groups;
- sports and creative activities for age groups, activities, entertainment and shows
- dedicated to children and young people; sports fields with protected overhangs and no architectural barriers;
- large playgrounds accessible to children, swimming pools with water slides and shallow water for toddlers;
- a wide sandy beach or, for non-sandy beaches, aids to facilitate bathing and a safe, designated area on the beach reserved for children;
- Baby Kitchen for preparing meals for children age 0-3, with assistance at main mealtimes and availability of specific foods;
- possibility of lunch in a reserved area for the exclusive use of children and young people in the company of activities staff;
- boutiques and shops stocked with baby and toddler items, as well as medicine booking and delivery service, pram hire.
- Cot, changing table, WC reducer (on request), bottle warmer, laundry set, baby kit with baby detergents, baby bath tubs and bed rails (on request) in the room; baby changing tables in the communal bathrooms and high chair available in the restaurant area.

### SPORT

#### FITNESS, A THOUSAND ACTIVITIES, SPACES AND QUALIFIED INSTRUCTORS

Rich programme of group gymnastics with our instructors (from 27/5 to 7/9) both in the fitness area and outside: Yoga, Zumba, Tai Chi Stretch (new for 2024), a whole new muscular awakening with a holistic approach to wellness; Aquagym, Nordic Walking, Latin fitness (new for 2024), to the rhythm of Latin American dances such as salsa, merengue and bachata, the perfect combination of dance and training. General toning and core training are included to increase the intensity of the course. Dance and aerobic gymnastics come together in an intense experience to the rhythm of hip-hop, samba and salsa. Jump fitness, the trampoline that helps you burn calories to the beat of the music. At GranSerena Hotel, modern indoor fitness area, with the assistance of qualified instructors at scheduled times, equipped with isotonic machines, dumbbells, walking mat, spinning bike, balance board and strength development rope.

#### Football, Tennis, Swimming and more

GranSerena Hotel offers a wealth of sports facilities: swimming pools for swimming, , floodlit synthetic grass five-a-side football pitches, tennis, multi-purpose basketball/tennis court, padel. There are also archery stations, shooting ranges, table tennis tables and bocce courts. Guests can participate in group and individual swimming lessons, sailing, tennis and archery from 27/5 to 7/9. Individual and group windsurfing and sailing courses are also available. All individual lessons are for a fee.

#### Bluserena Seasport

The Water Sports Club. Entertainment and sport: pedal boats, canoes, sailing, windsurfing, paddle surf boards (also Big Sup for up to 8 persons!); free and fee-paying group and private sailing and windsurfing lessons

#### WELLNESS

#### THERMAL PARK

Brand new outdoor Thermal Park at the Hotel GranSerena. It offers a Kneipp path with alternating hot (32) and cold (18) thermal water, two whirlpools with thermal water and a solarium with parasols and sun loungers. Entrance fee, the course lasts 45 minutes. The Thermal Park is open from 31/07, accessible daily from 9 a.m. to 1 p.m. and 3 p.m. to 7 p.m. by booking one of the available shifts. Shifts start every hour.

In addition, there is a semi-Olympic pool, also with thermal water at room temperature, solarium with parasols and sun loungers, entrance fee, free for hotel guests.

#### Torre Canne Thermal Baths

Accessible directly from the GranSerena Hotel, the Torre Canne Thermal Baths, among the most beautiful in southern Italy, directly on the sea, are affiliated with the National Health System and classified first level Super. They offer respiratory treatments (inhalations and insufflations), mud-balneotherapy, physiotherapy and rehabilitation. It is advisable to book treatment in advance. For information and reservations: [www.termeditorrecanne.it/prenota](http://www.termeditorrecanne.it/prenota) or [prenota@termeditorrecanne.it](mailto:prenota@termeditorrecanne.it). Inside the thermal baths, the beauty department offers beauty and wellness treatments.

#### BLUSERENA WITHOUT BARRIERS

Bluserena resorts are barrier-free. Rooms available for the disabled, reserved parking space in the car park, in the amphitheatre and on the beach (near the footbridge). A Job chair, specifically for bathing in the sea, is available on the beach. Wheelchairs can be hired on request. No individual accompaniment services are provided.

#### WI-FI

Free Wi-Fi in all rooms and public areas.

## CONDITIONS OF STAY

#### RATES

Dynamic rates and promotions, always updated at [www.bluserena.it](http://www.bluserena.it). Prices and availability can only be reconfirmed at the time of booking.

#### CLUB CARD

Compulsory until 8/9 from age 3, entitles you to the following services: use of sports fields and equipment, beach services, participation in tournaments and group lessons, Serenino, SereninoPiù, SerenUp and SerenHappy services.

#### ACTIVITIES, ENTERTAINMENT AND SHOWS

Free evening activities, entertainment and shows, games, dancing and parties are available to guests.

#### COCCINELLA BABY CARE

The room is equipped with a cot, changing table, WC reducer (on request), bottle warmer, baby bathtub and linen set, Baby Kit (baby cleansing products). Access to the Baby Kitchen and Blu Baby Park (details in relevant paragraphs). High chair in the restaurant. Compulsory fee per child aged between 0 and 3.

#### CHILDREN'S STAY

In the application of discounts, ages are understood to be years not completed at the time of the stay. Minors. To establish direct contact in the case of minors not accompanied by a parent or other authorised person, please contact Booking at the following number +39.085.8369777.

#### RESERVATIONS

For information and bookings: via your trusted agency or directly on [www.bluserena.it](http://www.bluserena.it) or at +39.085.8369777.

#### BILLING

An electronic invoice will be issued for amounts paid prior to arrival. Commercial documents will be issued for services paid for at the hotel, as Bluserena is equipped with telematic cash registers. If you would also like an invoice for payments at the hotel, this can only be requested prior to payment directly at the hotel by providing all the necessary data: surname and first name or company name, VAT number or tax code, SDI code or certified email. For tax reasons, under no circumstances may an invoice be requested after payment.

#### BEFORE ARRIVAL

Before arrival, it is mandatory to fill in the personal data of all the participants at the personalised link that will be communicated by the trusted agency or by Bluserena Booking during confirmation, in order to optimise and secure check-in operations.

#### BLUSERENA GUARANTEE

The Bluserena Guarantee offers the 'Best Price Guarantee' and, completely free of charge, extensive insurance cover for cancellation or interruption of stay due to illness (including Covid-19 certified illness), accident or other insured event (details on the summary sheet available at [www.bluserena.it](http://www.bluserena.it)).

Reserved for residents of Italy or the EEA, under the age of 90, it is to be confirmed at the time of booking and must be extended to all members of the reservation, without exclusions. It is non-refundable. The best rates of any Bluserena "Special Offers" for the same services and periods will be applied upon the Customer's request by the day of arrival. Rates applied to intermediaries, groups, companies, corporations, associations and the like are excluded. In the event of an interruption of your stay due to illness, accident or other insured event (details on summary sheet), you must contact the Operations Centre in advance and immediately before leaving the hotel. A summary of ERGO- Reiseversicherung AG's insurance policy coverage can be found at [www.bluserena.it](http://www.bluserena.it).

#### GUEST CANCELLATION FEES

Cancellation is free of charge up to 30 days before arrival (payment of €100 per room as a handling fee is required). Penalties on the amount of the stay:

respect to arrival date	the stay
Up to 30 days before	Free Cancellation*
29 to 21 days before	25% (deposit)
20 to 11 days before	50%
10 to 4 days before	75%
From 3 to 0 days before, including late arrivals or early termination of stay	100%

\* the Bluserena Guarantee, if purchased, is non-refundable.

A management fee of 100 € also applies in special conditions relating to cancellation penalties that may arise from ongoing promotions. It also applies to changes in stay dates or changes of facility within 30 days prior to the start date of the stay. Changes made after the 30-day deadline are subject to the above-mentioned penalties.

**Package with flight or ship:** on air tickets sold by Bluserena (even if included in packages with accommodation) the penalties imposed by the carrier apply, which will be communicated from time to time.

#### MODIFICATION/CANCELLATION RESERVED FOR BLUSERENA

It is recognised that Bluserena, even during the season, has the right to close, reduce the capacity and/or delay the opening of the booked property for reasons related to possible pandemic events as well as other extraordinary events constituting force majeure, such as, but not limited to, other pandemics, virus or bacteria actions, wars, fires, governmental, legislative or administrative authority measures. The parties agree that in such cases Bluserena may, at its discretion, propose the following measures:

(I) reProtection in another Bluserena structure; (II) voucher of the full amount forfeited by Bluserena with validity until 31.12.2025, usable at Bluserena structures; (III) reimbursement only of the amounts forfeited by Bluserena. The Guest, after careful evaluation, declares that the solutions adopted in such circumstances, if implemented by Bluserena, will be to his liking, thus delimiting the alternative object of the contract in case it is not possible or excessively onerous for the Hotel to perform the main service for the aforesaid causes, and accepts such determinations after conducting suitable negotiations. He therefore waives all other claims, including for compensation. Also acknowledged to Bluserena is the right to make changes to the services described in this document, should it be prescribed by the authorities in charge due to emergencies related to pandemic events or in other cases of force majeure, or in any case, at the discretion of Bluserena where the exact execution of the contract may determine serious risks of contagion or other forms of danger to the health of the Guests, or cannot ensure their safety, or that of the employees, or if the execution of the contract, although abstractly possible, in the presence of the aforementioned risks and of the necessary measures to be taken to safeguard them, would determine an excessive burden on the Hotel in the absence of the aforementioned changes.

#### REPROTECTIONS

In the case in which, for whatever reason, Bluserena is not able to supply the accommodation and/or in the case of overbooking of the structure, Bluserena can, at its own expenses, rebook the reservation to another structure, its own and/or of another company, with at least the same hotel classification, without Bluserena incurring in responsibility and/or charges of any kind.

#### START AND END OF STAY, DELIVERY AND RELEASE OF ROOMS AND BEACH UMBRELLAS

Arrivals and departures on Sundays, other days on request.

**The arrival.** In all resorts rooms and beach umbrellas are delivered on the day of arrival at 4 p.m. The stay starts with dinner, so lunch on the day of departure will also be included in the price (can be replaced with a packed lunch on request). It is possible to start the stay with

Date of cancellation with	Penalties on the amount of
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lunch and end it with breakfast on the day of departure, indicating this at the time of booking (rooms are in any case delivered at the time indicated above). On the day of arrival, lunch and dinner will be served in one of the resort restaurants (at Bluserena's discretion), not necessarily the central one.

Check-in must be carried out by only one guest per household, with the documents of all room members.

**Departure.** On the day of departure, room and beach umbrella must be released by 10 a.m. Is available a luggage storage not guarded. Check-outs must necessarily be carried out the day before departure. By booking Late Check-out, the room and beach umbrella are available until 2.15 p.m. on the day of departure. This service is subject to a charge and limited availability (to be booked preferably upon confirmation and, in resorts, within 2 days of departure).

#### **HOTEL REGULATIONS**

We want our resorts to be a place of relaxation, fun, serenity and at the same time safety. It is therefore necessary for all guests to respect certain behavioural norms and rules, which are listed in the 'Resort Rules' available at [www.bluserena.it/go](http://www.bluserena.it/go) and sent with the booking confirmation. Entry into the facility implies its acceptance.

#### **SMART CARD**

On arrival at the Resort, you will be given a Smart Card to use at the bars (excluding the Spa bar), the restaurants, the amphitheatre, the Reception (excluding tobacconist's).

For each recharge made, a voucher of the same amount will be allocated on the Smart Card with which to make payment for purchases ("voucher for consideration" in accordance with Article 6-quater of Presidential Decree No. 633/72, accepted as consideration for sales or services).

Recharges of up to € 200.00 can be made at any time at reception and at the bars in the square and on the beach. The Smart Card can be used until a few moments before departure from the resort, even to settle the bill for the stay, and can be returned at the reception desk, recovering the remaining credit before departure, if it is greater than or equal to € 1. You will need to show your Smart Card to take advantage of the additional services provided for those who have chosen the Pensione Extra Board and of the benefits of the BluserenaPiù Club. See the respective regulations for details.

#### **AIRPORT AND TRAIN STATION TRANSFERS**

It is possible to book a transfer from the airport or train station to the resort. On request, car rental is also available during the stay, at favourable rates.

#### **IDENTITY DOCUMENTS ON ARRIVAL**

On arrival, it is mandatory to produce documents proving the identity of all members of the reservation of any age, including minors, pursuant to Art. 109 of the Consolidated Law on Public Security. Failing this, the hotel will apply the discount for the higher age group.

#### **PRIVACY**

The personal data provided will be processed in accordance with EU Reg. 2016/679, as set out in the Information Notice available at [www.bluserena.it/it/informativa-privacy](http://www.bluserena.it/it/informativa-privacy)

#### **PAID SERVICES**

in addition to what is indicated in the Description of Services: individual sports lessons, night use of sports fields, excursions, transfers (where applicable), some Bluserena SeaSport services, bike and car hire (where applicable). Services of the Terme di Torre Canne, the Thermal Park. Medical care outside the fixed hours and the doctor's office.