

Hotel Sansicario Majestic Piedmont - Via Clos de la Mais, H22 Sansicario Alto - 10054 Cesana Torinese (TO)

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SERVICES AT THE SANSICARIO MAJESTIC HOTEL

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| SEASON 2024/2025 | In the wonderful Vialattea ski resort, just 500 m from the ski facilities (3 minutes by shuttle), the Hotel Sansicario Majestic awaits you, with 130 comfortable rooms and suites, a heated swimming pool, gym and a SPA that will pamper you. Fun and entertainment for adults and children, Mini Club (3-10 years) and Teen Club (11-14 years). We will take the younger kids to the ski school and help them dress. Lunch with the entertainers' staff. At mealtimes you will enjoy delicious and varied dishes. You can buy ski passes at the hotel and rent skiing equipment, having it delivered to the slopes. Reserved and free ski deposit lockers near the ski facilities and convenient garage. |
| SEE OUR CURRENT RATES AND OFFERS ON WWW.BLUSERENA.IT | |
| Renovated design Elegant, warm, welcoming: the new look of Hotel Sansicario Majestic is sure to impress you. Following an extensive renovation in 2023, the lobby, rooms and suites, restaurant and bar exude an atmosphere of elegance. Here, the warmth of the alpine atmosphere blends with a modern and comfortable design. | |
| ROOMS | <p>There are 130 rooms and suites renovated in 2023 waiting for you, where the warmth of alpine tradition blends with modern design. The rooms are real nests of warmth and comfort, with new, soft pillows and new 30-cm thick mattresses. The rooms feature fitted carpet or wood flooring (the latter on request, limited availability). All rooms come with a TV with Sky, telephone, minibar, safe, bathroom with shower or bathtub, hairdryer and bathrobes for adults (change on request and for a fee). Some rooms offer stunning views over Mount Chaberton.</p> <p>You can choose from different types of rooms and suites, all with sleeping areas and living areas (where present) renovated in 2023:</p> <ul style="list-style-type: none"> • Classic. Rooms for two guests with the option of adding a cot. They feature a lovely balcony and a bathroom with either a shower or a bathtub. Some rooms are accessible, to cater for the needs of guests with disabilities. Classic rooms with beautiful views of Mount Chaberton are also available. • Classic Triple room. These rooms are designed to accommodate three guests. They have a bathroom with shower or bathtub and a balcony. The balcony of some of these rooms offers a beautiful view of Mount Chaberton. Some of these rooms can accommodate up to four guests, with a double bed, a single bed, a sofa bed and an accessible bathroom. • Classic quadruple room with mountain view. Rooms for four guests, with double bed and armchair bed for two. A fifth bed can be added as a sofa bed. The bathroom is accessible to guests with disabilities and the two balconies offer a breathtaking view over Mount Chaberton. • Junior Suite. The Suites can accommodate up to 5 persons. The living area has a double bed, while the bedroom has a sofa bed for 2 guests and a single bed. The bathroom has a bathtub. Two lovely balconies add a finishing touch to the atmosphere. In some of them, the balconies offer a beautiful view of Mount Chaberton. • Family Suite. Designed for a family holiday with children, with the comfort of two bathrooms. It can accommodate from 2 to 5 people. It features two rooms, one of which has a double bed, while the other has a sofa bed and armchair bed. One bathroom has a bathtub and the other has a shower. The suite has two lovely balconies. In some of them, the balconies offer a beautiful view of Mount Chaberton. • Connecting. Rooms of 56 square meters for 4 guests, with the option of adding a cot. These rooms have a living area with TV and sofa, a large bedroom with a double bed; bedroom with double bed and two bathrooms with bathtub. They don't have balconies. • Romantic Suite. Ideal for romantic holidays for a couple. They are comfortable suites for two people, consisting of two rooms divided by a door: living area; bedroom with double bed, two bathrooms. In addition to the amenities in common with the other types of rooms, they feature a coffee machine and kettle with tea and infusions. The price includes turndown service and, for stays of at least 3 nights, a Welcome drink in the room (champagne and fresh fruit). • Superior double room with mountain view. On the 5th floor, in the most private and secluded area of our hotel, these are rooms designed for two guests, with the option of adding a cot. In addition to the amenities in common with the other types of rooms, they feature a coffee machine and kettle with tea and infusions. They have a bathroom with bathtub and a small balcony offering a breathtaking view of Mount Chaberton. • Superior Triple room. Rooms for two guests with a double bed, with the option of adding a third single bed. In addition to the amenities in common with the other types of rooms, they feature a coffee machine and kettle with tea and infusions. They are on the 5th floor, in the most private and secluded area of our hotel. • Superior triple room with mountain view. These rooms are designed to accommodate three guests. They are on the 5th floor, the most private and secluded area of our hotel. In addition to the amenities in common with the other types of rooms, they feature a coffee machine and kettle with tea and infusions. They have a bathroom with bathtub and a small balcony offering a breathtaking view of Mount Chaberton. • Superior Family Suite with mountain view. It can accommodate from 4 to 5 people. They are on the 5th floor, in the most private and secluded area of our hotel. In addition to the amenities in common with the other types of rooms, they feature a coffee machine and kettle with tea and infusions. They have a bathroom with bathtub and a small balcony with a breathtaking view of Mount Chaberton. <p>All rooms are strictly non-smoking. Smoking is permitted on the balconies.</p> |
| CLUB CARD | With our club card you can enjoy a wide range of services. You can take the shuttle bus that will take you to the ski lifts and the shopping centre in just 3 minutes. You can also use the free ski deposit locker near the ski facilities and daytime and evening entertainment for guests of all ages. Children taking part in group classes will be assisted in putting on ski gear and accompanied to the Ski School and back to the hotel. Access to the Serenino Mini Club and the SerenUp Teen Club and supervised lunch with activity staff (additional fee charged to half-board guests). The club card also gives you access to the pool and gym. The card is subject to a fee and compulsory from 3 years of age. |
| COCCINELLA BABY CARE PACKAGE | In the room you will find everything you need for your baby: cot, changing table, baby toilet seat adapter (on request), bottle warmer, baby bath, linen set and Baby Kit with cleaning products. The restaurant has high chairs ready for children's meals. Payment for each child aged 0 to 2 years inclusive is compulsory. |

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| SWIMMING POOL, FITNESS AND WELLNESS | <p>HEATED INDOOR POOL. You can enjoy our panoramic pool for free for one hour a day. In the morning, access is free subject to availability. To relax in the pool in the afternoons, book your access the day before on the BluserenaGo online area, choosing one of the available time slots. Don't forget your pool slippers, they are mandatory.</p> <p>FITNESS. Access to the gym is free. You will find isotonic machines ready for your workout.</p> <p>WELLNESS. Our wellness centre is a haven of relaxation and well-being in the mountains. It offers three Jacuzzis, three saunas, Turkish bath, emotional showers and a relaxation area overlooking Mount Chaberton. Access can be booked with the Wellness Card, for a fee, for guests aged 14 and over and subject to availability. The centre is open from 10 am to 1 pm and from 3 pm to 8 pm. You can also treat yourself to massages and beauty treatments, available for a fee.</p> |
| OTHER SERVICES | <p>FULL BOARD. You can purchase the Full Board supplement for the duration of your stay, if you stay at least 3 consecutive nights.</p> <p>SINGLE LUNCH and CHRISTMAS LUNCH. These can be booked directly at the hotel, with substantial discounts for children.</p> <p>CHAMPAGNE DELIGHT. You can purchase a truly exclusive service: Moët & Chandon Impérial champagne, accompanied by fresh fruit and a selection of fine pastries.</p> <p>SERENELLA KIT. You can give your children the exclusive Serenella Kit! It includes a large soft toy (50 cm), a soft fleece and sherpa blanket (120x165 cm), an aluminium water bottle (400 ml), stickers and a cotton shopper bag, all personalised by Serenella. Request it at the time of booking or buy it at the hotel, while stocks last.</p> <p>WI-FI. Free Wi-Fi connection is available throughout the hotel.</p> <p>FREE OUTDOOR PARKING. Free outdoor parking is available, right next to the hotel.</p> <p>GARAGES. For maximum comfort, you can request a parking space in our garage, accessible from inside the hotel. This is charged a fee and subject to availability.</p> <p>TRANSFERS. We also offer a transport service to and from airports and train stations (for a fee). We make your transfers comfortable and hassle-free.</p> <p>SHUTTLE SERVICE. You are welcome to use our comfortable free shuttle service. In just 3 minutes it will take you from the hotel to the ski lifts and the shopping centre, just 500 m away. Check the shuttle timetable on the BluserenaGo online area.</p> <p>OTHER SERVICES. The hotel offers many other services: tobacconist, ATM, phone top-ups, goggles and slippers for the pool. Everything you need to experience a carefree holiday!</p> |
| HOW TO REACH THE HOTEL | <p>BY CAR: Highway A32 Torino-Frejus, take the 3rd exit Oulx ring road (Circonvallazione), then State road (SS) 24 for 10 km to Cesana, then Provincial road (SP) towards Sestriere. after about 3 km take the turn-off towards Sansicario. BY TRAIN: Oulx station 14 km away. BY PLANE: Turin airport 100 km away. Distances: 740 km from Rome and 215 km from Milan.</p> |

SERVICES

THE HOTEL. We are located in Sansicario (TO), at 1700 m above sea level, in the heart of the Vialattea ski area. We are just 8 km away from Sestriere and 20 km from the French border. The hotel enjoys a sunny location with stunning views of Mount Chaberton.

VIALATTEA. Our hotel is in the Vialattea international ski area, where you can enjoy 249 connected slopes on your skis and 70 ski lifts, with elevations between 1,380 and 2,800 m above sea level. With 400 km of slopes for all levels, it is a paradise for skiers. Take advantage of the shuttle service that will take you from the hotel to the ski lifts and the shopping centre in just 3 minutes. In addition, there is free ski storage room with a reserved locker near the lifts.

RESTAURANTS

RESTAURANTS AND BARS. Every time you go to the restaurant you will be assigned a table for you and your family. It is not possible to join separate tables. Breakfast is buffet-style, while dinner and lunch have table service. For children, there is a special menu for lunch (for full-board guests) and dinner. You will need to choose your next-day menu during dinner the day before. And don't forget: our bar is at your disposal for drinks and snacks.

Food Allergens. On request, we provide gluten-free, lactose-free and egg-free options. **For guests with coeliac disease,** there will be gluten-free packaged products for breakfast, and gluten-free dishes for lunch and dinner: a first course, a second course and a dessert. **For guests with lactose and egg intolerance,** there will be lactose-free and egg-free packaged products for breakfast, and special dishes for lunch and dinner: lactose-free and egg-free first courses, second courses and desserts. Please note that we cannot guarantee the total absence of contaminants, except for the specified packaged products. We do not offer personalised menus or menus prepared ad hoc for individual guests.

HALF BOARD PLUS. The day begins with a rich and varied buffet breakfast and ends with a delicious dinner served at the table. At meals, microfiltered water is free, while wine and other beverages will be charged as extras. After a day on the slopes, there will be a free afternoon snack waiting for you to recharge your batteries. Children and teenagers can have lunch with their friends from the Serenino Club, our Mini Club, and SerenUp, the Teen Club, assisted by our entertainment staff, if they are on full board. If you are on half board, you can buy individual meals for children and teenagers.

FULL BOARD (SUPPLEMENT). With the Full Board supplement, in addition to dinner served at the table, you can also enjoy lunch with table service. Water is included, wine and other drinks are charged as extras. The children and teenagers of the Serenino and SerenUp Club will have lunch with our entertainment staff. You can book the full board for stays of at least 3 nights and for your entire stay. The rate is per person per day from 3 years old (children under 3 years don't pay). If you are on half board, you can still enjoy lunch, which will be charged as extra.

CHAMPAGNE DELIGHT

Indulge in an exclusive experience. A bottle of prestigious Moët & Chandon Impérial champagne, accompanied by fresh fruit and a selection of fine pastries expertly crafted by our chef, awaits you in your room to celebrate your stay. Luxury at your fingertips for a moment of pure pleasure (available at an additional cost).

ACTIVITIES, SHOWS AND ENTERTAINMENT

ACTIVITIES AND ENTERTAINMENT. Our hotel offers an extraordinary range of fun activities. Free entertainment, fun and quality services for all ages. With games, evening shows and DJ sets, we will make your holiday unforgettable!

CHILDREN, TEENAGERS AND FAMILY. Serenino Club is the Mini Club for children from 3 to 10 years old. You can leave your kids in the safe hands of caring and qualified entertainment staff. Children will enjoy a fun atmosphere with playful and creative activities, games, workshops and afternoon snacks. In the morning, the entertainment staff will help them get dressed, take them to the Ski School and bring them back to the hotel. The children of the Serenino can also have lunch with the activity staff (for a fee for those on half board). The Serenino Club is open every day, except Sundays, from 9 am to 6 pm.

The **SerenUp Club** is for children aged 11 to 14 years old. It offers a programme full of sports, fun and creative activities, for a holiday full of energy. In the morning, the staff will take the children to the Ski School. They too can have lunch with the activity staff (for a fee for those on half board). The SerenUp Club is open every day, except Sundays, from 9 am to 1 pm and from 4 pm to 7 pm.

OTHER SERVICES - SKI AND MORE

SKI PASS. You can buy your ski pass directly at the Hotel Sansicario Majestic! Ski passes are valid for the entire Vialattea ski area, for a minimum of 2 days. Get to the slopes worry-free and enjoy every moment on the snow!

RENTAL OF SKI EQUIPMENT WITH DELIVERY TO THE SLOPES. Rent a wide range of ski equipment with special rates reserved for our guests, on www.sansicarioaction.it! Your equipment will be waiting for you directly in your personal locker, inside the heated ski storage room at the ski lift base station. Completely hassle free!

SANSICARIO ACTION SKI SCHOOL. Book your ski classes on www.sansicarioaction.it before arriving at the hotel to secure your place. You can choose between individual classes and group classes at special Bluserena rates. Classes are available both in the morning and in the afternoon. Don't miss out on the opportunity to hone your skiing skills on the wonderful slopes of the Vialattea!

Group Classes take place over **five consecutive days**. The **Baby group classes** are for younger children, aged 4 to 5; the **Junior group classes** are for children aged 6 to 15; and the **Senior group classes** for ages 16 and over.

THE SERVICES DESCRIBED MAY BE PARTIALLY MODIFIED, THEY ARE ALWAYS UPDATED ON

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| | PERIODS | STANDARD RATES | SPECIAL RATES FOR BLUSERENA GUESTS | STANDARD RATES | SPECIAL RATES FOR BLUSERENA GUESTS |
|--------------------|--|-------------------------------------|------------------------------------|--------------------------------------|--------------------------------------|
| | | Morning from 10:00 am to 1:00 pm | Morning from 10:00am to 1:00 pm | Afternoon from 2:00 pm to 5:00 pm | Afternoon from 2:00 pm to 5:00 pm |
| TOP SEASON | From 23/12/2024 to 05/01/2025 From 24/02/2025 to 16/03/2025 | € 300 | € 225 | € 280 | € 205 |
| HIGH SEASON | From 27/01/2025 to 23/02/2025 From 17/03/2025 until closure of the facilities | € 260 | € 210 | € 240 | € 190 |
| LOW SEASON | From opening of the facilities until 22/12/2024 From 06/01/2025 to 26/01/2025 | € 240 | € 190 | € 220 | € 170 |

The rates may be subject to change due to the new taxation on ski schools introduced by the recent tax reform.

If you book group classes for your children, they will have access to the ski school Camp, with an area dedicated to beginners and a comfortable carpet ski lift to learn the basics of skiing. Group classes are offered for at least 4 participants. For details and conditions, please see www.sansicarioaction.it.

NON-SKIERS CLUB. Even if you don't like skiing, you can enjoy an unforgettable holiday in the snow with the "Non-Skiers Club" Our activity staff will guide you on free walks to fully experience the magic of the snow and the charm of the alpine forests. We offer a wide range of tailor-made activities for those who prefer adventures other than skiing. Discover all the excursions and details on the BluserenaGO online area.

TERMS AND CONDITIONS OF YOUR STAY

PRICES. Dynamic prices and offers always updated on www.bluserena.it. Prices and availability can only be confirmed at the time of booking.

ENTERTAINMENT AND SHOWS. During your stay you can enjoy entertainment, evening shows, DJ sets and games, all free of charge.

CHILDREN. To be eligible for discounts, children must be below the applicable age limit at the time of the stay. Minors. To establish direct contact in case of minors not accompanied by a parent or other authorised person, you can contact Booking at the following number +39.085.8369777.

PETS. Small dogs are allowed (maximum 10 kg and only if they have a health certificate) with a supplement. Limited availability, booking required.

BOOKINGS. For information and to make a reservation, contact your trusted agency, go to www.bluserena.it or call +39.085.8369777.

INVOICING. For amounts paid before arriving at the hotel, a valid tax document will be issued. For services paid at the hotel, a receipt (documento commerciale) will be issued, as Bluserena is equipped with telematic cash registers. If you also want an invoice for payments at the hotel, you must request it before payment directly at the hotel by providing all the necessary details: surname and name or company name, VAT number or tax identification number, invoice recipient code or certified e-mail. For tax reasons, under no circumstances can the invoice be requested after payment.

BEFORE ARRIVAL. For faster and secure check-in, before your arrival you must provide the personal details of all the guests through the personalised link you will receive from your travel agency or Bluserena Booking when your booking is confirmed.

BLUSERENA GUARANTEE. With the Bluserena Guarantee, we offer you the "best price guarantee" and, completely free of charge, comprehensive insurance coverage in case of cancellation or interruption of your stay due to illness, injury, or other insured events. The Bluserena Guarantee is available to residents of Italy and the EEA, under 90 years of age. The service is non-refundable, must be confirmed at the time of booking, and must be extended to all members of the booking. We guarantee the best rates for our possible "Special Offers" for the same services and periods, if requested by the day of arrival. Rates applied to intermediaries, groups, companies, organisations, associations, and similar entities are excluded. In the event of a stay interruption due to illness, injury, or another insured event, you must contact the operations centre in advance and immediately, before leaving the Hotel. On the website www.bluserena.it you can find the list of covered events of the Insurance Policy of Europ Assistance Italia S.p.A.

GUEST CANCELLATION PENALTIES. For cancellation policies, the conditions chosen by the guest at the time of booking will apply.

MODIFICATION/CANCELLATION RESERVED FOR BLUSERENA. Even during the season, Bluserena has the right to close, reduce capacity and/or delay the opening of the booked hotel for reasons related to the pandemic in progress or to other extraordinary events constituting force majeure, such as, by way of example, but not limited to, other pandemics, viral or bacterial outbreaks, wars, fires, or measures by government, legislative or administrative authorities. The parties agree that in such cases Bluserena may offer, at its discretion, the following measures (I) voucher for the entire amount paid to Bluserena valid until 31.12.2025, to be used at Bluserena facilities; (II) reimbursement only of the sums paid to Bluserena. After careful evaluation, the Guest declares that he will accept any such solutions in the above-mentioned circumstance, if implemented by Bluserena. Thus, the alternative object of the contract is established in the event that it is impossible or excessively burdensome for the Hotel to provide the main service due to the aforementioned causes, and the guest accepts Bluserena's decision after having conducted appropriate negotiations. Therefore, the Guest waives any other possible claim, including claims for compensation. Bluserena has also the right to make changes to the services described in this document, if prescribed by the authorities due to the pandemic emergency, or in other cases of force majeure, or in any case, at the discretion of Bluserena whenever precise performance of the contract may entail serious risks of infection, or other forms of danger to the health of Guests, or would make it impossible to ensure the safety of the guests or the employees, or where performance of the contract, although theoretically possible, in the presence of the aforementioned risks and the necessary safeguarding measures, would place an excessive burden on the Hotel without the aforementioned changes.

RE-ROUTING. If, for any reason, Bluserena is unable to provide accommodation and/or in case the hotel chosen is overbooked, Bluserena may re-route, at its own expense, the reservation to another hotel, belonging to it and/or another company, having at least the same classification. By accepting the different accommodation offered, Bluserena shall not be held responsible for any service disruptions or any other issues attributable to the alternative establishment, as the contractual relationship is established directly with the agreed and chosen accommodation.

START AND END OF STAY, ROOM CHECK-IN AND CHECK-OUT. Check-in. Check-in procedures must be done by only one guest per family/group staying. Arrivals and departures are on Sundays, unless otherwise specified. On the day of arrival, rooms will be ready for check-in from 4 pm. The half-board booking includes breakfast and dinner. If you have booked the Full Board supplement, you must inform us whether you intend to start your stay with lunch or dinner: if you start with dinner, the price will include lunch on the day of departure (which can be replaced on request with a take-away basket); if you start with lunch, however, your stay will end with breakfast. Early room check-in is not guaranteed for those who start their stay with lunch. **Check-out.** On the day of departure, you must leave your room by 10:00 am. Check-out procedures must be carried out the day before departure.

HOTEL RULES. We want to ensure guests at our hotel enjoy a relaxing, but also quiet and safe holiday. This is why we ask all guests to comply with certain rules of conduct listed in the "Hotel Rules" on www.bluserena.it and which we sent to you when confirming your booking. By coming to our hotel you accept these rules.

ID ON ARRIVAL. Upon arrival, it is mandatory to show the ID of all members of the reservation, including children of any age, pursuant to Article 109 of the Consolidated Law on Public Security. Failing this, the hotel will apply the discount of the older age group.

PERSONAL DATA PROTECTION. The personal data provided will be processed in accordance with Regulation (EU) 2016/679, as described in our Privacy Policy available on www.bluserena.it/it/informativa-privacy.

SERVICES FOR A FEE. In addition to what is indicated in the Description of the services, Ski School lessons, ski equipment rental, ski passes (which can be purchased at the hotel), excursions, transfers, laundry service.

SMOKING BAN. Smoking is prohibited in the rooms, in indoor areas and porches.

BLUSERENA IS AN ACCESSIBLE HOTEL. The Hotel Sansicario Majestic is an accessible hotel, equipped for guests with disabilities. There are accessible rooms for guests with disabilities and reserved parking spaces. We do not provide individual chaperone service.

ADDITIONAL CONDITIONS FOR TRAVEL PACKAGES WITH FLIGHT

TRAVEL CONTRACT. The description of the travel package and the pre-contractual information contained in the hotel catalogue and the information set out below, and the booking confirmation of the travel package, are an integral part of the travel contract.

RIGHT OF CANCELLATION. For cancellation policies, the conditions selected by the guest at the time of booking confirmation will apply.

On airline tickets sold by Bluserena (even if included in packages with the stay) the penalties imposed by the carrier apply, and will be communicated from time to time. In any case,

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for late arrival or early termination of stay, the full amount of the booked stay will be charged. The impossibility of using the holiday for reasons not attributable to the Client does not give the right to cancel without penalties, except for the cases expressly provided for by law, as it is possible to get insured against the risk of cancellation or early termination of the stay by means of a special insurance policy that will be provided by Bluserena completely free of charge for those who purchase the Bluserena Guarantee; alternatively, the Client has the right to take out an insurance contract at his own expense to cover unilateral cancellation costs or assistance costs, including return, in the event of accident, illness or death.

INSURANCE. Pursuant to Article 47 of Legislative Decree no. 79 of 23/05/2011 (Tourism Code), Bluserena has concluded an Insurance contract with Europ Assistance Italia S.p.A with policy no. 42127Q for the Bluserena Guarantee (42128Q for the Non-Refundable), in the Client's favour, covering liability for damages deriving from the breach of the obligations assumed with the contract stipulated with the Guest. The contract with the Client is also covered by Fondo Garanzia Viaggi srl in case of insolvency or bankruptcy - Certificate n. A/232.505/2/R.

CHANGES TO THE PRICE OF THE PACKAGE. Bluserena reserves the right to revise the price of the package to the extent of any increases in the price of transport according to the cost of fuel or other energy sources and airport taxes and various supplements (fuel prices and similar increases) or fees on services, as communicated and decided by the airline or third parties. In the event of an increase of more than 8% (eight percent) in the total package price, the guest has the right to withdraw from the contract within 7 days of communication. The client will be entitled to a reduction in the price of the package in an amount equal to any decrease in the aforementioned items. Moreover, the package price does not include any tourist taxes or similar taxes, even if established after the booking is confirmed, which shall always be borne by the client.

CHANGES IN CONTRACTUAL TERMS AND CONDITIONS. Should Bluserena make material changes to key contractual terms and conditions, other than changes in the package price, the Guest may accept such changes or withdraw from the contract without paying any withdrawal fees, simply by notifying his withdrawal, within two days of receipt of the proposed change, in writing to the e-mail address booking@bluserena.it. Bluserena reserves the right to make non-material changes to non-key elements of the contract.

TRANSFER OF THE CONTRACT. The Client may transfer the contractual relationship to another party, subject to written communication to the email address booking@bluserena.it which shall also contain the transferee's personal details. This communication must be received no later than 7 (seven) days before the guest's arrival. If the contract is transferred to a third party, the Client shall bear all the costs necessary for the change of name required by the air carrier.

TERMS FOR LODGING A COMPLAINT. If the Client intends to lodge a complaint for non-performance or incorrect performance of the contract or for inadequate service delivery, he must do so without delay.

LIABILITY OF THE ORGANISER FOR DAMAGE OTHER THAN PERSONAL INJURY. The Client accepts that the compensation for damages other than personal injury may in no case exceed three times the total price of the package, pursuant to Article 43(5) of Legislative Decree No. 79/2011.

ALTERNATIVE DISPUTE RESOLUTION (ADR) MECHANISMS. Pursuant to Article 67 (2) of the Tourism Code, the Client has the right to resort to voluntary or joint settlement procedures or to the conciliation procedure before the arbitration or conciliation commissions for the resolution of disputes between companies and consumers relating to the provision of travel services established pursuant to Article 2 (4)(a) of Law No. 580 of 29 December 1993.

ID ON ARRIVAL. Upon arrival, it is mandatory to show the ID of all members of the reservation of any age, including minors, pursuant to Article 109 of the Consolidated Law on Public Security. Failing this, the hotel will apply the discount of the older age group. Foreign nationals must obtain information regarding documents, visas and other Travel conditions through their government agencies.

LANGUAGE. The services will be provided in Italian.

INFORMATION PURSUANT TO LEGISLATIVE DECREE No. 79 OF 23 MAY 2011.

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302. Therefore, you will benefit from all EU rights applying to packages. The company Bluserena Spa Unipersonale will be fully responsible for the proper performance of the package as a whole. Additionally, as required by law, Bluserena Spa Unipersonale has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that our company becomes insolvent. More information on key rights under Directive (EU) 2015/2302 www.bluserena.it/modstdpac

CODE OF CONDUCT

We want our hotel to be a place of relaxation, fun, serenity, and at the same time, safety. We adopt the highest safety standards and continually update our protocols and preventative measures, also in accordance with changes in regulations related to potential pandemic events. We reserve the right to modify these regulations to comply with any national or regional rules and/or recommendations introduced shortly before or during the stay.

All guests are required to follow the rules and standards of conduct below.

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General Rules for the Restaurant

To ensure service is pleasant, smooth, and hygienically safe for everyone, it is essential to observe the following rules:

- Never remove food and beverages from the restaurant.
- Do not bring pushchairs into the restaurant (except for infants up to 8 months old, in place of a highchair).
- Do not allow children to walk or play between tables.
- Respect the restaurant's opening hours.

Swimming Pool Usage Rules

For a safe and enjoyable pool experience, everyone must adhere to the following hygiene and conduct rules, which are also displayed in the pool area:

- Dangerous behaviour for oneself and others, such as diving or running along the pool edge, is prohibited.
- Do not consume food and drinks at the poolside or in the water.
- Bathing in clothes is not allowed.

Gym Usage Rules

Access to the gym is allowed only during the opening hours (7:00 AM – 8:00 PM) and up to the maximum permitted capacity.

Equipment and Common Areas

Guests must care for the common spaces and respect others' needs when using facilities and services. Therefore, guests must:

- Dispose of waste in the designated bins, following recycling guidelines.
- Avoid altering the condition of premises, furnishings, fixtures, and equipment.
- Avoid group games in common areas unless organised by the entertainment team.
- Observe the smoking ban in rooms and common areas.
- Do not invite external guests unless authorised by hotel management.
- Use spaces and services appropriately, according to their intended use and recipients.
- Avoid misusing facilities designed for people with disabilities.

It is mandatory to occupy spaces, equipment, and furnishings provided by the hotel only for the time strictly necessary: for example, luggage carts, pool loungers, and gym equipment must be promptly vacated after use.

Guests must park their vehicles in the designated parking area or garage (paid service by reservation, subject to availability). Parking in unauthorised spaces is prohibited. In such cases, vehicle removal may be enforced.

Pet Policy

At the Hotel Sansicario Majestic, small dogs are allowed upon reservation made at the time of booking confirmation (subject to limited availability). The room will be equipped with a dog bed and bowls for food and water. Dog food is not provided. Guests with dogs must comply with the following rules:

1. Only small dogs (up to 10 kg) with a health certificate are allowed. No other animals or dogs over this weight are permitted.
2. Owners must ensure their dog's behaviour does not disturb other guests or create issues with other dogs. The owner is responsible for any damage caused to other dogs, property, or people.
3. Do not leave dogs unattended in the rooms.
4. Dogs are not allowed in common areas (e.g., restaurant, bar, pool).
5. Dogs must always be kept on a lead while walking.
6. Do not use bed and bath linen for the dog (e.g., grooming, bedding).
7. Dogs are not allowed on beds, armchairs, chairs, tables, etc.
8. Owners must have supplies to clean up after their dog and dispose of waste in the designated bins.
9. Owners must remove any dog hair from beds or linen.

Quiet Hours

To ensure all guests can relax, quiet hours are from 2:30 PM to 4:00 PM and from 12:00 AM to 9:00 AM. During these times, loud activities and games are not permitted in common areas. In rooms, radios, TVs, and other audio devices must not be audible outside the room.

In general, even outside quiet hours, guests should avoid speaking loudly or shouting.

Lost Property

Any items found in rooms or common areas, whether lost or seemingly abandoned, are considered the property of guests, staff, or the hotel. If found, they should be promptly handed over to Reception.

Management Intervention

Any misunderstandings between guests should be resolved calmly and respectfully, without raising voices. In any case, management is always available to help find a solution together.

This code of conduct forms part of the stay contract, and guests are asked to comply fully. In cases of non-compliance, Bluserena reserves the right to revoke or suspend Club BluserenaPiù benefits, informing guests of the reasons for such a decision.

Bluserena also reserves the right to cancel or refuse future bookings if guest behaviour disrupts others, exceeds the boundaries of civil coexistence, or endangers the safety and image of the resort.