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## DESCRIPTION OF SERVICES

### ROOMS

#### CALASERENA RESORT

309 rooms with sleeping areas renovated in 2024 await you at the Calaserena Resort. They are in two- or three-storey buildings, all with Wi-Fi. You can choose between Classic, Superior and Connecting rooms and the new spacious Suites. Accessible rooms for guests with reduced mobility are also available.

##### Classic

With sleeping area renovated in 2024, the Classic rooms are ideal for 2 guests. For your comfort, you will find air conditioning, TV, mini-bar, safe, en-suite bathroom. Pick the one you prefer from Classic Ground Floor, Classic on the first floor without balcony, and Classic Balcony on the 1st or 2nd floor with balcony.

##### Superior

These rooms are designed for 3 guests. In 2024, the sleeping areas were renovated to make your stay even more pleasant. They are located on the ground floor and comprise a double bed and a sofa bed, air conditioning, TV, mini-bar, safe and en-suite bathroom.

##### Superior Quadruple

Spacious rooms for up to 4 guests, with sleeping area renovated in 2024. They are situated in the most central area of the resort, on the ground floor. The third and fourth beds are in a comfortable pull-out sofa bed. With air conditioning, TV, mini-bar, safe and en-suite bathroom, they offer everything you need for a great holiday.

##### Classic Connecting

Two connecting Classic rooms designed to offer you space and comfort. Each has its own en-suite bathroom and, together, they can accommodate 4 to 6 persons. At full occupancy, each room has a double bed and a single bed. You can choose between Connecting Ground Floor, which can accommodate from 4 to 6 guests, and Balcony on the first and second floors, which accommodate up to 4 guests.

##### Suites

The elegant suites, fully renovated in 2024, have floor space of 32 to 35 m<sup>2</sup> and accommodate up to four guests. They are designed to offer you maximum comfort, with two separate areas: a sleeping area with a double bed and a cosy living area with a double sofa bed or double chaise-longue. You will find an electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, TV with Sky. One beach towel per person (from 3 years of age) is available for use free of charge, changed daily. To make your holiday even more exclusive, if you stay in a suite, the 'La Brezza' restaurant is included (open from 22/06 to 06/09).. Both Ground Floor Suites and Balcony Suites are available, the latter are located on the first floor and have a lovely balcony.

##### Dog Rooms

If you are holidaying with your four-legged friend, Classic Dog Rooms are available on the ground floor, with private fenced garden with kennel and bowl, to make you feel at home. Here, small dogs, weighing no more than 10 kg, are welcome. Please note that availability is limited, book your Dog Room now.

#### IS SERENAS BADESI RESORT

At your disposal, 363 elegant rooms in several two-storey buildings, designed to offer comfort and elegance. You can choose between Classic, Superior, Family, Junior Suite, Prestige and Single, all with Wi-Fi. Connecting rooms and accessible rooms for guests with reduced mobility are available on request.

##### Classic

Spacious rooms from 19 to 25 m<sup>2</sup>, perfect for two guests. They are equipped with air conditioning, TV, mini-bar, espresso machine and electric kettle with tea and herbal teas, safe, en-suite bathroom. In some, a cot can be added on request. You can opt for a Classic room on the ground floor (without a garden) or on the first floor, some of them with a small balcony, or for a Classic Garden room on the ground floor with a garden of 20 to 55 m<sup>2</sup>.

##### Superior

Comfortable rooms of 20 to 30 m<sup>2</sup> designed to accommodate two or three people. If you are travelling with two children aged between 0 and 3 years, we will accommodate your little ones with 1 folding cot and 1 single bed with rails (in this case the space will be a bit more snug). They are equipped with air conditioning, TV, mini-bar, espresso machine and electric kettle with tea and herbal teas, safe, en-suite bathroom. You can choose between Superior rooms on the ground floor (without garden) or on the first floor, some with a small balcony, or a Superior Garden on the ground floor with a garden of 20 to 55 m<sup>2</sup>.

##### Family

Ideal for families, these rooms of 27 to 43 m<sup>2</sup> can accommodate up to four persons (in some rooms, a fifth bed can be added). Some consist of a single area, others of two areas, and all have one en-suite bathroom. On request, we can add two cots (in this case, the space will be a bit more snug). Each room is equipped with air conditioning, TV with Sky, including kids' channels, mini-bar, espresso machine and electric kettle with tea and herbal teas, safe and 2 lovely complimentary Serenella beach towels. You can choose between Family rooms on the ground floor (without garden) or on the first floor with a small balcony, or a Family Garden on the ground floor with a garden of 20 to 55 m<sup>2</sup> to enjoy relaxing moments with your family.

##### Junior Suite

You can choose Junior Suites from 29 to 35 m<sup>2</sup>, perfect for two or three people. They comprise two interconnected rooms, a living area and sleeping area, some with a door in between, offering excellent comfort. They are equipped with air conditioning, TV with Sky channels, mini-bar, espresso coffee machine and electric kettle with tea and herbal teas, safe and bathroom. They are available on the ground floor with a lovely garden or on the first floor with an intimate balcony.

##### Prestige Double

Spacious rooms between 21 and 30 m<sup>2</sup> for two guests with the option of adding a cot. In addition to the amenities of the Classic rooms, with a Prestige Double room you can expect exclusive services to make your stay special: a private swimming pool with bar, exclusive area in the restaurant, with buffet breakfast and table service for lunch and dinner (from 22 June to 6 September), as well as dedicated reception and check-in service. In your room you will find a TV with Sky channels, open mini bar, bathrobe (from 12 years of age) and one beach towel per person from 3 years of age, changed daily. On the beach, a larger umbrella in a central position with 3 sun loungers awaits you. You can choose between rooms on the ground floor with a private garden and rooms on the first floor, some with an attractive balcony.

##### Prestige Triple

Rooms between 23 and 32 m<sup>2</sup>, perfect for accommodating two or three guests. By choosing a Prestige Triple, you can enjoy an exclusive stay with services designed for your comfort and relaxation. In addition to the amenities of the Classic rooms, you have access to a private swimming pool with bar and, from 22 June to 6 September, a reserved area in the restaurant, where you can enjoy a buffet breakfast and lunch and dinner with table service. A dedicated reception area is there to make checking in even quicker and more discreet. In your room you will find a TV with Sky channels, open mini bar, bathrobe (from 12 years of age) and one beach towel per person from 3 years of age, changed daily. On the beach, a larger

umbrella in the central area with 3 sun loungers awaits you. You can choose between a Prestige Triple room on the ground floor and or on the first floor, some with intimate balconies.

##### Prestige Terrace

Rooms of 26 to 30 m<sup>2</sup>, ideal for two or three people. On the first floor of the central building, they offer a large furnished terrace, perfect for relaxing in the fresh air. In addition to the amenities of the Classic rooms, the Prestige Terrace rooms come with the offer of exclusive services: private swimming pool with bar, from 22 June to 6 September a dedicated area in the central restaurant, with buffet breakfast, lunch and dinner with table service, an exclusive reception area, for a quick and personalised check-in experience. In your room you will find a TV with Sky channels, open mini-bar, bathrobe (from 12 years of age) and one beach towel per person from 3 years of age, changed daily. On the beach, you will find a larger umbrella in the central area with 3 sun loungers for ultimate relaxation.

##### Prestige Family

Rooms of 30 to 40 m<sup>2</sup>, perfect for accommodating up to four guests. In addition to the amenities of the Classic rooms, these rooms offer unique services: private swimming pool with bar, reserved area in the restaurant with buffet breakfast, lunch and dinner with table service (from 22 June to 6 September), dedicated reception and check-in services. In your room you will find a TV with Sky channels, open mini-bar, bathrobe (from 12 years of age), one beach towel per person from 3 years of age, changed daily, and 2 lovely complimentary Serenella beach towels. If you book the Prestige Family room, you will have a larger umbrella on the beach in the central area with 3 sun loungers. The rooms can be on the ground floor or on the first floor, some with a cosy balcony.

##### Single Room

Welcoming rooms for solo travellers, with comfortable French size beds. Each space is designed to offer relaxation and comfort: air conditioning, TV, mini-bar, espresso machine and electric kettle with tea and herbal teas, safe, bathroom.

##### Dog Rooms

Cosy Classic, Superior or Family Dog Rooms are available on request, all on the ground floor with a private fenced garden, designed for the comfort of small four-legged friends (up to 10 kg). Each garden is equipped with dedicated kennels and bowls to make your dog feel at home. Availability is limited, so remember to reserve your Dog Room at the time of booking.

#### TORRESERENA RESORT

You will find 400 rooms ready to welcome you, all equipped with Wi-Fi and a range of amenities. The sleeping areas were renovated in 2023, while the bathrooms were redesigned in 2024. The rooms are located in 2-storey buildings and are divided into Classic, Superior, Family and Premium rooms to meet your every need. You can choose between Ground Floor rooms and Balcony rooms, which are on the first floor. Accessible rooms for guests with reduced mobility are also available.

##### Classic

Perfect for two guests, with modern and comfortable spaces. The sleeping area was renovated in 2023 and the bathrooms in 2024. In some, a cot can be added. You will find air conditioning, TV, mini-bar, safe, en-suite bathroom. Choose between Ground Floor rooms or Balcony rooms, which are situated on the first floor with a cosy balcony.

##### Superior Triple

Ideal rooms for 2 or 3 guests, with sleeping areas renovated in 2023 and bathrooms in 2024. In some, a cot can be added (the space, in this case, will be a bit more snug). You will find air conditioning, TV, mini-bar, safe, en-suite bathroom. Superior Ground Floor rooms are on the ground floor, Balcony rooms on the first floor.

##### Superior Quadruple

Rooms designed to welcome up to 4 guests.

Enjoy a newly refurbished sleeping area (2023) and brand-new bathrooms (2024) for a fresh and comfortable stay. If you're travelling with two little ones under the age of 3, we'll make sure they feel at home with a foldable cot and a single bed with safety rails. (Please note that in this case, the space will be a bit more snug). You'll find everything you need for a comfortable stay, including air conditioning, a TV, a mini-fridge, a safe, and a private bathroom. Choose between our Superior Ground Floor rooms, located on the ground level, or our Balcony rooms on the first floor, where you can relax and enjoy your own private balcony.

##### Classic Connecting

Perfect for you and your family: two connecting Classic rooms, each with its own bathroom, for total privacy, designed to accommodate up to 4 people. Each room has air conditioning, TV, mini-bar, safe. Located on the ground floor or on the first floor with balcony; choose the most comfortable solution for you.

##### Family

Spacious 30 m<sup>2</sup> rooms, perfect for 4 or 5 guests. If needed, you can ask to add one or two cots (with two cots the space will be a bit more snug). The sleeping and living areas, renovated in 2023, are not separated by doors and have a modern bathroom renovated in 2024. You will find an electric kettle for tea and herbal teas, a TV with Sky channels, including kids' channels, and 2 complimentary beach towels featuring our mascot Serenella. Treat yourself to a comfortable stay in either a Family Ground Floor room or a Family Balcony room on the first floor with balcony.

##### Premium

Located close to the resort's main services, these rooms are perfect for those seeking convenience. They are designed to accommodate 2 or 3 persons and offer modern spaces, with a sleeping area renovated in 2023 and bathroom renovated in 2024. You will find air conditioning, TV, mini-bar, safe, en-suite bathroom, electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer. One beach towel per person aged 3 and over is included and changed daily. You can choose between Premium Ground Floor and Balcony on the first floor.

##### Premium Quadruple

Cosy and perfect for 4 guests. You will find a sleeping area renovated in 2023 and bathroom renovated in 2024. They are located close to the resort's main services to make your holiday even more convenient. They have air conditioning, TV, mini-bar, safe, en-suite bathroom. You will find an electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer. One beach towel per person aged 3 and over is included, changed daily. You can choose between Premium Ground Floor and Balcony, on the first floor with a lovely balcony.

##### Dog Rooms – New for 2025

Starting from 2025, we've introduced brand-new services designed to make your furry friend's stay just as special as yours. Our Classic Dog Rooms are tailored for their comfort. Inside the room, they'll find a cosy armchair to relax on, while outside, a private, fenced garden offers freedom and safety. The garden is equipped with a deck chair and food and water bowls, creating the perfect little retreat. To ensure a warm welcome, we've set up a dedicated waiting area on arrival, where your dog can settle in and refresh. They'll also receive a Welcome Box filled with surprises! For fun and exercise, there's a special dog play park. Dogs up to 15 kg are welcome, but availability is limited, so we recommend booking in advance.

#### GRANSERENA HOTEL

Discover the comfort of our 317 rooms, renovated in 2023. Located in a 6-storey building, you can choose from Classic, Superior, Premium, Family rooms and Junior Suites, all with Wi-Fi, so you can stay connected at all times. Accessible rooms for guests with reduced mobility are also available on request.

##### Classic

These rooms are designed for two guests, with sleeping area renovated in 2023. Some have the option of adding a third bed. Each room offers air conditioning, TV, mini-bar, safe, en-suite bathroom. You can choose from several options: Classic rooms from the first to the fifth floor without a balcony; Classic Sea View, with a small balcony and stunning sea view; Classic Balcony with a small balcony.

##### Superior Triple Balcony

Spacious rooms with a small balcony, ideal for 2 or 3 guests. The sleeping area, renovated in 2023, offers all the comfort you need. If needed, we can add one or two cots (with two cots the space will be a bit more snug). They have air conditioning, TV, mini-bar, safe, en-suite bathroom. For the added luxury of an enchanting and unique sea view, you can choose the Superior Triple Sea View.

#### Superior Quadruple Balcony

Comfortable rooms for 4 guests, with private balcony and sleeping area renovated in 2023. The double bed area is separated from the single beds area by furniture, to ensure both privacy and functionality. You will find air conditioning, TV, mini-bar, safe, en-suite bathroom. For an extra touch of luxury, choose the Superior Quadruple Sea View, which benefits from a small balcony overlooking the sea.

#### Family

A 30-m<sup>2</sup> haven, perfect for families of four. They are located on the first floor without a balcony, with sleeping area renovated in 2023. They consist of two rooms with a dividing door, sharing one bathroom. In addition to the amenities offered in the Classic rooms, you will find an electric kettle with tea and herbal teas, TV with Sky channels (during the summer season), including kids' channels, and 2 complimentary Serenella beach towels. A treat for the whole family.

#### Premium Triple Sea View

A room with a unique view suitable for 2 or 3 guests, on the third, fourth or fifth floor. The small balcony overlooks the sea and the sleeping area was renovated in 2023. If needed, we can add two cots (the space, in this case, will be a bit more snug). In addition to the amenities of the Classic rooms, you will find an electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, free rental of one beach towel per person, from 3 years of age, changed daily.

#### Premium Quadruple Sea View

Rooms for 4 guests with a wonderful sea view from the balcony. The entire sleeping area was renovated in 2023 and the double bed and single beds are separated by furniture for enhanced privacy. In addition to the amenities included in the Classic rooms, you will find a number of additional amenities: an electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, free rental of one beach towel per person, from 3 years of age, changed daily.

#### Junior Suite Balcony

Spacious and bright, from 41-45 m<sup>2</sup>, perfect for 4 guests, with the option of adding a cot. Renovated in 2023, they are on the top floor (the top floor is not served by a lift) and consist of a living area with a double sofa bed and small sofa and a sleeping area with a double bed. The two areas are separated by furniture. The suite enjoys a large bathroom and large balcony for ultimate relaxation. In addition to the amenities included in the Classic rooms, they offer an electric kettle with tea and herbal teas, espresso machine, TV with Sky (available during the summer season), mini-bar with water, 2 soft drinks and beer, free rental of one beach towel per person, from 3 years of age, changed daily.

#### Junior Suite Sea View

Discover these 45 m<sup>2</sup> suites, perfect for 4 guests, renovated in 2023, with the option of adding a cot. Located on the top floor (the top floor is not served by a lift), with a large balcony offering a breathtaking sea view. They enjoy a living area with a double sofa bed and small sofa and a sleeping area with a double bed. The two areas are separated by furniture. In addition to the amenities included in the Classic rooms, you will find an electric kettle with tea and herbal teas, espresso machine, TV with Sky (available during the summer season), mini-bar with water, 2 soft drinks and beer, free rental of one beach towel per person, from 3 years of age, changed daily.

#### SIBARI GREEN RESORT

The resort offers 460 rooms in several two-storey buildings in a quiet location, 200 to 700 m from the sea. You can choose between Classic, Superior, Family and Premium. For nature-lovers, there are rooms on the ground floor with their own garden. Or, if you prefer the first floor, a private balcony awaits you. Connecting rooms, perfect for families, and accessible rooms for guests with reduced mobility are available on request.

#### Classic Garden

Rooms perfect for 2 guests, with the option of adding a sofa bed or cot in some. You will find various amenities: air conditioning, TV, mini-bar, safe, en-suite bathroom. Located on the ground floor, they open onto a garden and are also available with an accessible bathroom for guests with reduced mobility.

#### Classic Balcony

A cosy space to accommodate 2 persons, with the option of adding a cot. They have air conditioning, TV, mini-bar, safe, en-suite bathroom. They are on the first floor and enjoy a lovely balcony.

#### Superior

A cosy space for 2 or 3 guests, accommodating the third guest in a comfortable single sofa bed. They have air conditioning, TV, mini-bar, safe, en-suite bathroom. You can choose between Superior Garden with a garden and Superior Balcony, with an intimate balcony on the first floor.

#### Superior Quadruple

Perfect for 4 guests, accommodating the fourth guest in a single sofa bed. For your comfort, you will find air conditioning, TV, mini-bar, safe, en-suite bathroom. Superior Quadruple Balcony rooms are on the first floor and enjoy a lovely balcony, Superior Ground floor rooms are on the ground floor, some with an accessible bathroom for guests with reduced mobility. All 700 m from the sea, in the hall area.

#### Superior Quintuple

Designed for families or groups of 4 or 5 persons, you also have the option of adding one or two cots (with two cots the space will be a bit more snug). The two rooms, separated by a door, provide the privacy you need. They have an area with two single beds, a double room with a single sofa bed and a bathroom. You will find air conditioning, TV, mini-bar, safe. You can choose between a Superior Quintuple Balcony room on the first floor with a lovely balcony or a Superior Quintuple Ground Floor room. All are in the hall area, 700 m from the sea.

#### Family Ground Floor

They are ideal for 4 or 5 guests, but you can also request the addition of a sixth bed or one or two cots (with two cots the space will be a bit more snug). They have two rooms separated by a door: an area with two single beds, a double room with a single sofa bed and a bathroom. They offer air conditioning, TV with Sky, including kids' channels, mini-bar, electric kettle with tea and herbal teas, safe and 2 complimentary Serenella beach towels for the little ones. They are all located on the ground floor, in the hall area, 700 m from the sea.

#### Premium Double

A haven for two, with the option of adding a cot, located in the central area of the resort. Here everything is designed with your relaxation in mind: in addition to the amenities included in the Classic rooms, you will find an electric kettle with tea and herbal teas, espresso machine, Wi-Fi, mini-bar with water, 2 soft drinks and beer, and free rental of one beach towel per person, from 3 years of age, changed daily. You can choose between a Premium Double on the ground floor or a first-floor room with balcony.

#### Premium Triple

Ideal for 2 or 3 guests, accommodating the third guest in a single sofa bed, and with the option of adding a cot. They are conveniently located in the centre of the resort. In addition to the amenities included in the Classic rooms, they offer an electric kettle with tea and herbal teas, espresso machine, Wi-Fi, mini-bar with water, 2 soft drinks and beer, free rental of one beach towel per person, from 3 years of age, changed daily. Premium Triple rooms are available on the ground floor or on the first floor with balcony.

#### Premium Quadruple

Designed for 3 or 4 guests, accommodating the fourth guest in a single sofa bed. Located in the central area of the resort, they offer comfort and relaxation. In addition to the amenities included in the Classic rooms, they offer an electric kettle with tea and herbal teas, espresso machine, Wi-Fi, mini-bar with water, 2 soft drinks and beer, and free rental of one beach towel per person, from 3 years of age, changed daily. You can choose between a Premium Quadruple room on the ground floor or on the first floor with a balcony.

#### Dog Rooms

If you are travelling with your four-legged friend, our Classic Dog Rooms are ready to welcome you. Located on the ground floor, with a fenced garden where your pet can move freely and safely. You will find a kennel and bowls for food and water. Small dogs of up to 10 kg are welcome. Availability is limited, so book early.

#### SERENUSA RESORT

494 rooms, all carefully renovated in 2023 and bathrooms upgraded in 2024, for maximum comfort. Split between two- and three-storey buildings, they are only 300 m from the sea. You can choose between Classic, Superior, Family, Premium and Connecting, all with Wi-Fi. If you want your own private corner

surrounded by greenery, the rooms on the ground floor benefit from a garden. On the first and second floors, on the other hand, you can relax on a private balcony. We also have rooms suitable for guests with reduced mobility.

#### Classic

Cosy rooms for 2 guests, with sleeping area renovated in 2023 and bathroom renovated in 2024. In some, a single sofa bed can be added to accommodate a third guest. You will find air conditioning, TV, mini-bar, safe, en-suite bathroom. Choose between Classic Garden on the ground floor with garden or Classic Balcony on the first or second floor with balcony.

#### Superior

More space to relax. Rooms for 3 guests, with the option of adding a single sofa bed to accommodate a fourth. If you are travelling with two children aged between 0 and 3 years, we will accommodate your little ones with 1 folding cot and 1 single bed with rails (in this case the space will be a bit more snug). The sleeping areas were renovated in 2023 and the bathrooms in 2024. They are equipped with air conditioning, TV, mini-bar, safe and en-suite bathroom for a relaxing holiday. Choose between Superior Garden on the ground floor with garden or Superior Balcony on the first or second floor with balcony.

#### Superior Quadruple

Rooms for 4 guests to help you holiday in style, with sleeping area renovated in 2023 and bathroom in 2024. They have two rooms separated by furniture and, if you need it, we can add two cots (the space, in this case, will be a bit more snug). They have air conditioning, TV, mini-bar, safe, bathroom. You can choose between a Superior Quadruple Garden on the ground floor with a garden and Superior Quadruple Balcony on the first or second floor with a lovely balcony.

#### Family

For a carefree family holiday. Rooms for 4 guests, with two rooms separated by furniture. On request, we can add two cots (in this case, the space will be a bit more snug). They have air conditioning, TV with Sky, including kids' channels, mini-bar, electric kettle with tea and herbal teas, safe and 2 complimentary Serenella beach towels for the little ones. Choose between Family Garden, on the ground floor with garden, or Family Balcony, on the first floor with balcony.

#### Connecting Balcony

A perfect option for groups and large families. Two connecting rooms for 5 or 6 guests, with sleeping area renovated in 2023 and bathroom renovated in 2024, each with its own bathroom. A double room with an additional single sofa bed, connecting with a triple room. They offer air conditioning, TV, mini-bar, safe and are on the first or second floor with balcony.

#### Premium

Tailor-made comfort. Rooms for 2 guests, with the option of accommodating a third guest in a single sofa bed, with sleeping area renovated in 2023 and bathroom renovated in 2024. In addition to the amenities of the Classic rooms, you will find an electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, free rental of one beach towel per person, from 3 years of age, changed daily. You can choose between Premium Garden on the ground floor with a garden, Premium Balcony on the first or second floor with a small balcony, and Premium Sea View on the first or second floor with a small balcony overlooking the sea.

#### Premium Triple

Elegance and space for 3 guests, with the option of adding a single sofa bed to accommodate a fourth. If you are travelling with two children aged between 0 and 3 years, we will accommodate your little ones with 1 folding cot and 1 single bed with rails (in this case the space will be a bit more snug). The sleeping areas were renovated in 2023 and bathrooms in 2024. In addition to the amenities offered by the Classic rooms, they have an electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, and free rental of one beach towel per person (from 3 years of age), changed daily. Choose between Premium Triple Garden on the ground floor with a lovely garden, Premium Triple Balcony on the first floor with a small balcony, and Premium Triple Sea View on the first or second floor with a small balcony overlooking the sea.

#### Premium Quadruple Sea View Room

Perfect rooms for 4 guests, with sleeping area renovated in 2023 and bathroom renovated in 2024, consisting of two rooms separated by furniture. In addition to the amenities included in the Classic rooms, they offer an electric kettle with tea and herbal teas, espresso coffee machine, Wi-Fi, mini-bar with water, 2 soft drinks and beer, and free rental of one beach towel per person (from 3 years of age), changed daily. You can also enjoy the sea view from your balcony on the first floor.

#### Dog Rooms

If you are travelling with your four-legged friend, our Classic Dog Rooms are ready to welcome you. Located on the ground floor, with a fenced garden where your pet can move freely and safely. You will find a kennel and bowls for food and water. Small dogs of up to 10 kg are welcome. Availability is limited, so book early.

#### SERENÈ RESORT

Imagine the warmth of a comfortable room, renovated between 2023 and 2024, designed to pamper you and make you feel at home. This what you'll find in our 484 rooms at the Serenè Resort. Located in two-storey buildings, very close to the sea (300 m), they are divided into Classic, Superior, Family and Premium rooms, all with Wi-Fi. You can choose between a room with private garden on the ground floor or with an intimate balcony on the first floor. If you are travelling with family or friends, you can request Connecting rooms, and for guests with reduced mobility, we have rooms with spaces designed just for you.

#### Classic Garden

A small oasis of peace on the ground floor, with your very own garden. Perfect for two guests, with the option to add a single sofa bed or folding ottoman bed. In your room you will find air conditioning, TV, mini-bar, safe and a bathroom renovated in 2024. Connecting Classic Garden rooms or accessible rooms for guests with reduced mobility can be booked on request.

#### Classic Balcony

A cosy haven on the first floor, with your own private intimate balcony. Ideal for two guests, with the option to add a single sofa bed. The sleeping areas were renovated in 2023 and bathrooms in 2024. They offer air conditioning, TV, mini-bar, safe, bathroom. They are also available as connecting rooms.

#### Superior

Enjoy some extra space on your holiday. Rooms perfect for two or three guests, thanks to the extra accommodation of a sofa bed. A folding ottoman bed can be requested in some to accommodate a fourth guest. The sleeping areas were renovated in 2023 and bathrooms in 2024. They offer air conditioning, TV, mini-bar, safe, bathroom. The Superior Garden rooms on the ground floor enjoy a lovely garden and the Superior Balcony rooms on the first floor benefit from a small balcony.

#### Superior Quadruple

Perfect for a family or small group. These rooms are designed to accommodate 4 guests, with the double bed and the two single beds separated by furniture to ensure privacy. If you are travelling with two children aged between 0 and 3 years, we will accommodate your little ones with 1 folding cot and 1 single bed with rails (in this case the space will be a bit more snug). The sleeping areas were renovated in 2023 and bathrooms in 2024, and the rooms benefit from air conditioning, TV, mini-bar, safe, bathroom. You can choose between Superior Quadruple Garden on the ground floor with garden and Superior Quadruple Balcony on the first floor with balcony.

#### Classic Connecting

Two connecting rooms to accommodate up to 5 persons, each with its own bathroom. One of the rooms has a folding ottoman bed. The sleeping areas were renovated in 2023 and bathrooms in 2024, and the rooms offer a number of amenities: air conditioning, TV, mini-bar, safe, en-suite bathroom.

#### Family Garden

A unique retreat for families or groups of up to 4 people, with the double bed and two single beds separated by furniture. If you are travelling with two children aged between 0 and 3 years, we will accommodate your little ones with 1 folding cot and 1 single bed with rails (in this case the space will be a bit more snug). With sleeping areas renovated in 2023 and bathrooms renovated in 2024, these rooms enjoy a private garden and extra amenities to make your stay unique. In addition to the amenities of the Classic rooms, they offer an electric kettle with tea and herbal teas, TV with Sky, including kids' channels, and 2 complimentary personalised Serenella beach towels for the little ones.

#### Premium

Elegant rooms for 2 or 3 guests, accommodating the third guest in a single sofa bed. The sleeping area was renovated in 2023 and the bathroom in 2024. In addition to the amenities of the Classic rooms, you will find an electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, and free rental of one beach towel per person (from 3 years of age), changed daily. You can choose between Premium Garden on the ground floor with a garden and Premium Balcony on the first floor with a balcony.

#### **Premium Family**

If you are travelling with your family, you will find everything you need here: a room for 4 guests with the double bed and two single beds divided by furniture, with a sleeping area renovated in 2023 and bathroom renovated in 2024. In addition to the amenities of the Classic rooms, they have an electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, TV with Sky, including kids' channels, free rental of one beach towel per person (from 3 years of age), changed daily, and 2 complimentary personalised Serenella beach towels. If you choose a Premium Family Garden on the ground floor you will have a garden to yourself, while with the Premium Family Balcony on the first floor you will benefit from access to a lovely cosy balcony.

#### **Dog Rooms**

If you are travelling with your four-legged friend, our Classic Dog Rooms are ready to welcome you. Located on the ground floor, with a fenced garden where your pet can move freely and safely. You will find a kennel and bowls for food and water. Small dogs of up to 10 kg are welcome. Availability is limited, so book early.

### **SERENA MAJESTIC HOTEL RESIDENCE**

At the Serena Majestic Hotel Residence we want to offer you unique experiences. We have 271 hotel rooms renovated in 2024 and 168 self-catering residences with a new, fresh design, directly by the sea. If you wish to stay in the hotel, you can choose between Classic, Superior, Premium, Junior Suite and Classic Family Suite, and accessible rooms for guests with reduced mobility are available on request. Enjoy your holiday in complete relaxation, just a stone's throw from the sea.

### **HOTEL ROOMS**

#### **Classic**

A cosy haven for two guests, with sleeping area renovated in 2024 and the option of adding a sofa bed or cot. They are also available with accessible bathrooms. You will find air conditioning, Wi-Fi, TV with Sky, mini-bar, safe, bathroom. You can also choose a Sea View room, with a balcony overlooking the sea.

#### **Classic Triple**

Ideal for small groups or families. These rooms accommodate up to three guests, with a double bed and a single sofa bed or sleeper chair bed, with sleeping areas renovated in 2024. In some, a further sleeper chair bed can be added to accommodate a fourth guest. They offer air conditioning, Wi-Fi, TV with Sky, mini-bar, safe, bathroom. You can also choose the Sea View option, to enjoy a beautiful sea view.

#### **Classic Quadruple**

Designed for families or groups of friends, these rooms accommodate up to 4 people. The sleeping areas were renovated in 2024. They have a double bed and a sofa bed that sleeps 2. They benefit from air conditioning, Wi-Fi, TV with Sky, mini-bar, safe, bathroom.

#### **Classic Connecting**

Two connecting rooms, each with its own en-suite bathroom, ideal for up to 5 guests. They offer air conditioning, Wi-Fi, TV with Sky, mini-bar, safe, bathroom.

#### **Superior**

Located in the Ponente building, these rooms are designed for 2 guests. The sleeping area and bathrooms were renovated in 2024. They offer various amenities: air conditioning, Wi-Fi, TV, mini-bar, safe, bathroom.

#### **Superior Triple**

Rooms ideal for 3 guests, with double bed and single bed. The sleeping area and bathroom were renovated in 2024. They are equipped with air conditioning, Wi-Fi, TV, mini-bar, safe and bathroom, for an enjoyable and relaxing stay.

#### **Superior Quadruple**

Spacious and comfortable, these rooms accommodate up to 4 people, with a double bed and 2 single beds. In some, a single sofa bed can be added to accommodate a fifth guest. The sleeping area and bathrooms were renovated in 2024. They benefit from air conditioning, Wi-Fi, TV, mini-bar, safe, bathroom.

#### **Superior Quadruple Terrace**

If you are looking for outdoor space, this room with a large terrace is the perfect choice. Ideal for four people, with a double bed and two single beds or bunk beds, with sleeping area and bathrooms renovated in 2024. In some, a single sofa bed can be requested to accommodate a fifth guest. You will find air conditioning, Wi-Fi, TV, mini-bar, safe, bathroom and large terrace.

#### **Premium**

If you want an experience to remember, these rooms are the ideal choice. They are for 2 or 3 guests, on the fifth, sixth and seventh floors, with a double bed and a single sofa bed. The sleeping area was renovated in 2024. In addition to the amenities of the Classic rooms, you will also find an electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, Wi-Fi, TV with Sky, and free rental of one beach towel per person (from 3 years of age), changed daily.

#### **Junior Suite**

Elegant suites fully renovated in 2024. Ideal for 4 or 5 guests, accommodating the fifth guest in a single sofa bed. They have a living area, a sleeping area with double bed and a separate sleeping area with two single beds. In addition to the amenities of the Classic rooms, you will find an electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, and free rental of one beach towel per person (from 3 years of age), changed daily. You can also choose a Junior Suite Terrace, which has a large terrace.

#### **Classic Family Suite**

The perfect choice for maximum comfort. Spacious suites for 3 to 5 guests, with living and sleeping areas renovated in 2024. The living area has a double sofa bed (in some, an additional folding ottoman bed can be requested), the bedroom has a double bed and there are two bathrooms. These rooms benefit from lots of thoughtful details to make you feel pampered: in addition to the amenities of the Classic rooms, you will also find an electric kettle with tea and herbal tea, espresso machine, open mini bar with water, 2 soft drinks and beer, TV with Sky, and free rental of a beach towel per person (from 3 years), changed daily.

### **SELF-CATERING RESIDENCES**

#### **Studio 2**

A perfect haven for two. A cosy studio apartment with a renewed design in 2024, with a living area with a double bed and the option to add a single sofa bed. It benefits from a kitchenette where you can prepare your own meals. You can also choose the **Studio 2** with a large terrace or the **Studio 2 Sea View**, with a balcony and beautiful sea view.

#### **Studio 3**

Space and versatility for 2 or 3 guests, with a renewed design in 2024. These studio apartments have a sleeping area with double bed separated from the living area by elegant furniture. The living area has a single sofa bed and kitchenette. In some you can request an extra bed. If needed, you can also request an accessible bathroom for guests with reduced mobility. If you don't want to miss out on the sea, you can book a **Studio 3 Sea View** or a **Studio 3** with a large sea view terrace.

#### **Studio 4**

Lovely studio apartments with a renewed design in 2024, with living area with double bed and bunk bed or sofa bed for 2 persons. You will also find a kitchenette, giving you complete freedom on your holiday. You can also choose a **Studio 4** with terrace, **Studio 4 Sea View** with sea view or **Studio 4** with Sea View Terrace.

#### **Two-room apartment**

A two-room apartment for up to four guests, with a renewed design in 2024, with a comfortable double bedroom and a living area with sofa bed for two. The kitchenette allows you to enjoy your holiday with

complete independence. You can also choose a two-room apartment with a terrace, to make unforgettable memories outdoors.

### **KALIDRIA HOTEL & THALASSO SPA**

At the Kalidria Hotel & Thalasso SPA, every detail is designed to surprise you. Our 110 rooms, suites and Ecolodge, all surrounded by nature, are ready to welcome you with stylish spaces and an enchanting view of the pine forest.

#### **Classic**

Our comfortable and spacious Classic rooms, measuring 30 m<sup>2</sup>, are located on the second floor and enjoy two French beds or a double bed. The beautifully furnished private terrace overlooks the pine forest, for a feeling of complete serenity. You will find air conditioning, TV with Sky, Wi-Fi, safe, mini-bar, capsule coffee machine, electric kettle with selection of teas and herbal teas. When you want to relax, you can visit the outdoor Thalasso Oasis with jacuzzis and solarium, or head to the beach where an umbrella with two sun loungers (not assigned) awaits you.

#### **Superior**

The elegant Superior rooms offer 37 m<sup>2</sup> of comfort. Located on the first floor, they have two French beds, with the option to add a cot or a single sofa bed. Breathe in the peace and quiet of the surrounding nature on your private furnished terrace. You will find air conditioning, TV with Sky, Wi-Fi, safe, mini-bar, capsule coffee machine, electric kettle with selection of teas and herbal teas. On the beach you will benefit from Superior accommodation, with your own beach umbrella (not assigned) and two sun loungers. If you want to relax outdoors, the outdoor Thalasso Oasis with jacuzzis and solarium is at your disposal. If you stay for more than three days, one access per person is included in our wonderful SPA, with sauna, Turkish bath and Aquatonic seawater route, for the ultimate wellness experience.

#### **Ecolodge Suite**

Our Ecolodge suites offer complete immersion in nature. They are 50-m<sup>2</sup> independent lodges located 150 m from the hotel. They enjoy an outdoor patio furnished with table and chairs where you can enjoy the peace of the surrounding pine forest. A place to feel close to nature, but with the added bonus of a full range of amenities: air conditioning, TV with Sky, Wi-fi, mini-bar, kettle with teas and herbal teas, coffee machine, safe. You can choose between an open-plan studio apartment with living area, TV, double sofa bed and sleeping area with double bed; or a 2-room apartment comprising a bedroom with 2 French beds, room with living space with 2 single beds (dormeuse-style), and two TVs. Both types have 2 bathrooms (one with only a washbasin and whirlpool bath). You can also enjoy the use of two adult-sized bicycles and, at the beach, Premium accommodation with a beach umbrella in the first row (not assigned) and two sun loungers. One access per person to our wonderful SPA, with sauna, Turkish bath and Aquatonic Seawater route is included in your stay, for a full wellness experience. Whenever you wish, you can relax in the outdoor Thalasso Oasis with jacuzzis and solarium.

#### **Suite**

Exclusiveness at its finest. Our suites, with over 60 m<sup>2</sup> of floor space, are located on the second floor and offer you the benefit of large separate rooms: a double bedroom with walk-in wardrobe, a living area with double sofa bed, and a generous bathroom. They all have a large furnished terrace overlooking the pine forest. In your room you will find a selection of sweet and savoury snacks and an exclusive complimentary toiletry set with body milk, shower gel, conditioner and hand cream.

The suite comes with Premium beach accommodation, with an umbrella in the first row (not assigned) and two sun loungers. Every day you can experience true wellness in our SPA, where you can enjoy the sauna, Turkish bath and Aquatonic Seawater route. If you love relaxing in nature, you can try our outdoor Thalasso Oasis, with jacuzzis and solarium.

#### **Albachiara Suite**

A name that evokes one of the best-loved Italian songs of all time and represents our excellence in hospitality: the Albachiara suite. 100 m<sup>2</sup> of pure elegance, with a large lounge area, a bedroom with two French beds, a writing nook and a convenient walk-in wardrobe. The sophisticated bathroom is split into two areas; there is also a large furnished terrace with a view of the pine forest to allow you to soak up the tranquillity of Ethra Reserve. In your room you will find a selection of sweet or savoury snacks and an exclusive complimentary toiletry set with body milk, shower gel, conditioner and hand cream, along with a Gerard's cosmetics gift with sunscreen. For your entire stay you will have 2 e-bikes at your disposal to explore the enchanting Ethra Reserve on your own.

Your stay in the Albachiara Suite includes exclusive accommodation at Ethra Beach Club: a double Bali bed with soft mattresses awaits you for privacy and comfort. Every day you can experience true wellness in our SPA, where you can enjoy the sauna, Turkish bath and Aquatonic Seawater route. During your stay, we have a real treat for you: a 30-minute body massage to choose from our extensive treatment menu. If you love to relax surrounded by nature, our outdoor Thalasso Oasis with jacuzzis and solarium is just what you're looking for.

#### **Dog Rooms**

If you are travelling with your dog, our Classic and Superior rooms are ready to welcome you. Dogs can stay on the balcony, where they can move freely and safely. You will find a kennel and bowls for food and water. Small dogs of up to 10 kg are welcome. Availability is limited, so book early.

### **ALBORÈA ECOLOGE RESORT**

Our Ecolodges, independent and nestled in the pine forest, are the perfect retreat. 50 m<sup>2</sup> of comfort, all on one floor, with a private, furnished patio filled with the scent of pine trees. There are 119 Ecolodges, divided into Suites and Junior Suites. In some you will also find a kitchenette with stovetop and sink. All of them offer the enchanting experience of getting close to nature.

#### **Ecolodge Junior Suite**

A large, welcoming open space awaits you. The lounge, double sofa bed and sleeping area with double bed create a fluid and relaxing space. On request, we can add two cots (in this case, the space will be a bit more snug). The two bathrooms, one with a washbasin and whirlpool bath, are designed for your comfort. They also benefit from air conditioning, TV with Sky, Wi-Fi, telephone, mini-bar, coffee machine and a safe to ensure an unforgettable stay.

#### **Ecolodge Suite**

Relaxation and privacy in our Ecolodge Suites. 50 m<sup>2</sup> divided into two rooms separated by a door: a comfortable double bedroom with two French beds and a lovely room with a sitting area and two single beds. On request, we can add two cots (in this case, the space will be a bit more snug). They offer two TVs with Sky and two bathrooms (one with only a washbasin and whirlpool bath). You will find air conditioning, Wi-Fi, telephone, mini-bar, coffee machine, safe. If required, we also have accessible Ecolodge Suites for guests with reduced mobility.

#### **Ecolodge Deluxe Junior Suite**

If you want to be close to nature without sacrificing comfort, choose an Ecolodge Deluxe Junior Suite. Their proximity to the main services make them particularly convenient. They enjoy a large open space with living room, double sofa bed and a sleeping area with double bed. On request, we can add two cots (in this case, the space will be a bit more snug). They offer TVs, two bathrooms (one of which has only a washbasin and whirlpool bath). Plus, you'll find 2 adult bikes to explore the surroundings, electric kettle with tea and herbal teas, as well as Premium beach accommodation. If you're dreaming of relaxation, the outdoor Thalasso Oasis with jacuzzis and solarium is at your disposal.

#### **Ecolodge Deluxe Suite**

Separate spaces for your relaxation: a double room with two French beds and a small living room with two single beds. Some can accommodate up to five people, with the fifth sleeping in comfortable ottomans. On request, we can add two cots (in this case, the space will be a bit more snug). Two TVs, two bathrooms (one with only a washbasin and whirlpool bath). Their proximity to the main services makes them particularly convenient. Plus, air conditioning, 2 adult bikes to explore the surroundings, electric kettle with tea and herbal teas, premium beach accommodation and access to the outdoor Thalasso Oasis with jacuzzis and solarium, for a relaxing experience surrounded by lush greenery.

#### **Dog Rooms**

If you are travelling with your dog, our Ecolodges are ready to welcome you. Dogs can stay in the garden of your own Lodge, in a fenced and dedicated area where they can move around freely and safely. You will find a kennel and bowls for food and water. Small dogs of up to 10 kg are welcome. Availability is limited, so book early.

#### VALENTINO RESORT

Our 351 rooms are designed to provide you with a full range of amenities. Distributed among a number of 3-storey buildings, you can choose between Suite, Junior Suite, Family, Superior and Classic. Rooms for guests with reduced mobility are also available on request.

##### Junior Suite Garden

Situated around the Valentino pool, these 41 m<sup>2</sup> suites are ideal for 3 or 4 guests, with the option of adding a cot. They consist of a sleeping area with double bed, bedroom with single bed and living area with single sofa bed (the sleeping area and living area are not separated by a door), and bathroom. They offer air conditioning, TV with Sky, Wi-Fi, safe, electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, and free rental of one beach towel per person (from 3 years), changed daily. Situated on the ground floor, they benefit from a patio and garden to enjoy the fresh air from the comfort of your room.

##### Suite

Situated around the Valentino pool, they measure 29 m<sup>2</sup> and are perfect for 2 or 3 guests, with the option of adding a cot. You can enjoy separate spaces thanks to the door connecting the double bedroom with the living area with single sofa bed and en-suite bathroom. You will find air conditioning, TV, Wi-Fi, safe, electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, and free rental of one beach towel per person (from 3 years), changed daily. You can choose between a Suite Balcony on the second floor with a balcony, Suite Pool View on the second floor with a balcony overlooking the pool, Suite Terrace Pool View on the second floor with a large corner terrace overlooking the pool, furnished with a parasol, table and 2 sun loungers.

##### Deluxe Suite

For even more space, our Deluxe Suites, located around the Valentino pool and measuring 40-41 m<sup>2</sup>, are the perfect solution. They accommodate 3 to 5 persons and consist of a sleeping area with double bed and a bedroom with bunk bed. In the living area there is a single sofa bed. They have plenty of amenities to ensure your full comfort: air conditioning, TV, Wi-Fi, safe, electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, and free rental of one beach towel per person (from 3 years), changed daily. You can choose between a Deluxe Suite Garden on the ground floor with patio and garden, Deluxe Suite Balcony on the first floor with balcony, Deluxe Suite Pool View on the first floor with balcony with pool view, and Deluxe Suite Terrace Pool View on the first floor with large terrace with pool view furnished with a parasol, table and 2 sun loungers.

##### Deluxe Family Suite Garden

These suites are located in the central courtyard building around the Valentino pool, offering 54 m<sup>2</sup> of space and accommodating 4 to 6 guests. You can also ask to add one or two cots (with two cots the space will be a bit more snug). They consist of a sleeping area with double bedroom, a bedroom with a bunk bed and a bedroom with a single bed; a living area with a single sofa bed; 2 bathrooms (one of which with the full set of bathroom fixtures). You will find air conditioning, TV, Wi-Fi, safe, electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, and free rental of one beach towel per person (from 3 years), changed daily. They are all on the ground floor and enjoy large outdoor spaces: patio and large L-shaped garden.

##### Superior Triple

Perfect for 3 guests. A cot can be added in some. If you are travelling with two children aged between 0 and 3 years, we will accommodate your little ones with 1 folding cot and 1 single bed with rails (in this case the space will be a bit more snug). They are about 250 m from Piazza Ethra and offer a double bed and a single bed, air conditioning, TV, mini-bar, safe, bathroom. You can choose between a Superior on the ground floor with patio or on the first and second floor with balcony. If you have a small dog with you, we also have Superior Dog rooms; if you have reduced mobility, we have accessible Superior suites.

##### Superior Family

Perfect for accommodating up to 4 guests, our Superior Family suites are designed to pamper the whole family. Located in buildings just 250 m from Piazza Ethra, they offer everything you need for an unforgettable stay. They consist of a sleeping area with double bedroom, bedroom with two single beds and a living area with a single sofa bed, and you can ask to add one or two cots (with two cots the space will be a bit more snug). They offer air conditioning, TV with Sky, including kids' channels, mini-bar, electric kettle with tea and herbal teas, safe and 2 complimentary Serenella beach towels for the little ones. You can choose between rooms on the ground floor with a private patio perfect for relaxing in the open air or rooms on the upper floors with a balcony, perfect for admiring your surroundings.

##### Family Suite

Imagine a place where every member of your family has their own space, a 78-m<sup>2</sup> haven ideal for accommodating 4 to 8 guests. Our Family Suites, located just 250 m from Piazza Ethra, offer you all the comfort and privacy you need. They consist of a large living area with 2 single sofa beds, two double bedrooms, one bedroom with 2 single beds, 2 bathrooms. If needed, you can also ask to add one or two cots (with two cots the space will be a bit more snug). Plus, air conditioning, TV with Sky, including kids' channels, mini-bar, safe, electric kettle with tea and herbal teas, and 2 complimentary beach towels of our mascot Serenella for the little ones. They are on the ground floor, with a large private patio where you can relax in the open air.

##### Classic Triple

Our Classic Triples offer outstanding comfort in a practical and relaxing environment. Ideal for 2 or 3 guests, with the option of adding a cot, these rooms are located within 400 m from Piazza Ethra. They offer a room with double bed and single bed, air conditioning, TV, mini-bar, safe, bathroom. You can choose a suite on the ground floor with a patio, on the first and second floors with a balcony, or, if you're travelling with your dog, one of our Dog Rooms. Accessible options for guests with reduced mobility are also available.

##### Classic Quadruple

Our Classic Quadruple Rooms, perfect for up to 4 people, are ideal for those seeking space and comfort in a comfortable atmosphere. If needed, you can also ask to add one or two cots (with two cots the space will be a bit more snug). Located within 400 m from Piazza Ethra, they offer both comfort and tranquillity. They consist of two rooms separated by a door: a double bedroom and a living area with two single beds. You will find air conditioning, TV, mini-bar, safe, bathroom. You can choose a suite on the ground floor with patio, or on the first or second floor with balcony.

##### Dog Rooms

If you are travelling with your four-legged friend, our Dog Rooms are ready to welcome you. Located on the ground floor, with a fenced garden where your pet can move freely and safely. You will find a kennel and bowls for food and water. Small dogs of up to 10 kg are welcome. Availability is limited, so book early.

#### CALANÈ RESORT

Choose from our 185 rooms, distributed among several 3-storey buildings, designed to offer you a relaxing and comfortable stay. There are various rooms available to meet the needs of all guests: Classic, Superior, Premium, Connecting and Family. The rooms on the ground floor welcome you with a comfortable private terrace, ideal for relaxing outdoors. If you prefer a room with a view, the rooms on the first and second floors offer a cosy balcony to enjoy the surrounding landscape.

For guests with reduced mobility, we provide accessible rooms on request to ensure maximum accessibility and comfort.

##### Classic

Our Classic rooms are designed to offer you your own corner of tranquillity and comfort. Perfect for two guests, some can accommodate a baby cot. Each room is equipped with air conditioning, TV, mini-bar, safe and en-suite bathroom. If you choose a room on the ground floor, you will enjoy a private terrace where you can relax, while on the first floor a small balcony awaits you to enjoy the view of the world below. Classic Pool View rooms are on the first or second floor with a balcony overlooking the pool.

##### Superior

Our Superior rooms are ideal for 2 or 3 guests, with the option of adding a cot or, in some, even bunk beds to accommodate a fourth guest. Each room is equipped with air conditioning, TV, mini-bar, safe and en-suite bathroom. You can choose a Superior on the ground floor with a small terrace, or on the first or second floor with a balcony.

#### Premium

Premium rooms, conveniently located close to the main services, accommodate 2 to 3 guests with the option of adding a cot. In addition to the amenities of the Classic rooms, you will find an electric kettle with tea and herbal teas, espresso machine, mini-bar with water, 2 soft drinks and beer, Wi-Fi, and free rental of a beach towel per person (from 3 years of age), changed daily. On the ground floor, these rooms enjoy a private terrace, while on the first and second floors, balconies await you to relax and enjoy the view. If you want a special view, the Premium Pool View rooms offer a small balcony overlooking the pool.

#### Classic Connecting

Two connecting Classic rooms, each with its own bathroom, ideal for up to 4 people, with the option of adding a cot. They offer air conditioning, TV, mini-bar, safe. They are on the first or second floor with balcony.

#### Family

The Family rooms are on the ground floor, a good 52 m<sup>2</sup> in size, and offer space and comfort for 4 or 5 guests, with the option of adding one or two cots (with two cots the space will be a bit more snug). They are split into two areas, with a double bedroom, a bedroom with two single beds and a living area with a sofa bed for maximum comfort. In addition to the amenities offered in the Classic rooms, you will find an electric kettle with tea and herbal teas, TV with Sky channels, including kids' channels, and 2 complimentary personalised Serenella beach towels for the little ones. You can also choose the Family Pool View, on the first floor, with a small balcony overlooking the pool.

#### Dog Rooms

If you are travelling with your dog, our Classic Dog Rooms are ready to welcome you. Dogs can stay on the balcony, where they can move freely and safely. You will find a kennel and bowls for food and water. Small dogs of up to 10 kg are welcome. Availability is limited, so book early.

#### EATING AND DRINKING

##### 4-STAR AND 5-STAR RESORTS ALBORÈA ECOLOGDE RESORT

###### Restaurants and Bars

At Bluserena resorts, every meal is a unique experience. Taste, variety and quality will welcome you in every restaurant. Our chefs will take you on a culinary journey to discover traditional Italian flavours, regional favourites and delicacies from around the world. Every day, they will delight you with their live cooking shows.

Each resort has a main restaurant with air-conditioned dining rooms and the Patio, a shaded outdoor area surrounded by green gardens or on a terrace. The Patio is free of charge and can be booked upon confirmation of your holiday (at the GranSerena Hotel it is available from 25 May to 6 September; at the Alborèa Ecolodge Resort must be booked locally).

In all resorts (except the Serena Majestic Hotel Residence) you have a choice of speciality restaurants in addition to the main restaurant, free of charge and open at least 6 days a week, for a different lunch or dinner every day. You can book them the day before at [www.bluserena.it/go](http://www.bluserena.it/go). The main restaurant area reserved for guests staying in Prestige rooms at Is Serenas Badesi Resort (available from 22 June to 6 September), is not available for bookings.

- at the Sibari Green Resort and the Serenusa Resort you will find the gourmet restaurant Il Gusto, with table service, and the restaurant Le Onde, with buffet service. They are open from 9 June to 6 September;
- at the Serenè Resort, Food points Il Gusto and Le Onde, both with table service, await you. They are open from 9 June to 6 September;

- at Is Serenas Badesi Resort you can book the traditional restaurant La Gaddura and the restaurant Le Onde, both with table service. They are open for bookings from 9 June to 6 September;

- at the Torreserena Resort you can discover the authentic flavours of tradition, simplicity and the warmth of home cooking in the new Trattoria, with table service, available from 09/06 to 06/09;

- at GranSerena Hotel, Il Gusto restaurant, with table service. Open from 9 June to 6 September;

- at the Valentino Resort and the Calanè Resort, for lunch you can choose the seaview restaurant Scirò, with buffet service; for dinner Pinseria Ethra, with à la carte menu, or the gourmet restaurant Il Gusto, with table service. They are open from 16 June to 14 September;

- at the Calaserena Resort you will find the gourmet restaurant Il Gusto, with table service, and the buffet restaurant Le Onde. They are open for bookings from 9 June to 6 September. If you are staying in a suite, the La Brezza restaurant, open from 22/06 to 09/09, is included in your stay free of charge (extra charge for non-suite guests);

- for guests at the Alborèa Ecolodge Resort, for dinner you can enjoy the delicious pinsa (a light and airy pizza) at the Pinseria Ethra (at the nearby Valentino Resort), with à la carte menu, or discover what's on offer at the gourmet restaurant Il Gusto, with table service, at the Calanè Resort;

- if you would prefer to have lunch with the waves lapping at your feet, you can enjoy our Sea Box, to be eaten under your beach umbrella. The Sea box is bookable subject to availability and is not available at Is Serenas Badesi Resort.

In each resort you can book our speciality restaurants free of charge online at [www.bluserena.it/go](http://www.bluserena.it/go). The speciality restaurants can be booked subject to availability.

If you are staying at the Alborèa Ecolodge Resort, the Valentino Resort or the Calanè Resort, you can enjoy a very special lunch on the beach, with delicious dishes from the Mediterranean restaurant, with table service (extra charge). It is open from 16 June to 14 September. At the Calaserena Resort you can try the innovative and sophisticated flavours of the La Brezza restaurant (for a fee if you are not staying in a suite), open from 22/06 to 09/09.

If you choose to stay in one of the residences at the Serena Majestic Hotel Residence, tasty dishes await you at the Pizzeria Gulliver (extra charge), an informal family-style restaurant renovated in 2024. It is open for lunch and dinner and also offers a takeaway service. Subject to availability.

Wherever you choose to eat, in one of our speciality restaurants or on the beach with our Sea Box, the booking will apply for the whole room and not for individual members of your group.

In case of bad weather, if you have booked the Patio or one of the speciality restaurants, you can move to the main restaurant. It is open from 1:45 p.m. for lunch and from 8:45 p.m. for dinner.

On the day of your arrival, lunch and dinner await you in one of the resort's restaurants, chosen by us for the best start to your holiday.

At any time of the day you can relax with a drink in one of our bars. At every Bluserena resort there are at least two bars, in the piazzetta and on the beach. At the Valentino Resort there are three; the GranSerena Hotel also has a Spa bar, and at the Is Serenas Badesi Resort there are four bars, including one for exclusive use by guests staying in Prestige rooms.

#### TABLE ALLOCATION AT THE MAIN RESTAURANT

##### GranSerena Hotel, Serenusa Resort, Torreserena Resort, Serenè Resort, Serena Majestic Hotel Residence:

You can choose from three different options:

- table inside, assigned to your family for your entire stay (extra charge);
- table on the Patio, a shaded area outside the main restaurant. Assigned to your family for your entire stay (free of charge);
- table in a shaded outdoor area. The table is for your family but not assigned, so it will not be the same for your entire stay (free of charge).

##### Kalidria Hotel & Thalasso SPA, Calanè Resort, Valentino Resort

In these resorts you can choose between two options:

- table inside reserved for your family (free of charge);
- table reserved for your family in the outdoor area, the Patio. You must book your table directly upon confirmation of your booking at the Calanè Resort and Valentino Resort and directly at the resort at the Kalidria Hotel & Thalasso SPA, subject to availability (free of charge).

#### Sibari Green Resort

You can choose between two different options:

- table assigned to your family daily when arriving at the restaurant, so not always the same table for your entire stay (free of charge);
- table assigned for the entire stay shared with other guests (free of charge).
- table in the shaded outdoor area, the Patio, assigned to your family for the entire stay (free of charge).

#### Alborèa Ecolodge Resort

There are two options available, both free of charge:

- table inside, reserved for your family;
- table reserved for your family in the outdoor area, the Patio. You must book your table on site, subject to availability.

#### Calaserena Resort

Several options are available for your convenience:

- table inside the main restaurant, assigned to your family for your entire stay (free of charge);
- table on the Patio, a shaded area outside the main restaurant. Assigned to your family for your entire stay (free of charge);

Only for guests staying in suites:

- assigned table at the La Brezza restaurant (open from 22 June to 9 September), with table service, included in the accommodation package.

#### Is Serenas Badesi Resort

You can choose between two different options:

- table inside, reserved for your family, subject to availability (free of charge);
- table reserved for your family in the outdoor area, the Patio, on the ground or first floor. You must book your table upon confirmation of your booking or at the resort, subject to availability (free of charge).

Only for guests in Prestige rooms from 22 June to 6 September:

- unassigned table in the main restaurant area reserved for Prestige room guests, in the indoor or outdoor area (subject to availability). Table service is included.

### TYPES OF BOARD PACKAGES

#### 4-STAR GRANSERENA HOTEL, ONLY FROM 3 APRIL TO 18 MAY 2025

**Half Board.** The half-board package welcomes you with a breakfast buffet, where you will find coffee and hot drinks served from dispensers or coffee machines, and a dinner full of tasty buffet options with live cooking shows. The house wine and microfiltered water are included.

**Full Board.** If you would like to add lunch as well, for a small supplement, the Full Board package offers a tasty lunchtime buffet as well, with the house wine and microfiltered water included.

**Other services included:** upon confirmation of your booking, you can reserve your own beach umbrella, assigned to you for the entire holiday. Two comfortable sun loungers await you, ready to provide you with relaxation and comfort (extra charge). If you'd rather not book this service, you can still enjoy our beach umbrellas subject to availability.

During the day you can relax in our thermal pool with fun water slides. And in the evening you can enjoy the musical accompaniment of our piano bar.

#### 4-STAR SERENUSA RESORT – AVAILABLE ONLY FROM 1ST TO 4TH MAY 2025

**FULL BOARD** – Our central restaurant welcomes you every day with a generous buffet breakfast, where you can enjoy coffee and hot drinks from dispensers or automatic machines using freshly ground coffee beans. At lunch and dinner, be delighted by our buffet with live cooking, featuring dishes prepared on the spot for a true taste of freshly made cuisine. During meals, you can accompany your dishes with draught wine and microfiltered water, both always included.

**By the beach** – Enjoy the sea in total freedom, where sun umbrellas and comfortable sunbeds await you for moments of pure relaxation and comfort.

**Other included services** – Spend your days unwinding in our swimming pool, complete with fun waterslides and a relaxing whirlpool. Our professional yet discreet entertainers will fill your holiday with joy and excitement, offering daytime entertainment, poolside activities, dancing, a piano bar, and evening shows.

**For sports lovers** – Take advantage of our padel courts, multi-purpose football/tennis courts, bocce courts, and an archery range with night lighting, as well as table tennis, target shooting, beach volleyball, and beach tennis. You can also keep fit in our well-equipped fitness area, featuring isotonic machines, dumbbells, a walking treadmill, spinning bikes, balance boards, and strength-training ropes.

#### 4-STAR SERENA MAJESTIC HOTEL RESIDENCE – AVAILABLE ONLY FROM 16 TO 23 MAY 2025

**BED & BREAKFAST FORMULA.** With our B&B Formula, you'll enjoy a generous buffet breakfast, featuring coffee and hot drinks served from dispensers or bean-to-cup machines.

**Additional services included.** Throughout the day, you can unwind by our swimming pool. You'll also have access to sports courts and the gym, so you can stay active even while on holiday.

#### 4-STAR RESORTS (EXCEPT IS SERENAS BADESI RESORT AND CALASERENA RESORT) AND 5-STAR RESORTS ALBORÈA ECOLOGE RESORT

**FULL BOARD.** The main restaurant welcomes you with a delicious breakfast buffet every day, where you will find coffee and hot drinks served from dispensers or coffee machines. At lunch and dinner, watch in awe as your dishes are freshly prepared in front of you by our chefs. During meals, you can enjoy the house wine and microfiltered water, for no extra charge. At the Alborèa Ecolodge Resort, on the other hand, bottled water is included and you can enjoy excellent bottled wine for a fee.

**Other restaurants at the resort.** With the exception of the Serena Majestic Hotel Residence, at our resorts you can enjoy new flavours every day. In addition to the main restaurant, they offer speciality restaurants for authentic gourmet experiences, subject to availability. With Full Board you are entitled to one access per week to each speciality restaurant in the resort.

If you stay in one of the residences at the Serena Majestic, you can purchase half board with lunch or dinner or full board. Choose your board upon confirmation of booking or at the hotel, subject to availability (the restaurant will welcome you for lunch from 13:45 and dinner from 20:45).

**Sea Box on the beach.** At lunchtime, you can enjoy your meal directly on the beach, with our Sea Box, bookable subject to availability. Please note that reservations for the Sea Box and other restaurants in the resort are for the entire room and not for individual guests.

For younger guests, full board offers **special lunches**: children in the Mini Club and Teen and Young Club, from 2 June to 6 September, can have lunch with friends, under the supervision of our activity staff. There is an extra charge for this service for guests staying in one of the self-catering residences at the Serena Majestic Hotel Residence.

**At the bars.** Microfiltered water is always available.

**Baby Kitchen.** If you have children aged 0-3, you have a dedicated kitchen in our resorts where you can prepare baby food for your little ones. It is open from 6:00 to midnight and, at main mealtimes, you will find assistance and a variety of staple foods, both to be cooked and ready-made. Find out more in the "Baby Kitchen" section.

**At the beach\*.** You can enjoy the sea in total relaxation, with a beach umbrella assigned to every room (except at the GranSerena Hotel).

\*At the Calaserena Resort, Serenè Resort, Serenusia Resort and Torreserena Resort, one beach

umbrella assigned per room with two sun loungers. In the first rows you will find larger umbrellas for greater comfort.

\*At the Serena Majestic Hotel Residence, Sibari Green Resort, Calanè Resort and Valentino Resort, one beach umbrella assigned per room with one sun lounger and one deck chair

\* At the Alborèa Ecolodge Resort you have a beach umbrella with two sun loungers and soft beach towels, available for all guests aged 3 years and over.

\* At the GranSerena Hotel, you can reserve your assigned beach umbrella with two sun loungers for your entire stay when confirming your holiday booking. There is a small extra charge for the reservation service. In the first rows you will find larger umbrellas for greater comfort. If you'd rather not book this service, you can still enjoy our beach umbrellas subject to availability.

\* The guest acknowledges and accepts that the provision of beach services by Bluserena is subject to the applicable laws on State domain concessions, which may be subject to changes beyond the control of Bluserena. Therefore, in the event of changes to said legislation, Bluserena (like all Italian hotel groups) will have to comply with the new rules.

For further details, see the section **Maritime Domain Management Directives** under Terms and Conditions of Stay, page 9.

#### 4-STAR RESORTS (EXCEPT IS SERENAS BADESI RESORT AND CALASERENA RESORT) AND 5-STAR RESORTS

##### ALBORA ECOLOGE RESORT

**EXTRA FULL BOARD - For guests who want even more.** In addition to the full-board services, you have a wide range of drinks at the **Main Bar**: coffee, soft drinks, draught beer and fruit juices served in 40 cl glasses. You can choose refreshing **syrops** and slushies, aperitif drinks, or specially selected Italian and international alcoholic beverages and spirits. From 7:30 p.m., at the Main bar, you can enjoy one of our three cocktails on offer.

**Main restaurant bar.** Always available for coffee at breakfast. At lunch and dinner it offers beer, orange soda and cola on tap in 40 cl glasses.

**Beach bar.** You can also refresh yourself at any time on the beach, where the bar offers coffee, orange soda, coca cola and draught beer in 40 cl glasses. Or sit back and relax while sipping our specially selected bitters or wines.

**Other restaurants at the resort.** In all our resorts (with the exception of Serena Majestic Hotel Residence) you can discover new special recipes every day by booking a table at the speciality restaurants (subject to availability). With the Extra Formula you are entitled to two accesses per week for each speciality restaurant in the resort.

**On the beach.** Each guest, aged 12 and over, has their own personal beach towel, with change after the first week. A small fee is charged for more frequent changes.

The Extra Full Board is valid for all members of the group or related bookings. Includes personal drinks served by the glass, available until 2:00 p.m. on the day of departure. To access services, guests just need to wear a specific wristband.

The Extra Full Board is exclusive and has limited availability. It is intended for personal use and cannot be used to offer drinks to third parties. You can cancel it at any time, and it can also be cancelled by Bluserena in the event of non-compliance, in which case the full board price will apply.

##### CALASERENA RESORT

##### SPECIAL FULL BOARD - NEW FOR 2025

Enjoy a holiday bursting with flavour with the new Special Full Board package. You can refresh yourself as often as you like with soft drinks on tap (cola, cola zero, orangeade, peach iced tea, lemon iced tea, fruit juices), lemon and mint slushies (slushies not available at the La Brezza restaurant), or refresh yourself with teas and coffee from the coffee machines.

Our **main restaurant** will greet you every day with a delicious and inviting spread. In the morning, breakfast with a tasty buffet, where you can enjoy coffee and hot drinks from dispensers or coffee machines. At lunch and dinner, watch in awe as your dishes are freshly prepared in front of you by our chefs: the very best in live cooking!

**Other restaurants at the resort.** Give in to the temptation of a different cuisine every day. At our resort, you can choose to dine at the gourmet restaurant Il Gusto or the seaside restaurant Le Onde, subject to availability. The La Brezza restaurant is free of charge for guests staying in a Suite, while it is available at an extra cost for all other guests. With the Special Full Board package, you are entitled to one visit per week to the Il Gusto and Le Onde restaurants.

Lunch and dinner for our young guests is a time for joy and sharing. Children from the Mini Club, Teen Club and Young Club, from 2 June to 6 September, can have lunch with their new holiday friends in the company of our activity staff.

**At the beach\*.** You have a beach umbrella and two sun loungers at your disposal for your entire stay.

**Baby Kitchen.** If you have children aged 0-3, our resort has a dedicated kitchen where you can prepare baby food for your little ones. It is open from 6:00 to midnight and, at main mealtimes, you will find assistance and a variety of staple foods, both to be cooked and ready-made. Find out more in the "Baby Kitchen" section.

\* The guest acknowledges and accepts that the provision of beach services by Bluserena is subject to the applicable laws on State domain concessions, which may be subject to changes beyond the control of Bluserena. Therefore, in the event of changes to said legislation, Bluserena (like all Italian hotel groups) will have to comply with the new rules.

For further details, see the section **Maritime Domain Management Directives** under Terms and Conditions of Stay, page 9.

##### ALL INCLUSIVE - NEW

Experience freedom and delight without limits. In addition to perks of Special Full Board, this package offers even more. You can enjoy unlimited drinks: espresso coffee, syrups, draught beer, wines, sparkling wines, prosecco and liqueurs from the bar (gin, rum, vodka, bitters, whiskey, brandy, grappa), cocktails, aperitifs, sandwiches and toast, aperitif snacks (excluding packaged products and premium products).

**Other resort restaurants** – With the All Inclusive New package, you are entitled to two visits per week to the Il Gusto and Le Onde restaurants. The La Brezza restaurant is free of charge for guests staying in a Suite, while it is available at an extra cost for all other guests.

**On the beach.** You will have your own beach towel, changed weekly (for all guests aged 12 years and over). A small fee is charged for more frequent changes.

The All Inclusive New package must be booked for all members of the group or any related bookings. You can enjoy personal drinks served by the glass until 2:00 p.m. on the day of departure. To enjoy these services, guests just need to wear a specific wristband. This package has limited availability and cannot be used to offer drinks to third parties. You can cancel it at any time, and it can also be cancelled by Bluserena in the event of non-compliance, in which case the Special Full Board price will apply.

##### IS SERENAS BADESI RESORT

##### FULL ALL INCLUSIVE - A carefree holiday.

At Is Serenas Badesi Resort, experience the holiday you've always dreamed of with the Full All Inclusive package. You can enjoy unlimited drinks, cocktails and snacks at all the bars (excluding pre-packaged and premium products). The sweet and savoury snacks on offer at the main bar will get your tastebuds tingling!

At the main restaurant, you can expect a breakfast buffet with coffee and hot drinks from dispensers or coffee machines; and at lunch and dinner a delicious buffet and live cooking, turning every meal into a show.

If you have chosen a Prestige room, from 20 June to 6 September, you will have a reserved area in the main restaurant, where you can enjoy a private space for your buffet breakfast and lunch and dinner with table service.

Alternatively, you can book one of our speciality restaurants to discover new flavours every day. You will have unlimited access (except for the restaurant area reserved for Prestige room guests), to be booked at [www.bluserena.it/go](http://www.bluserena.it/go). Please note that bookings for the speciality restaurants are for the whole room and not for individual guests.

Lunch and dinner for our young guests is a time for joy and sharing. Children from the Mini Club, Teen Club and Young Club, from 2 June to 6 September, can have lunch and dinner with their new holiday friends in the company of our activity staff.

**On the beach.** You have a beach umbrella and two sun loungers at your disposal for your entire stay. If you have chosen a Prestige room, larger beach umbrellas in the central area and three sun loungers await you.

**Baby Kitchen.** If you have children aged 0-3, you have a dedicated kitchen in our resorts where you can prepare baby food for your little ones. It is open from 6:00 to midnight and, at main mealtimes, you will find assistance and a variety of staple foods, both to be cooked and ready-made. Find out more in the "Baby Kitchen" section.

**Baby Kitchen.** Designed for parents with babies 0-3 years old, with cosy spaces and everything you need to prepare meals in comfort. Equipped with tables, chairs, high chairs and assistance during meals. During mealtimes, you will find vegetable and meat broths, creamy vegetable soup, baby pasta, thinly-sliced meat, fish fillets, cooked ham, dairy products, fresh fruit, fresh milk, soya milk, rice milk, lactose-free milk, yoghurt, mini jams, tea and chamomile, biscuits. No baby food jars, cheese or baby milk, either liquid or powdered, are available.

You can also heat milk and baby food, sterilise, blend and homogenise your child's food.

The Baby Kitchen is open from 06:00 to midnight. For access outside these hours, please contact the reception desk.

At the GranSerena Hotel it is available from 25 May to 6 September, at the Serena Majestic Hotel Residence it is only available for those choosing the Hotel or Residence Board formula.

#### Food intolerances and allergies

We care about your wellbeing and that of all our guests. That is why we pay special attention to the quality of our food by providing clear information on allergens for each dish on our menus. Due to their size and structure, our kitchens cannot personalise dishes to cater to specific allergies. However, you will always find a basic assortment of gluten-free, lactose-free and egg-free food in our main restaurants. We must emphasise that, due to the structural characteristics of our kitchens, we cannot guarantee the absolute absence of contamination for any type of intolerance, except in packaged foods and for the gluten-free menu at the Serenè Resort.

For guests with a gluten intolerance, the **Serenè Resort's** main restaurant offers a basic gluten-free menu suitable for coeliacs, which complies with the **Italian Coeliac Association's Alimentazione Fuori Casa (AFC)** programme, from 8 June to 6 September. At breakfast you will find gluten-free packaged products, such as assorted brioches, biscuits and rusks, as well as cold cuts. For lunch and dinner you can enjoy a menu consisting of three appetisers, two starters, two main courses, a pizza and a dessert, all gluten-free.

**At all the other resorts**, there is a tasty buffet at breakfast with naturally gluten-free food, a cold cut of the day and packaged gluten-free staples (tarts, biscuits, snacks, rusks and rice cakes). At lunch and dinner, in addition to a rich assortment of naturally gluten-free foods, we provide at least one gluten-free appetiser, one starter, one main course, one pizza and one dessert (please note that for these dishes we cannot guarantee the total absence of contamination by allergens).

For guests with lactose and egg intolerances, in addition to a generous 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 we provide at least one appetiser, one starter, one main course, one cold cut, one cheese, one pizza and one dessert free of lactose or eggs.

**In restaurants with table service**, you can enjoy a gluten-free appetiser, starter, main course and dessert on request. For guests with lactose and egg intolerances, a first course, main course and dessert free of lactose and eggs are available.

#### 5-STAR KALIDRIA HOTEL & THALASSO SPA

##### HALF BOARD

A delicious and varied breakfast buffet awaits you at the restaurant Al Kalidria, while in the evening you can enjoy an elegant dinner with table service. You can choose your table inside the restaurant or in the shaded outdoor area. Water and other drinks are available at an extra charge. If you would prefer a table in the outdoor area, you can book it directly at the hotel (subject to availability). If you're staying in a Suite, you can request an assigned table in the outdoor area for the duration of your holiday.

To get your tastebuds really tingling, you can discover the flavours on offer at the other Ethra Reserve restaurants: the gourmet restaurant Il Gusto, at the Calanè Resort, with table service; the Pineria Ethra, at the Valentino Resort, with à la carte menu.

For lunch you have ample choice between the beach and the hotel, all tasty options, subject to availability. You can choose the Mediterraneo restaurant, on the beach with table service. If you'd prefer to stick to the comfort of your beach umbrella, you can book our Sea Box, to eat on the beach or a selection of delicious snacks. At the hotel, you can also enjoy a light and tasty lunch at the Kalidria bar.

On the beach you will find your own beach umbrella with two sun loungers and soft beach towels just for you.

#### FOOD INTOLERANCES AND ALLERGIES - Kalidria Hotel & Thalasso SPA

Your wellbeing is important to us, so we always pay special attention to dietary needs. Each dish is accompanied by clear information on allergens, to help you make an informed and safe choice. Due to their size and structure, our kitchens cannot personalise dishes to suit specific allergies. However, you will always find a basic assortment of gluten-free, lactose-free and egg-free food in our main restaurant. We must emphasise that, due to the structural characteristics of our kitchens, we cannot guarantee the absolute absence of contamination for any type of intolerance, except in packaged foods.

#### SEA, BEACH AND POOLS

**Sea and Beach\* (excluding the GranSerena Hotel, Kalidria Hotel & Thalasso SPA and Alborèa Ecolodge Resort)**

At our resorts, vast, sandy, private beaches await you, where the sea welcomes you with a gently sloping sandy seabed, perfect for children. At the Calaserena Resort, Is Serenas Badesi Resort, Serenè Resort and Sibari Green Resort, the seabed slopes more rapidly, so swimming for children is ideal on days when the sea is calm.

Each room has its own assigned beach umbrella with two sun loungers on the beach; at the Sibari Green Resort, Calanè Resort, Valentino Resort and Serena Majestic Hotel Residence you will find an assigned beach umbrella with one sun lounger and one deck chair. If you would prefer a beach umbrella in the first few rows and or in the middle section, you can reserve your spot for a small extra charge.

You can relax on our beaches or try your hand at watersports. You will find pedalos (except at Calaserena Resort), canoes, sailing boats, windsurfing boards and SUP boards. At Ethra Reserve (Kalidria Hotel & Thalasso SPA, Alborèa Ecolodge Resort, Calanè Resort and Valentino Resort) and at Is Serenas Badesi Resort, you will find Wing SUP, a fun activity with a wing sail and SUP board, to help you master the wind. And if you want to try the newest thing for summer 2025, at the Serenusa Resort you can try Bodyboarding, a fun and unique surfing experience open to all. For your comfort, there are changing rooms (in the hall area at Is Serenas Badesi Resort) and showers, a bar and an information desk.

#### Sea and Beach\* GranSerena Hotel

At the GranSerena Hotel, the sandy beach slopes gently, making it ideal for children to play while the adults relax. If you want the luxury of your own beach umbrella assigned to you for your entire stay, you can reserve it upon confirmation of your booking for a small extra charge. Or, just head down to the beach to be assigned a new umbrella each day. Free of charge, subject to availability.

#### Sea and Beach\* Kalidria Hotel & Thalasso SPA and Alborèa Ecolodge Resort

The beach slopes gently into the sea, allowing you to relax while your children play or swim safely at the water's edge. To enjoy the sea, simply head down to the beach: you'll find a beach umbrella with two sun loungers, soft beach towels, and everything you need to spend your day soaking up the sun, swimming, relaxing and having fun. Beach services at Ethra Reserve are available from 26th May.

#### New for 2025: Ethra Beach Club – an exclusive oasis between sea and nature.

Starting in 2025, the seaside at Ethra Reserve becomes a truly exclusive experience. On the beach shared by Kalidria Hotel & Thalasso SPA and Alborèa Ecolodge Resort, the new **Ethra Beach Club** is born: a haven of privacy, bespoke services and natural harmony.

Sink into soft mattresses in the front two rows of beach umbrellas, or indulge in the elegance and intimacy of a spacious double Bali bed, surrounded by the freshness of plush beach towels and pampered by our exclusive services.

#### Exclusive services at Ethra Beach Club

From 16th June to 14th September, our hostess will welcome you to the beach and accompany you to your spot. Ask her for your soft beach towels.

A waiter will be dedicated to your comfort: order drinks, refreshments, snacks or refined dishes directly from the Mediterraneo restaurant menu, and enjoy everything in your own private haven of peace and relaxation.

For a truly special experience, choose one of our Bali bed options:

- **Bali Bed – Franciacorta & Fruit Premier:** a full day in an elegant front-row Bali bed for two people; one bottle of fine Franciacorta; a fresh fruit platter.
- **Bali Bed – Franciacorta & Fruit:** a full day in an elegant Bali bed in the 2nd, 3rd or 4th row for two people; one bottle of fine Franciacorta; a fresh fruit platter.
- **Bali Bed – Seafood & Wine:** a full day in an elegant Bali bed in the 2nd, 3rd or 4th row for two people; one bottle of white wine selected by our sommelier; a royal mixed seafood platter (sushi, sashimi, assorted nigiri); a mixed seafood fry (red prawns and calamari); a fresh fruit platter.
- **Bali Bed – Fruit & Champagne:** a full day in an elegant Bali bed in the 2nd, 3rd or 4th row for two people; one bottle of Moët & Chandon; a fresh fruit platter.

#### Sunset Aperitif

Every week, the beach at Ethra Reserve transforms into a magical setting. From sunset into the evening, enjoy live music under the soft glow of lanterns, while savouring a selection of gourmet finger foods, classic cocktails and local wines in an intimate, refined atmosphere.

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For further details, see the section **Maritime Domain Management Directives** under Terms and Conditions of Stay, page 9.

#### Pools

At Bluserena resorts you can relax and have fun with your family in our pools with water slides (not available at Ethra Reserve and Serenè Resort) or keep fit in the swimming pools (not available at Calanè Resort, Sibari Green Resort, Alborèa Ecolodge Resort and Kalidria Hotel & Thalasso SPA). The little ones can have fun in the pools reserved for the Mini Club.

At the Calanè Resort you will find a seawater pool with massaging water jets and water features.

At the Valentino Resort you can enjoy two large swimming pools, one seawater pool with space for swimming and one freshwater pool with water features, both with massaging water jets.

At the GranSerena Hotel, you will find fun but also wellness, with our thermal water pools.

At Is Serenas Badesi Resort there is a large central pool with waterslides, a swimming pool and, for guests in Prestige rooms, a private pool awaits.

At the Alborèa Ecolodge Resort, a seawater pool with massaging water jets and water features provides the perfect space to relax.

At the Kalidria Hotel & Thalasso SPA you can discover the pleasure of soaking in a seawater pool surrounded by a Mediterranean garden, relaxing in the indoor pool or in the outdoor oasis with jacuzzis.

#### ACTIVITIES, SHOWS AND ENTERTAINMENT

##### Entertainment

The Bluserena DreamTeam is on hand to provide you with your holiday entertainment. Passionate, professional and always trustworthy, our activity staff will fill your holiday with joy and excitement. They are on hand to provide both fun and reliable, timely services designed to make your dreams come true. You can choose from a whole host of activities: exciting sports, captivating shows, unforgettable excursions. The kids' clubs offer your children all the care they need... and then there are parties, events and games for everyone.

At the Kalidria Hotel & Thalasso SPA and the Alborèa Ecolodge Resort, live music awaits. And for even more fun, you can experience the activities and entertainment on offer at the nearby Valentino Resort and Calanè Resort.

##### Entertainment

The evening is the perfect time to enjoy the magic of our shows. In the large amphitheatres, captivating musicals, entertaining variety shows and cabaret performances await you every evening. Featuring stunning costumes, exciting choreography and awe-inspiring live songs. For an unforgettable experience every evening.

#### Bluserena Baila

If you love dancing, make every day a party with Bluserena Baila. Get swept away by the rhythms of salsa, merengue, bachata and the cha cha. New for 2025, "Passi popolari" will introduce you to traditional dances that embody the soul and culture of our region. There will be daytime and evening events with the most popular current group dances.

#### Tournaments and Exhibitions

Lots of sports, card and board game tournaments.

If you love sporting competitions, this summer you can experience the great novelty of our resorts, the **Bluserena Grand Slam**, a series of tournaments where sport, fun and sharing come together. The goal is to become the "sports person" of the week.

#### CHILDREN, TEENS AND FAMILY

The Bluserena world offers a fun-packed holiday to children of all ages. At our clubs, kids and teens are welcomed by experienced and passionate activity leaders, who focus on ensuring their wellbeing and enjoyment. There are large playgrounds, swimming pools with water slides, and Acqua Parks with water features. For teens, there are dedicated spaces where they can engage in fun activities and socialise with their peers.

And then there's Serenella, our friendly mascot, always ready to have fun with her little friends. Every day will be a party day for your little ones.

#### SPACES FOR TEENS

For your teens, we have thought of everything. Lots of activities, sports and reserved areas, where the fun never ends. In the sections on SerenUp and SerenHappy you can find out more about the Bluserena world dedicated to kids, full of energy, games and new friendships.

#### GIANT EQUIPMENT PLAYGROUNDS

Our resorts have special areas focused on kids' fun. Large playgrounds await them, with giant games, springs, swings, slides and more.

#### WATER PARK

Imagine a magical place where water becomes play and adventure. For children aged 3 to 12 years there is a special area: water sprays and jets, fountains and slides, a pirate galleon, water cannons and more. If you stay at the Calanè Resort your children will have access to the Acqua Park in the adjacent Valentino Resort. No water park is available at the Serena Majestic Hotel Residence or the Sibari Green Resort.

#### KIDS' AND TEENS' CLUB

From 2 June to 6 September, we offer a range of services designed to make your children's holiday unique, with two special exceptions: the Serenino Club, available throughout the summer season, and Baby Daycare, running from 14 July to 6 September.

If you stay at the Alborèa Ecolodge Resort or the Kalidria Hotel & Thalasso SPA, you can access the children's and teens' clubs at the nearby Valentino Resort and Calanè Resort. At the Sibari Green Resort, Calaserena Resort and at Ethra Reserve (Calanè Resort and Valentino Resort, Alborèa Ecolodge Resort and Kalidria Hotel & Thalasso SPA), you will find the exclusive Baby Daycare service. Here, specialised staff take care of children from 12 to 36 months in exclusive spaces tailor-made for them. Read on and discover everything we have designed for young guests of all ages.

#### Baby Daycare for children aged 12 to 36 months

At the Sibari Green Resort, the Calaserena Resort and the Ethra Reserve (at the Calanè Resort) we offer you a special service to let you enjoy a truly relaxing holiday. You can entrust your small children aged 12 to 36 months to our qualified and carefully selected staff. In a cosy, safe and air-conditioned nursery, our staff will take care of them.

The comfortable and safe Baby Daycare nursery is child-friendly, air-conditioned, with a programme of games and activities tailor-made for this age group. The nursery staff will play with your children, offer them snacks and meals, oversee their naps and provide nappy changes. There will also be group outings in buggies to explore the resorts safely. You only have to provide bibs, bottles and dummies, non-slip socks, sunscreen and nappies.

Parents are welcome to share some special activities with their child.

The service is available, upon reservation and for a fee, from 14 July to 6 September, every day except Sunday, from 9:00 a.m. to 12:30 p.m. and from 3:30 p.m. to 6:30 p.m. You can book both time slots or only in the morning or afternoon.

#### Serenino Club, Mini Club for kids aged 3 to 5 years

At the Serenino Club, we strive to ensure your children have a great time. They will find qualified assistance, exclusive, safe, colourful environments, tailor-made for them. A holiday with lots of sea, games, sports and creative workshops, where every moment becomes special. Every evening is magical with the **Serenino Dance Show** party, where kids have tons of fun with Serenella the Ladybird and all the friends of Serenella Wonderland. Don't miss the new activities in 2025. One is the **Discovery Picnic**, a nature outing comprising an outdoor picnic and fun nature-based workshops. Another is **Serenella Clay Art**, a workshop where they will make their own clay masterpieces. Last but not least, **Serenella Cupcake**: wearing aprons and chef's hats, your children will learn to make delicious cupcakes. The Serenino services are also available at the Alborèa Ecolodge Resort.

Another special event is **Serenino Family Time**, dedicated to the whole family, with games, fun, workshops, music, circus performers and our ever-present Serenella.

The Serenino Club is open daily, except Sundays, from 09:00 a.m. to 12:30 p.m. and from 3:00 p.m. to 6:30 p.m. Open without interruption from 09:00 a.m. to 6:30 p.m. from 2 June to 6 September.

For the Serenino children, lunchtime is yet more party time. They can have lunch with their new holiday friends, assisted by our activity leaders, from 2 June to 6 September (at the Serena Majestic Hotel Residence for a fee for those choosing the Residence Formula).

Exclusively at **Is Serenas Badesi Resort**, the Serenino is open all day from 09:00 a.m. to 11:00 p.m., and children can have lunch and dinner assisted by our staff. The **Magic School**: a real school of magic arts awaits your children with illusions, magic tricks, shows and magical surprises.

#### SereninoPiù, Mini Club for kids aged 6 to 9

At SereninoPiù, school-age children will find a world filled with adventure and creativity. Every activity is designed for their enjoyment, adding new excitement to what Serenino already offers. Many new features for summer 2025: the **Discovery Picnic**, which will take them out into nature, with an outdoor picnic and nature-themed workshops full of surprises. And then the **Serenella Slime** workshop, for children who want to become little scientists creating sticky slimes, but doing what they love most, having fun! And **Serenella Bubble**, where children will discover the enchantment of soap bubbles created with natural ingredients, playing and experimenting with wonders that dance in the air. And there is no shortage of sports on offer, to get moving and expend some energy. **Serenino Family Time** is a unique event, dedicated to the whole family, with games, fun, workshops, music, circus performers and, of course, Serenella, always ready to make you smile.

At the Serenè Resort and Torreserena Resort, children can experience the thrill of the **Adventure Park**: high rope courses in the treetops, always in complete safety (for children between 110 cm and 150 cm tall).

From 2 June to 6 September, kids can also have lunch with their new friends, supervised by our staff (at the Serena Majestic Hotel Residence there is an extra charge for guests with Residence bookings). 9-year-olds can choose whether to join their friends in SereninoPiù or SerenUp.

SereninoPiù is open every day, except Sundays, from 09:00 a.m. to 12:30 p.m. and from 3:00 p.m. to 6:30 p.m. It is open without interruption from 09:00 a.m. to 6:30 p.m. from 2 June to 6 September 2025.

At Is Serenas Badesi Resort we have exclusive experiences for the kids in SereninoPiù, open all day from 9:00 a.m. to 11:00 a.m., plus lunch and dinner assisted by our staff and in the company of new friends. The **Magic School** awaits them with illusions, events, shows and magical surprises. An enchanting magic school suitable for all children.

#### Serenino Family Time

A magical event dedicated to all children and their families. There will be games, fun, engaging activities, music and mini circus shows. Our mascot Serenella will be there, together with her Wonderland friends and the DreamTeam staff, ready to make your day.

The event is open to all children staying at the resort, even the youngest ones.

#### Serenino Serale, Mini Club for kids aged 3 to 9

Every evening we give children aged 3 to 9 a little trip into a fantasy world. Together with their new friends, they can enjoy carefree and happy evenings full of games, laughter and fun.

The Serenino Serale is ready to entertain children in all Bluserena resorts, every day, except Sundays, after the Serenino Dance Show and until 11:00 p.m., from 2 June to 6 September.

#### SerenUp, Tween Club for tweens aged 10 to 13

SerenUp is a world of excitement created for kids, with exclusive spaces, equipment and activities. Games, workshops, sports and fun await them to make the most of every day. There is our **Football Academy**, and the **Rhythmic Gymnastics** class, with ribbons, ball and hoops dancing to the rhythm of the music. And our **Lupetti di mare (Young Sailors)**, a full day with Seasport instructors to learn how to fully experience the sea: sailing, windsurfing, followed by a packed lunch and a wonderful canoe trip. All topped off with **A Pirate's Night** (new for 2025): a magical night under the stars, where the children will turn into young pirates and spend the night in a tent. At the Serenè Resort and Torreserena Resort they will be able to experience the thrill of the **Adventure Park**, trying their hand at high ropes courses in the treetops in complete safety (for children between 110 cm and 150 cm tall).

The sharing and fun continue at lunchtime. SerenUp children can have lunch together with their holiday friends, assisted by our staff. SerenUp is open every day, except Sundays, from 09:00 a.m. to 12:30 p.m. and from 3:00 p.m. to 6:30 p.m. from 2 June to 6 September (at the Serena Majestic Hotel Residence supervised lunch for an extra charge for those with Residence bookings). Thirteen-year-olds can choose to join either SerenUp or SerenHappy friends.

#### SerenHappy, Teen Club for teens aged 14 to 17

SerenHappy is a unique adventure full of games, experiences and moments to remember. Teens can experience being in the driving seat by becoming an **Animatore per un Giorno (Activity Leader for a Day)**. Wearing the Bluserena uniform and taking part in the activities like true entertainment professionals, they will be part of a team that brings smiles and fun from morning to night. With **Sunset Vibes**, the DreamTeam staff lead the teens in an unforgettable *aperitivo*, reserved just for them, with the backdrop of a gorgeous sunset. Elegance and style come together in an irresistible mix of fashion, fun and good music.

But it's not just aperitifs, lunch is an exciting time too, with **Explorer Lunch**, new for 2025, where the meal becomes an opportunity to get to know each other, have fun and share. An open-air day combining the discovery of nature with the excitement of a special picnic in a comfortable and safe environment.

On the beach, there are plenty of activities to try out: sailing courses, windsurfing, canoe and Big SUP outings, sailing, paddle surfing and the always-popular sports tournaments.

SerenHappy is available in all Bluserena resorts, every day except Sunday, from 09:30 a.m. to 12:30 p.m. and from 3:00 p.m. to 6:30 p.m., from 2 June to 6 September (at the Serena Majestic Hotel Residence supervised lunch for an extra charge for those with Residence bookings). Teens staying at the Calanè Resort can have fun at SerenHappy at the nearby Valentino Resort.

#### Adventure Park at Serenè Resort and Torreserena Resort

Bluserena "Wild" is the adventure your kids dream about: pure excitement in total safety. At the Serenè Resort and at the Torreserena Resort, the young explorers of SereninoPiù and SerenUp (minimum height 110 cm - maximum height 150 cm) will be able to enjoy a new experience, amidst paths and bridges suspended in the treetops, where every step is a small goal. Our staff will be at the kids' side, with harnesses, helmets and all the necessary equipment, to ensure maximum safety.

#### Swimming and Mermaiding classes from 3 to 10 years

Children can participate in group swimming and mermaiding classes under the guidance of our experienced instructors (except at Sibari Green Resort). The little swimmers of the Calanè Resort will have classes at the Valentino Resort.

#### Bluserena Dance Academy 2.0, from 3 to 5 years

A unique dance experience designed for young children. Here, kids can discover the magical world of modern and classical dance and learn the basics of acro dance. Through exercises that stimulate coordination and balance, they will have fun in total safety, supported by experienced and passionate instructors. An activity that combines play, artistic expression and motor development to give your children moments of joy and unforgettable memories. Available from 2 June to 6 September.

#### Football Academy from 5 to 14 years

Bluserena Football Academy, with qualified instructors for kids aged 5 to 14, from 2 June to 6 September. They will learn and practice the key football skills to become little champions. The courses are held on synthetic turf football pitches. The uniform is provided by Bluserena.

#### Rhythmic Gymnastics Academy (6-9 years and 10-14 years)

We love helping young guests nurture their dreams, such as becoming accomplished gymnasts. In the Bluserena Rhythmic Gymnastics Academy, young guests aged 6 to 14 can channel their desire to move, guided by our qualified instructors and wearing the unmistakable Bluserena uniform. The Rhythmic Gymnastics Academy is available from 2nd June to 6th September.

#### Blu Circus

An exciting course in circus skills open to everyone, young and old. They will learn, while having fun, the basics of juggling, balancing and clowning. The service is available in all Bluserena resorts from 2 June to 6 September.

#### Serenella Kit

Children will be overjoyed to receive 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 with our mascot Serenella. To be requested at the time of booking, for a fee.

#### Mini Riding School

At the Calaserena Resort, children can have fun at the Mini Riding School (for a fee) with pony rides.

#### Medical Care

We have a resident doctor in the resort, on call 24 hours a day. Doctor's office open at set times, mornings and afternoons, with free consultations. Outside opening times, consultations are for a fee and outside the doctor's office.

#### The Holiday Approved by Italian Paediatricians

The Bluserena resorts are the first in Italy to have received the "CHILD-FRIENDLY HOLIDAY" label, recognised by the National Federation of Paediatricians Cipe-Sispe-Sinspe. In designing our services, equipment and amenities we always keep in mind the needs of children of all ages and their parents, focusing on their enjoyment and ensuring all play equipment is safe and carefully maintained:

- 24-hour medical assistance at the hotel;
- parents can entrust their children aged 3 to 17 to our dedicated activity staff for at least 9 hours a day, 6 days a week, including after dinner time, in clubs divided into at least 4 age groups;
- sports and creative activities divided by age group, entertainment and shows for children and teens;
- sports courts and pitches with padded protections of structures and no architectural barriers;
- large playgrounds accessible to children, pools with water slides and shallow pools for toddlers;
- a wide sandy beach or, on non-sandy beaches, structures for easy sea bathing and a safe, demarcated area on the beach reserved for children;
- Baby Kitchen for preparing meals for children 0-3 years old, with assistance at main mealtimes and availability of specific foods;
- lunch in a reserved area for children and teens with the activity staff;
- boutiques and shops with baby and toddler items; medicine booking and collection service, baby stroller hire.
- Cradle, changing table, toilet seat reducer (on request), bottle warmer, linen 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 at the restaurant.

#### SPORT

#### FITNESS, A BROAD RANGE OF SPORTS, DEDICATED FACILITIES AND QUALIFIED INSTRUCTORS

An exciting programme of group exercise classes with our instructors (at the GranSerena Hotel from 25 May to 13 September) both in the fitness area and outside: Yoga, Zumba, Tai Chi Stretch, a whole new muscle awakening with a holistic approach to wellness; Aquagym, Nordic Walking, Dance the Hits (new for 2025), train to the rhythm of music with exercises and dances to all the current hits and the songs of the summer, toning up your body and having fun; Jump fitness, the trampoline that helps you burn calories to the rhythm of music. In all the Resorts (except Serena Majestic, Calanè Resort and Alborèa Ecolodge Resort) there is a modern indoor fitness area, with the assistance of qualified instructors at scheduled times, equipped with isotonic machines, dumbbells, treadmill, spinning bikes, balance boards and strength training ropes. The Serena Majestic Hotel Residence and Calanè Resort have gyms without instructors, equipped with isotonic machines. At the 5-star Kalidria Hotel & Thalasso SPA there is a large gym equipped by Technogym, offering targeted services and small fitness classes both outdoors (from yoga to pilates) and in the gym with personal trainers. Guests of the Alborèa Ecolodge Resort have

access to the fitness area and activities at the Valentino Resort and Calanè Resort. At the Torreserena Resort, children and adults can try their hand at the climbing wall and learn climbing techniques, having fun in complete safety (instructor-assisted activity, accessible during the gym opening hours). Exclusive to Is Serenas Badesi Resort: a professional instructor specialised in postural training and Eastern disciplines, with courses in Tai Chi, Holistic Fitness, Pilates and Yoga.

From 2025, in some resorts, you will find new activities to try: **Acqua Jump**, to train in water on a trampoline, jump, laugh and tone your body in a light and fun way (at the Hotel GranSerena). You can try **Acqua Step**: a perfect mix of aerobics and hydrotherapy. Move to the rhythm and feel the water envelop you and regenerate you (at the GranSerena Hotel and Serenè Resort). **Acqua Board Fit**: inflatable mats in the pool to train with aerobics, yoga or Pilates. Your body and mind will thank you (at the Torreserena Resort and Serenusita Resort). With the **Music Boxe Machine**, punch to the rhythm of music, alone or in a group, for a workout that will give you great energy (at Torreserena Resort and Serenusita Resort). Finally, **Wing Sup**, an adventure on the water combining paddleboarding and flying with an inflatable wing. To feel at one with the sea and the wind (at the Serenusita Resort).

#### **Football, Tennis, Swimming and much more**

Bluserena resorts offer a wealth of sports facilities:

swimming (except at the Sibari Green Resort and Calanè Resort), football pitches (except at the Serena Majestic Hotel Residence, Serenusita Resort, Calaserena Resort, Calanè Resort and GranSerena Hotel), floodlit synthetic grass five-a-side football pitches, tennis, multi-purpose basketball/tennis court (at GranSerena Hotel), multi-purpose basketball/volleyball court (at Sibari Green Resort and Serenè Resort), beach tennis and beach volleyball (except at GranSerena Hotel). Padel courts at Torreserena Resort, Serena Majestic Hotel Residence, GranSerena Hotel, Serenè Resort, Is Serenas Badesi Resort, Calaserena Resort and Serenusita Resort. At the Serenè Resort and the Torreserena Resort you can explore our exercise trails in the forest. There are also archery stations, shooting ranges, table tennis tables and bocce courts. Group classes and individual lessons in swimming (except at the Sibari Green Resort; Calanè Resort guests can take lessons at the nearby Valentino Resort), sailing, tennis and archery are offered from the beginning of the summer season until 6 September. Individual and group windsurfing and sailing courses are also available. All individual lessons are for a fee.

#### **Bluserena Seasport**

The Water Sports Club. Fun and sports: pedalos (except at the Calaserena Resort), canoes, sailing, windsurfing, SUP boards (also Big SUP for up to 8 people!); free and fee-paying group sailing and windsurfing lessons. In addition, there is the possibility (subject to availability of the external provider, for a fee) of towed water sports at the Serenusita Resort, Sibari Green Resort, Torreserena Resort; boat and/or dinghy excursions to the Calaserena Resort, Is Serenas Badesi Resort (departing from the port), Serenè Resort and Torreserena Resort. At Ethra Reserve (Kalidria Hotel & Thalasso SPA, Alborèa Ecolodge Resort, Calanè Resort and Valentino Resort) and at Is Serenas Badesi Resort, you will find Wing SUP, a fun activity with a wing sail and a SUP board, to master the wind, open to all.

New in 2025, at the Serenusita Resort you can ride the waves in a new and fun way with bodyboarding, where every wave is an adventure. It is an experience suitable for everyone, even accompanied 4-year-olds.

## **WELLNESS**

### **BLUWELLNESS**

This is the area for guests seeking a relaxing wellness break. All the resorts offer facial and body treatments, relaxing, sports and holistic massages, and customised wellness programmes (services for a fee, available all week long). At the GranSerena Hotel's there is a new Spa Park, accessible for a fee; in addition, guests of the GranSerena Hotel can access the services of the Terme di Torre Canne (for a fee; closed on Sundays). Guests of the Kalidria Hotel & Thalasso SPA, Alborèa Ecolodge Resort, Valentino Resort and Calanè Resort can access the services of the exclusive Ethra Thalasso SPA (services subject to charge). In Sardinia, at the Is Serenas Badesi Resort, a large wellness centre (for a fee); at the Calaserena Resort, a new fitness area and SPA (the latter for a fee).

#### **Ethra Thalasso SPA**

At Ethra Reserve, the exclusive 3,500-m<sup>2</sup> 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 fitness rehabilitation treatments, an outdoor seawater swimming pool, an indoor swimming pool with an Aquatonic Seawater route, a Thalasso Oasis with outdoor jacuzzis, Turkish bath, sauna, massaging water jets, solarium cabin, gym with Technogym equipment (services available at an extra charge).

#### **BluSPA Is Serenas Badesi Resort**

Awaken your emotions at our exclusive spa: massages and beauty treatments, Finnish sauna, Turkish bath, jacuzzis, ice waterfall, sensory showers, hot and cold shower therapy, and halo salt room, where you can experience the ancient beneficial properties of salt. Covered relaxation area, herbal tea room and large solarium.

#### **THERMAL PARK GranSerena Hotel**

Brand new open-air Spa Park at the GranSerena Hotel. It offers a Kneipp path with alternating hot (32°C) and cold (18°C) thermal water, two jacuzzis with thermal water, and a solarium with beach umbrellas and sun loungers. Entrance fee applies, access is for 45 minutes. The Spa Park is accessible every day from 9:00 a.m. to 1:00 p.m. and from 3:00 p.m. to 7:00 p.m. by booking one of the available slots. Slots start every hour.

In addition, there is a semi-Olympic pool, also with thermal water at room temperature, solarium with beach umbrellas and sun loungers. There is an entrance fee, but it is free for guests staying at the hotel.

#### **Terme di Torre Canne**

Accessible directly from the GranSerena Hotel, the Terme di Torre Canne, among the most beautiful thermal baths in southern Italy, directly on the sea, have been approved by the National Health System with "Super" classification. They offer respiratory treatments (inhalations and insufflations), mud-balneotherapy, physiotherapy and rehabilitation. We advise booking treatments in advance. For information and bookings: [www.termeditorrecanne.it/prenota](http://www.termeditorrecanne.it/prenota) or [prenota@termeditorrecanne.it](mailto:prenota@termeditorrecanne.it). Inside the thermal baths, the beauty team offer beauty and wellness treatments. New for 2025: at the GranSerena Hotel a new Thermal Park.

#### **BLUSERENA IS AN ACCESSIBLE HOTEL**

Bluserena resorts are barrier-free. We have rooms for wheelchair users, as well as reserved spaces in the car park, in the amphitheatre and on the beach (near the footbridge). A JOB beach chair, for bathing in the sea, is available on the beach. Wheelchairs can be hired on request. We do not provide an individual chaperone service.

#### **WI-FI**

Free Wi-Fi in all rooms and public areas.

At Sibari Green Resort, Calanè Resort and Valentino Resort, Wi-Fi is free in the main common spaces and in the Premium rooms and Suites, where available.



## TERMS AND CONDITIONS OF YOUR STAY

### MARITIME DOMAIN MANAGEMENT DIRECTIVES

The provision of beach services by Bluserena is subject to the applicable laws on State domain concessions, which may be subject to changes beyond the control of Bluserena. Therefore, in the event of changes to said legislation, Bluserena (like all Italian hotel groups) will have to comply with the new rules.

### CHANGES TO THE DESCRIPTION OF SERVICES AND THE TERMS AND CONDITIONS OF STAY

The services described in this document may be subject to changes due to organisational requirements, external factors or other reasons. Such changes, which must not decrease the value of the service or of the stay, but may only change the mode of its delivery, might occur after the conclusion of the accommodation contract. Bluserena will notify you of any such changes as soon as possible.

### PRICES

Dynamic prices and always up-to-date offers on [www.bluserena.it](http://www.bluserena.it). Prices and availability will only be confirmed at the time of booking.

### CLUB CARD

The Club Card, compulsory from the age of 3 (except at the Kalidria Hotel & Thalasso SPA; at the GranSerena Hotel it is compulsory from 25 May until 6 September; at the Serena Majestic Hotel until 21 September), allows you to enjoy a broad range of leisure activities and amenities.

It gives access to:

- Sports courts and facilities, to experience a physically active holiday.
- Beach services, to relax in the sun with all the comfort you deserve.
- Tournaments and group lessons, to share fun and challenges with new friends.
- All the services dedicated to children and young people, including Serenino, SereninoPiù, SerenUp and SerenHappy, filling your kids' days with games, sport and fun.

With the Club Card, guests staying at the Arborèa Ecolodge Resort have access all the services of Ethra Reserve and enjoy the activities offered at the Valentino Resort and Calanè Resort.

### ENTERTAINMENT AND SHOWS

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

### COCCINELLA BABY CARE PACKAGE

In the room you will find: cot, changing table, baby toilet seat adapter (on request), bottle warmer, baby bath, linen set and Baby Kit with baby toiletries. Access to the Baby Kitchen and high chair at the restaurant. Fee charged for each child under 3. At the Serena Majestic Residence free cot and high chair rental (booking required).

### CHILDREN'S RATES

To be eligible for discounts, children must be below the 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.

### ON HOLIDAY WITH YOUR SMALL DOG

**New for 2025 - Happy Dog Resort.** At Torreserena Resort, we've thought of every little detail to bring joy to your four-legged friend (up to 15 kg, with a valid health certificate). Upon arrival, dogs will find a dedicated waiting area to help them settle in, complete with fresh water bowls to keep them hydrated. Here, they can relax while waiting for check-in. We'll welcome them with a special Welcome Box and invite them to enjoy a fun play area where they can run and have a great time. For mealtimes, there's a shaded outdoor dining area next to the main restaurant, where you can enjoy your meals together. In their dog-friendly room, furry guests will discover a cosy armchair for resting and direct access to a private, fenced garden—a safe space for moments of freedom, complete with a deck chair and food and water bowls. Your dog can explore all outdoor areas of the resort on a lead, except for the swimming pool solarium and the beach. Upon request and for a small supplement, you can also take advantage of our dog-sitting service and veterinary assistance, subject to availability.

In all other Bluserena resorts (except the Serena Majestic Hotel Residence and GranSerena Hotel) you can bring your small dog (weighing up to 10 kg and only if provided with health certificate), to be booked and paid for. Dogs will stay in the fenced garden belonging to the guests' room, which has a kennel and bowls for food and water (at the Calanè Resort and Kalidria Hotel & Thalasso SPA they will stay on the room balcony). They may only move around the resort in reserved areas and on dedicated paths (e.g. not on the beach, restaurant, amphitheatre and piazzetta), on a leash. Ecolodge Suites or Ecolodge Junior Suites are available at the Alborèa Ecolodge Resort with a dedicated fenced area equipped with kennels and bowls. No dog food is provided. Places for dogs are limited and must be booked. No dogs weighing more than 10 kg or other pets are allowed. Guests staying with their dog must comply with the rules sent with the booking confirmation.

### BOOKINGS

For information and bookings: via your travel agency or directly on [www.bluserena.it](http://www.bluserena.it) or by calling +39 085 8369777.

### INVOICING

For amounts paid before arriving at the hotel, an electronic invoice will be issued. For services paid at the Hotel, a receipt (*documento commerciale*) will be issued, since Bluserena uses telematic cash registers. If you also want an invoice for payments at the Hotel, you must request it before payment 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 - FOR REFUNDABLE STAYS

The Bluserena Guarantee offers the "Best Price Guarantee" and, completely free of charge, extensive insurance coverage for cancellation or interruption of your stay due to illness, accident or other insured events (for details consult the factsheet on [www.bluserena.it](http://www.bluserena.it)).

The guarantee is reserved for residents of Italy or the EEA, under the age of 90. It must be confirmed at the time of booking and must include all members of the booking, without exclusion. The guarantee is non-refundable. On the guest's request, to be made by the day of arrival, the best rates of any Bluserena "Special Offers" applicable to the same services and periods will be applied. The rates applied to intermediaries, groups, companies, entities, associations and the like are excluded. If you need to interrupt your stay due to illness, accident or other insured event (details in the factsheet) you must immediately contact the operations centre, before leaving the Hotel. If you purchase the Bluserena Guarantee, remember to activate it within two days of booking. To do so, simply log in to the online check-in and complete the form with all the required information. On [www.bluserena.it](http://www.bluserena.it) you can consult the insurance policy coverage provided by **Europ Assistance Italia S.P.A.**

### BLUSAFE GUARANTEE - FOR NON-REFUNDABLE STAYS

With the BluSafe Guarantee, we offer you extensive insurance cover completely free of charge in case

you need to cancel or cut short your stay due to illness, accident, or other insured events (for details consult the factsheet on [www.bluserena.it](http://www.bluserena.it)). The BluSafe Guarantee is designed for residents of Italy and the EEA, under the age of 90. This service is included in your booking and extends to all members of your reservation. If your stay is interrupted due to illness, accident, or another insured event, you must contact the operations centre promptly and before leaving the hotel. You need to activate your BluSafe within two days of booking. This ensures your trip cancellation cover, as outlined in the policy, so you won't miss out on any benefits. To activate it, simply log in to the online check-in and complete the form with all the required details. On [www.bluserena.it](http://www.bluserena.it) you can consult the insurance policy coverage provided by **Europ Assistance Italia S.P.A.**

### CANCELLATION POLICIES AND GUEST CANCELLATION FEES

In case of cancellation, 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 possible pandemics 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) accommodation in a different Bluserena Group resort; (II) voucher for the entire amount paid to Bluserena valid until 31.12.2026, to be used at Bluserena resorts; (III) reimbursement only of the sums paid to Bluserena. After careful evaluation, the Guest declares that they 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 also has the right to make changes to the services described in this document, if prescribed by the authorities due to pandemic emergencies or in other force majeure situations 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 guests' or the employees' safety, or where the Hotel would incur an excessive burden in performing the contract without such changes, due to the said risks and the necessary safeguarding measures.

### RE-ROUTING

By making the booking the guests accepts that if, for any reason, Bluserena is unable to provide accommodation and/or in case the hotel chosen is overbooked, it 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, without Bluserena incurring liability and/or charges of any kind for this reason.

### START AND END OF STAY, ROOM CHECK-IN AND CHECK-OUT AND BEACH UMBRELLAS

**Check-in.** In all resorts (except Serena Majestic Residence), rooms and beach umbrellas are available on the day of arrival from 4:00 p.m. Your stay starts with dinner. If foreseen in the accommodation formula, lunch on the day of departure will also be included in the price, which can be replaced by a packed lunch on request. Alternatively, you can start your stay with lunch and end it with breakfast on the day of departure, indicating when booking (rooms will still be available from the time shown above). 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.

Serena Majestic residence: your flat will be available from 5:00 p.m., complete with bed linen and towels (not kitchen towels); cleaning is the responsibility of guests, linen and towel change is weekly. Final cleaning of the flat is charged a fee and is mandatory; cleaning of the kitchenette is the guests' responsibility. Check-in procedures must be done by only one guest per family/group, holding the ID of every person staying in the room.

**Check-out.** On the day of departure, the room (or residence) and beach umbrella must be handed back by 10:00 a.m. in all resorts (at Alborèa Ecolodge Resort and Kalidria Hotel & Thalasso Spa by 11:00 a.m.). Changing rooms with showers, towels and hairdryers are available (except for Serena Majestic Hotel Residence, GranSerena Hotel, Calanè Resort; Kalidria Hotel & Thalasso Spa and Alborèa Ecolodge Resort); unmanned luggage storage available. Check-out procedures must be carried out the day before departure. By booking Late Check-out, you can continue to use your room and beach umbrella until 2:15 p.m. on the day of departure. This service is charged a fee and is subject to availability (to be booked preferably upon confirmation and, in resorts, no later than 2 days before departure).

### SMART CARD

At our Hotels and Resorts, comfort is found in every detail – even in payment methods. For paid services, all you need is the Smart Card, which is handed to you upon arrival at the property. It is a prepaid rechargeable card for purchases at the bars (excluding the SPA bar at the GranSerena Hotel), restaurants, amphitheatre, Reception, and the Thalasso SPA at Ethra Reserve.

For each top-up you make, a voucher of the same amount will be credited to your Smart Card. This can be used to pay for your purchases (a "multi-purpose voucher" pursuant to Article 6-quater of Presidential Decree No. 633/72, accepted as consideration for goods or services). You can top up your card at any time at Reception or the bars, up to a maximum amount of €200 (€300 at the Kalidria Hotel & Thalasso SPA). If you have chosen the Extra Full Board or All Inclusive *New* package at Calaserena Resort, you must show your Smart Card to enjoy additional services and the benefits of the BluserenaPiù Club (please refer to the respective regulations for full details).

The Smart Card can be used right up until your departure, including to settle your final bill. You may return it at Reception and reclaim any remaining credit, provided it is €1 or more. A commercial receipt can be issued upon request. Before leaving, if no credit remains, you may simply drop your Smart Card and room keys in the designated box in the Hall.

### SHUTTLE SERVICE

At Sibari Green Resort and Torreserena Resort, we offer a shuttle bus service to and from the sea (not equipped with a platform for wheelchair users). At Alborèa Ecolodge Resort, Kalidria Hotel & Thalasso SPA, Valentino Resort and Calanè Resort, a shuttle bus connects the beach to the resort.

### AIRPORT AND STATION TRANSFERS

You can book your transfer from the airport or station to the resort. On request, car rental is also available during your stay, at concessionary rates.

### ID ON ARRIVAL

Upon arrival, it is mandatory to show the ID of all members of the booking 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.

### 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 <https://www.bluserena.it/en/privacy-policy/>

### SERVICES FOR A FEE

In addition to what is indicated in the Description of Services: individual sports lessons, excursions, transfers (where available), some Bluserena SeaSport services, bike and car hire (where available). Pony riding and horse riding (where available). The services provided at BluWellness, the Terme di Torre Canne, the Spa Park at GranSerena Hotel, Ethra Thalasso SPA at Ethra Reserve, BluSpa at Is Serenas Badesi Resort. Reservation of an assigned beach umbrella at the GranSerena Hotel. Medical care

provided out of hours and outside the doctor's office.

For Serenus Resort, the Hotel Manager on +39 0922 7620  
For Calaserena Resort, the Resident Manager on +39 070 7870000  
For Is Serenas Badesi Resort, the Hotel Manager on +39 079 4467000  
alternatively, you can send an e-mail to [info@bluserena.it](mailto:info@bluserena.it)  
Additionally, as required by law, Bluserena Spa 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. For more information on key rights under Directive (EU) 2015/2302, please see [www.bluserena.it/modstdpac](http://www.bluserena.it/modstdpac)

## ADDITIONAL CONDITIONS FOR TRAVEL PACKAGES WITH FLIGHT

### TRAVEL CONTRACT

The description of the travel package and the pre-contractual information contained in the Resort 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 - STANDARD CANCELLATION FEES

In case of cancellation, the conditions chosen by the guest at the time of booking 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, for late arrival or early termination of stay, the full amount of the booked stay will be charged. Guest who are unable to take the holiday for reasons not attributable to them are still liable for the cancellation fees, except in the cases expressly provided for by law.

### GUARANTEES IN THE EVENT OF WITHDRAWAL

If the Guest has not joined the Bluserena Guarantee, where included free of charge, they may in any case take out insurance with the Europ Assistance Italia S.P.A., which covers the costs of the Guest's unilateral withdrawal from the contract or the costs of assistance, including repatriation, 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 (for refundable rates), policy no. 42128Q for BluSafe Guarantee (for the Non-Refundable rates), in the Client's favour, covering liability for damages deriving from breach of its obligations under the contract concluded with the Client. The contract with the Client is also covered by Fondo Garanzia Viaggi srl in case of insolvency or bankruptcy - Certificate no. A/232.505/6.

### 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/ferry company 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 or her withdrawal, within two days of receipt of the proposed change, in writing to the e-mail address [booking@bluserena.it](mailto: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](mailto: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 airline/ferry company.

### 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 or she 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 booking 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.

### OTHER 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. Bluserena Spa will be fully responsible for the proper performance of all travel services included in the contract according to Article 42 of the Tourism Code and is obliged to provide assistance if the traveller is in difficulty in accordance with Article 45.

Pursuant to Article 36(5)(d) of the Tourism Code, Bluserena informs you that to request assistance or complain about any lack of conformity perceived during the performance of the package, you may contact:

For Serena Majestic Hotel Residence, the Hotel Manager on +39 085 449089  
For GranSerena Hotel, the Hotel Manager on +39 080 48261  
For Alborea Ecolodge Resort, the Hotel Manager on +39 099 8202000  
For Calanè Resort, the Hotel Manager on +39 099 8204000  
For Kalidria Hotel & Thalasso Spa, the Hotel Manager on +39 099 8201000  
For Valentino Resort, the Hotel Manager on +39 099 8203000  
For Torreserena Resort, the Hotel Manager on +39 099 82789  
For Sibari Green Resort, the Hotel Manager on +39 098 175011  
For Serenè Resort, the Hotel Manager on +39 0922 7700

## RULES OF CONDUCT

We strive to ensure all our guests enjoy a relaxing, but also quiet and safe holiday. We abide by the highest safety standards and continually implement our safety protocols and preventive measures. We will promptly introduce any new measures required by law in response to possible pandemic events. We reserve the right to amend these Rules in order to adapt them to any legal requirements and/or recommendations by national and regional bodies that may be introduced shortly before or during your stay.

The following rules and standards of behaviour must be observed by all guests.

### GENERAL RULES APPLYING TO ALL RESTAURANTS IN THE RESORT

To ensure that the restaurant service is pleasant, smooth and hygienically safe for all, it is essential to observe certain rules:

- do not take any food or drinks out of the restaurant;
- do not enter the restaurant in inappropriate clothing (never in bathing suit, shirtless or barefoot);
- do not bring pushchairs into the restaurant (except for infants up to 8 months, as a substitute for a high chair);
- do not let your children walk or play among the tables;

If you are on the Extra Board or All Inclusive formula at the Calaserena Resort, you may not offer drinks to guests on Full Board or Special Full Board at the Resort.

### RULES FOR THE USE OF SWIMMING POOLS

To ensure safe and pleasant use of our pools, all guests must observe certain rules of hygiene and conduct. The rules, which are also displayed in the pool area, prohibit:

- use of the pools during closing hours;
- conduct dangerous to oneself and others, such as diving or running on the edge of the pool, using the water slides improperly, sliding on one's stomach, feet or knees, standing along or at the end of the water slides; going down the slide before the previous person has cleared the exit area, and using them outside the water slide operating hours;
- use of diving boards higher than 2 m by children under 16 years of age, unless written parental consent is given to the lifeguard;
- use of water slides by children under the age of 6 and over the age of 16;
- saving deck chairs, chairs and sun loungers with towels and bathrobes and then leaving the pool area (the pool attendants are authorised to collect any belongings left unattended);
- eating and drinking by the pool and in the water;
- use of inflatables (inflatable mattress) or balls in the water or in the solarium;
- bathing with clothes on.
- bathing small children without disposable absorbent swim nappies.

### COMMON AMENITIES AND COMMON SPACES

It is necessary to use common spaces and amenities sensibly, respecting the need of other guests to enjoy them. The following rules must therefore be observed:

- dispose of waste in the appropriate recycling bins;
- do not alter the state of the premises, structures, green spaces, furniture and equipment;
- electric bikes are only allowed at Ethra Reserve. It is forbidden to move around the Resort on hoverboards, waveboards, skateboards, skates, electric scooters and any other electric or motorised means of transport;
- traditional bicycles are only allowed at the Sibari Green Resort and Ethra Reserve. Do not ride bicycles where not allowed;
- it is forbidden to play football, bowls, volleyball or similar sports outside the areas designated for them;
- avoid playing group/team sports in common areas, unless organised by our Resort's activity staff;
- follow the rules on small dogs allowed in the Resort (dogs are allowed in all hotels and resorts except the Serena Majestic Hotel Residence and the GranSerena Hotel);
- observe the ban on smoking in rooms, in any other indoor space and porches, in the amphitheatre, in the playground and in the children's area;
- follow the rules of use of nautical equipment and the municipal safety rules (*ordinanza balneare*) posted on the beach;
- do not invite external guests unless authorised by the Resort management;
- always use the toilets whenever you need the bathroom, including for children and for changing nappies;
- use spaces and services appropriately, only for the uses and persons for which they are intended; do not use improperly facilities and spaces for persons with disabilities.

The spaces, facilities and equipment made available by the Resort must be occupied only for the time strictly necessary for their use: e.g. baggage carts, sun loungers at the swimming pool, equipment in the gym must be promptly vacated after use.

Guests with a car must park it at the car park. It is forbidden to park your car in other spaces. Any cars parked outside the dedicated spaces will be towed away.

### RULES FOR ACCEPTING DOGS

In all Bluserena hotels and resorts (except Serena Majestic Hotel Residence and GranSerena Hotel) guests can bring a small dog, subject to booking when confirming their stay (limited availability). The dog will stay in the fenced garden attached to the guest's room, which has a kennel and food and water bowls (at the Kalidria Hotel & Thalasso SPA and the Calanè Resort the dog will stay on the room balcony). No dog food is provided.

Guests staying with a small dog must comply with the following rules:

1. Only small dogs (weight up to 10 kg in all resorts; up to 15 kg at the Torrerisena Resort) are allowed and only with a health certificate. No dogs weighing more than 10 kg or other pets are allowed.
2. The dog's behaviour must be managed by the owners so as to avoid disturbing other guests and/or their dogs; the owner shall be liable for any damage caused to other dogs, property and persons.
3. Do not leave dogs alone in the rooms; in the absence of the owner, dogs must be left in the private garden attached to the room (at Kalidria Hotel & Thalasso SPA and Calanè Resort on the room balcony).
4. Dogs may only move around in permitted marked areas (e.g. not on the beach, at the restaurant, piazzetta or swimming pool). At the Kalidria Hotel & Thalasso SPA and the Alborèa Ecolodge Resort, guests can bring their dog to the beach (to reserved beach umbrellas at the end of the rows), making sure the dog stays near their beach umbrella and does not go near the shore;
5. In common areas, dogs must be kept on a leash at all times;
6. It is prohibited to use bed and bath linen for your pet (e.g. for grooming, bedding or other uses);
7. It is strictly forbidden to let your dog get onto beds, armchairs, chairs, tables, etc.
8. Owners must have their own waste bags to pick up their dogs' waste and dispose of it in the appropriate bins.
9. Owners must remove any dog hair from the beds or linen.

If you wish to lock the garden gate of the room, you must bring a padlock (or you can buy one from the Resort's emporium).

### QUIET TIME

For the comfort of all guests, we have established "Quiet Time" from 2:30 p.m. to 4:00 p.m. and from midnight to 09:00 a.m. to ensure that all guests can relax. No noisy activities and games are allowed in common areas during these hours. In the rooms, the noise from radios, TVs and other sound equipment must not be heard outside the room.

In general, even outside quiet hours, very loud voices and shouting must be avoided.

### LOST PROPERTY

Any items, even lost or apparently abandoned, found in the rooms or common areas are to be considered the property of guests, employees or the hotel itself. If you pick up any lost property, please hand it over to Reception promptly.

**ACTION BY MANAGEMENT**

Any discussion between guests should be resolved calmly and respectfully, without raising one's voice. In any case, the management is always available to help you find a solution together. These rules are part of your contract with us and we ask you to respect them fully. Bluserena reserves the right to cancel or refuse future bookings from guests whose behaviour causes nuisance to other guests, affects peace and quiet, or impacts the Resort's safety or image.