

## DESCRIPTION OF SERVICES

### KALIDRIA HOTEL & THALASSO SPA

There are 109 comfortable rooms available, including 9 Suites and the Albachiara Suite, all with private furnished terraces with stunning views of the pine forest, and 5 Ecolodge Suites, nestled in the pine forest.

#### Classic Rooms

30 m<sup>2</sup> rooms on the second floor, with two French-style double beds, some with a double bed. They have a furnished private terrace, air conditioning, TV with SKY, Wi-Fi, safe, mini-fridge, capsule coffee machine, kettle with selection of teas and herbal teas. Including access to the outdoor Thalasso Oasis with whirlpools and solarium.

#### Superior Rooms

Rooms of 37 square metres on the first floor. They have two French-style double beds with the possibility of adding a cot or a single sofa bed. They have a furnished private terrace, air conditioning, TV with SKY, Wi-Fi, safe, mini-fridge, capsule coffee machine, kettle with selection of teas and herbal teas. Access to the outdoor Thalasso Oasis with whirlpools and solarium is included.

#### Ecolodge Suite

Ecolodge suites of 50 square metres, independent, on one floor, in the middle of the pine forest (150 m from the hotel), outdoor patio with table and chairs. Air conditioning, TV with Sky, Wi-Fi, mini-fridge, kettle with herbal teas, coffee machine, safe. One-room apartments are available, consisting of a large open space with lounge, TV, double sofa bed, area with double bed; two-room apartments with double bedroom with 2 French-style double beds, area with lounge and 2 single beds (dormeuse), double TV; both have 2 bathrooms. Including 2 adult bikes, premium beach accommodation. Access to the outdoor Thalasso Oasis with whirlpools and solarium is included.

#### Suites

Suites over 60 square metres (located on the 2nd floor) consist of large separate areas: a double bedroom with walk-in wardrobe, a living area with a double sofa bed, a large bathroom, and a large furnished terrace. The Suite stay includes Premium accommodation on the beach and access to the outdoor Thalasso Oasis with jacuzzi and solarium. For each guest, one access during the stay to the Ethra Thalasso SPA, with sauna, Turkish bath and Aquatic Marine Path.

#### Albachiara Suite

A suite measuring 100 square metres, it has a large lounge area, a bedroom with two French-style double beds, a writing corner and a comfortable walk-in wardrobe. Bathroom with double area, large furnished terrace with a view of the pine forest. Your stay in the Albachiara Suite includes Premium accommodation on the beach and access to the outdoor Thalasso Oasis with jacuzzi and solarium. For each guest, one access during the stay to the Ethra Thalasso SPA, with sauna, Turkish bath and Aquatic Marine Path.

#### Dog Rooms

At the Kalidria Hotel & Thalasso SPA, you may bring your own small dog (maximum 10 kg and only with a health certificate) at a surcharge. The dog will stay on the terrace of your Classic or Superior room, equipped with a kennel and food bowls. Limited availability, reservation required.

## RESTAURANT

### Restaurants and Bars

Kalidria Hotel & Thalasso SPA 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. For lunch, the 'Mediterraneo' restaurant, on the beach, the Scirò restaurant, also on the beach, and the Sea Box to eat under the beach

umbrella are also available (all for a fee).

In addition to the Al Kalidria restaurant, the gourmet restaurant Il Gusto, at the Calanè Resort, and the Pineria Ethra, at the Valentino Resort, are available for dinner. Two bars are available to guests, one of which is on the beach.

### TABLE ALLOCATION AT THE CENTRAL RESTAURANT

Two options are available:

- table in indoor dining rooms reserved per family (free of charge);
- table reserved per family in the outdoor area, Il Patio, to be booked upon confirmation or on site, subject to availability (free of charge).

## BOARD FORMULAS

Buffet breakfast, dinner with table service at the central Kalidria restaurant in the indoor or outdoor area. Water and other drinks for a fee. Tables are available in a shaded area outside the central restaurant (bookable directly at the hotel, subject to availability). Suite guests may request an assigned table in the outdoor area for the duration of their stay. Various options are available for lunch on the beach or at the hotel, for a fee and to be booked locally subject to availability.

A beach umbrella with two sunbeds on the beach per room and use of beach towels are also included.

The Smart Card must be used to pay for drinks.

## 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 our central restaurant 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 packaged products).

## SEA, BEACH AND POOLS

### Sea and Beach

The Kalidria Hotel & Thalasso SPA has a large private sandy beach. The sea has a sandy, sloping seabed and is suitable for children to swim in. Reserved places on the beach: each room is assigned a beach umbrella with two sun loungers. Parasols in the first row and/or in the central area for a fee. On the beach water park with pedalos, canoes, sailing, windsurfing, paddle surfing boards. Wing Sup (new 2024), a fun activity with a wing sail and paddle surf board, to master the wind, open to everyone. Details in the Sports section. Changing rooms and showers, bar, information desk are also available.

### Pools

At the Kalidria Hotel & Thalasso SPA, guests can enjoy an indoor and outdoor seawater pool and an outdoor oasis with two Jacuzzis.

## SHOWS AND ENTERTAINMENT

At the Kalidria Hotel & Thalasso SPA, musical entertainment. Guests can take advantage of the entertainment services of the adjacent Valentino Resort and Calanè Resort, where they will find the contagious cheerfulness of the Bluserena DreamTeam. 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. The listed services are available from 25.05.2024.

### Big Shows

It's time to dream with our shows, musicals, variety shows and cabaret, which will accompany you every night in our large

amphitheatres, 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 – at Valentino and Calanè Resort**

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 Resorts of mascot Serenella. The services listed below are available from 25.05.2024.

#### **BLU BABY PARK for the little ones**

A tailor-made playground for children from 0 to 6 years old to play freely and safely. Children, accompanied by their parents, can play on slides, castles and swings, race on pedal karts on a real track and much more.

#### **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, and the baby Daycare, available from 15/07 to 7/9. Guests at Kalidria Hotel & Thalasso SPA can enjoy the services of the children's and youth clubs at the adjacent Valentino Resort and Calanè Resort. At Ethra Reserve the Baby Daycare service is also available: a specialised staff will take care of babies from 12 to 36 months in spaces dedicated to them (Details below). Here are our services, in order of age.

#### **Baby Daycare 12 to 36 months**

At Ethra Reserve (at the Calanè Resort), parents will be able to entrust their babies from 12 to 36 months to a qualified and carefully selected staff. The cosy and safe Baby Daycare area is child-sized, air-conditioned, with a real tailor-made programme for the little ones with games and activities. The staff girls will be playmates, delight the children with snacks, and provide naptime and nappy changes. Group outings in buggies are also planned. Parents will be responsible for bibs, bottles and dummies, non-slip socks, sunscreen and nappies.

Parents will be able to participate in a few moments of their child's activities. The service is available, for a fee, every day except Sundays, from 9 a.m. to 12.30 p.m. and 3.30 p.m. to 6.30 p.m., from 15/07 to 7/09. It is also possible to book the service for the morning or afternoon only.

#### **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.

### 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 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

A large gym equipped by Technogym awaits you at the Kalidria Hotel & Thalasso SPA, offering targeted services and small classes of fitness activities both outdoors (from yoga to Pilates) and in the gym with personal trainers.

### FITNESS, A THOUSAND ACTIVITIES, SPACES AND QUALIFIED INSTRUCTORS – at Valentino Resort

A rich group fitness programme with our instructors both in the fitness area and outdoors: Yoga, Zumba, Tai chi Stretch (new 2024), Aquagym, Nordic Walking, Latin fitness (new 2024), to the rhythm of Latin American dances such as salsa, merengue and baciata, the perfect combination of dance and training. General toning and core training are provided 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. In the resort's modern indoor fitness area, supervised by qualified instructors at set times, equipped with isotonic machines, dumbbells, walking mat, balance board spinning bike and rope for strength development. The services listed are available from 25.05.2024. The sports fields are always available at the Valentino Resort.

### Football, Tennis, Swimming and more

Ethra Reserve offers a wealth of sports facilities: pools for swimming, floodlit five-a-side football pitches with artificial turf, tennis, beach tennis and beach volleyball. Padel, plus archery stations, shooting range, table tennis and bowls courts. Guests can participate in group and individual lessons in swimming, sailing, tennis and archery from 27/5 to 7/9. Individual and group windsurfing and sailing lessons are also available. All individual lessons are chargeable.

### 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 group and fee-paying private sailing and windsurfing lessons. New in 2024: at Ethra Reserve, Wing Sup, a fun activity with a wing sail and a paddle surf board, to dominate the wind, open to all.

### WELLNESS

#### Ethra Thalasso SPA

At Ethra Reserve, the exclusive 3,500 square metre Ethra Thalasso SPA is one of the most impressive thalassotherapy centres in Italy. It offers a wide range of thalassotherapy, beauty, massage, wellness, relaxation and *remise en forme* treatments, an outdoor seawater

swimming pool, an indoor swimming pool with an Aquatonic Sea Path, a Thalasso Oasis with outdoor whirlpools, Turkish bath, sauna, whirlpools, solarium cabin, gym with Technogym equipment (services available at an additional charge).

#### **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, public areas and on the beach.

## **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.

#### **ACTIVITIES, ENTERTAINMENT AND SHOWS – at Valentino and Calanè Resort**

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). Highchair 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.

#### ON HOLIDAY WITH PETS

At Kalidria Hotel & Thalasso SPA it is possible to bring your own small dog (maximum 10 kg and only if provided with health certification), to be booked and for an additional charge. They will stay on the terrace of your room, equipped with a kennel and bowls for food and water and may only circulate in the Hotel in reserved areas and on dedicated routes (e.g. not on the beach, restaurant, amphitheatre and "piazzetta" area), on a leash. No dog food is provided. Availability is limited and must be specified at booking. No other animals or larger dogs are allowed. Guests staying with their dog will be required to comply with the rules sent with the booking confirmation.

#### 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:

Date of cancellation with respect to arrival date	Penalties on the amount of the stay
Up to 30 days before	Free Cancellation*
30 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.** The rooms and beach umbrellas are delivered on the day of arrival at 4 p.m.

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 11 a.m. Unattended luggage storage is available. 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 Hotel, within 2 days of departure).

#### HOTEL REGULATIONS

We want our Hotel 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 Hotel, you will be given a Smart Card to use at the bars, the restaurants, the amphitheatre, the Reception, the Thalasso SPA.

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 € 300.00 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 Hotel, 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 benefits of the BluserenaPiù Club. See the regulation for details.

#### **SHUTTLE SERVICE**

A free shuttle service is available at the Kalidria Hotel & Thalasso SPA connecting the beach to the hotel (travel time about 13 minutes).

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

It is possible to book a transfer from the airport or train station to the Hotel. 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/informativa-privacy](http://www.bluserena.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, some Bluserena SeaSport services, bike, ebike and car hire. Services Ethra Thalasso SPA. Medical care outside the fixed hours and the doctor's office.