

CALASERENA VILLAGE

Italy - Sardegna - Località Geremeas, 09040 Maracalagonis (CA)

CALASERENA VILLAGE IN SHORT	<p>4-star village, 30 km from Cagliari, directly on a private sandy beach. 350 rooms, up to 5 beds. Seaside suitable for children. Entertainment. Mini club with swimming pool, teeny and junior clubs. Nursery for children aged 1-3. Reserved spots on the beach and at the restaurant. Rich catering, buffet and show-cooking. The main restaurant with tables for 8-9 people, often with other guests or reserved table for each family in shaded area outside the main restaurant; the restaurant "Il Gusto" with reserved table for each family. Mother & Baby kitchen. Swimming pool with waterslides and for swimming. Large wood on the sea, park with large games, mini farm and mini riding-school. Fitness area, sport fields, nautical sports, diving center and wellness center. Doctor available H24 (Pediatrician from 17 June to 8 September). Internal parking for all guests. Small dogs allowed.</p>												
SUMMER SEASON 2018	<p>PRICES PER PERSON PER DAY IN A TWIN ROOM, valid for minimum 5 nights stay. Short stays for 1 to 4 nights can be booked at www.bluserena.it/quote</p> <p>Arrival and departure on Sunday, alternative days available on request. Room keys available from 4pm return by 10am, unless "Late Check Out" booked (<i>Details below</i>).</p>	A	B	C	D	E	F	G	H	I	L	M	N
		27/5 3/6	3/6 17/6	17/6 24/6	24/6 1/7	1/7 8/7	8/7 29/7	29/7 5/8	5/8 12/8	12/8 19/8	19/8 26/8	26/8 2/9	16/9 23/9
CLASSIC ROOM <i>(Details below)</i>	PIÙ - Bluserena Full Board	84	89	110	118	128	131	138	144	164	146	115	73
	EXTRA - Bluserena's "All Inclusive"	96	101	122	130	140	144	151	157	177	159	127	85
PREMIUM ROOM <i>(Details below)</i>	PIÙ - Bluserena Full Board	89	94	115	123	133	136	143	149	169	151	120	78
	EXTRA - Bluserena's "All Inclusive"	101	106	127	135	145	149	156	162	182	164	132	90
COMFORT ROOM <i>(Details below)</i>	PIÙ - Bluserena Full Board	94	99	125	133	143	146	153	159	179	161	130	83
	EXTRA - Bluserena's "All Inclusive"	106	111	137	145	155	159	166	172	192	174	142	95
SHORT STAYS In Classic Room <i>(Details below)</i>	Stays of 1 and 2 nights	118	125	154	166	180	184	193	202	230	204	161	102
	Stays of 3 e 4 nights	105	112	138	148	160	164	172	180	205	182	144	91
	Special stay of 4 nights from Sunday to Thursday	84	89	110	118	128	131	138	144	164	146	115	73
	<p>CLUB CARD (obligatory for 3-year-olds and above): € 36 per person per week, from the eighth night € 5 per person per day. See "Description of Services". TWIN USED AS SINGLE (limited number of rooms, subject to availability): daily supplement € 28 from 27 May to 1 July and from 9 to 23 September; € 79 from 1 July to 5 August; € 86 from 5 to 12 August and from 19 to 26 August; € 99 from 12 to 19 August and € 61 from 26 August to 9 September. SINGLE CLASSIC ROOM (limited number of rooms, subject to availability): daily supplement € 19 from 27 May to 1 July and from 9 to 23 September; € 40 from 1 July to 5 August; € 43 from 5 to 12 August and from 19 August to 26 August; € 49 from 12 to 19 August and € 31 from 26 August to 9 September (French-style bed, 120 cm wide, available on 1st FL). DOG ROOM: small dogs (10 kg max.) are allowed with € 14 supplement per day. They will be accommodated in the garden of the Classic room equipped with dog bed and bowls for food and water. Book in advance. Availability limited to few rooms. See "Description of Services".</p> <p>CHILD AND ADULT DISCOUNTS IN 3rd, 4th AND 5th BED (before 3rd birthday): children aged 0-3 free in 3rd, 4th and 5th bed, cot and access to Mother & Baby Kitchen included. Please notify if bringing own cot. 3rd BED REDUCTION: children aged 3-8 (before 8th birthday) 80% from 27 May to 24 June and from 9 to 23 September; 70% from 24 June to 9 September; children aged 8-12 (before 12th birthday) 60% from 27 May to 24 June and from 9 to 23 September; 50% from 24 June to 9 September; Adults 20%. 4th AND 5th BED REDUCTION: children aged 3-8 (before 8th birthday) 80% from 27 May to 24 June and from 9 to 23 September; 60% from 24 June to 9 September; children aged 8-12 (before 12th birthday) 50% from 27 May to 24 June and from 9 to 23 September; 40% from 24 June to 9 September; Adults 20%.</p>												
MONEY SAVING IDEAS	<p>ADULT + CHILD SPECIAL OFFER: the following discounts are also available for children in a 2nd bed! From 27 May to 24 June and from 9 to 23 September: children aged 0-3 (before the 3rd birthday) 70%; children aged 3-12 (before the 12th birthday) 60%.</p> <p>From 24 June to 9 September: children aged 0-3 (before the 3rd birthday) 40%; children aged 3-12 (before the 12th birthday) 30%. See "Description of Services".</p>												
OTHER SERVICES	<p>LATE CHECK OUT: room and beach umbrella available until 2.15pm on day of departure! € 49 per room. If you choose the Delayed Check-Out, the extra lunch with Full Board "Più" treatment costs € 22, children aged 0-3 (before 3rd birthday) free, children aged 3 to 12 (before 12th birthday) € 14; packed lunch costs € 7 each. Book in advance. See "Description of Services". SERENURSERY for children aged 12 to 36 months (from 2 July to 8 September 2018): € 129 per week; possibility to book the service for half a day at € 74 per week. Daily fee € 25 for up to 4 days, € 15 for half a day. Book in advance. See "Description of Services". FRONT ROW BEACH UMBRELLAS: price per day - 1st row € 19 up to 28 July and from 26 August, € 22 from 29 July to 25 August; 2nd row € 11; 3rd row € 6. Book in advance.</p> <p>BEACH COMFORT: large beach umbrella, with 2 sun-beds, 2 chairs and a safe. Price per day: 1st row € 35 up to 28 July and to 26 August, € 39 from 29 July to 25 August; 2nd row € 28. Book in advance. SUNBED: one sunbed included. The second is to book € 7 per day. Book in advance. Subject to availability. BEACH TOWEL HIRE: if not included in option chosen € 4.50 per week. Fee for additional washes. Book on site. PUSHCHAIR HIRE: € 7 per day, € 29 for one week, € 49 for 2 weeks. Book on site, subject to availability. SERENELLA KIT. The exclusive SERENELLA KIT for children: a large Serenella soft toy (50 cm), a 100% cotton Serenella bedspread with piqué weave 260x170 cm, a Serenella Organic Bathroom set (shampoo, bath foam, and body lotion in 100ml bottles) and Serenella sticker. The kit can be requested upon booking (limited availability) € 49 each.</p>												
HOW TO REACH CALASERENA VILLAGE	<p>By car: from Cagliari take strada Provinciale 17, Quartu S.Elena - Villasimius, Calaserena Village is at Geremeas, 30km from Cagliari. By plane: the airport is 35km away and transfers may be booked on request (upon payment).</p>												

Prices are inclusive of VAT, but not of any applicable holiday taxes in force, nor of any increases or new taxes (including any increase to the rate of VAT). They include entertainment and evening shows, dancing, games and parties

HERE IS THE CALASERENA VILLAGE

THE VILLAGE. Calaserena Village is a 4-star Hotel village, directly onto one of the most beautiful sandy beaches on the island, between Cagliari and Villasimius in the Municipality of Maracalagonis on the South of Sardinia, at 30 km from Cagliari airport. The village is in a green area with poplar, eucalyptus and tamarisk woods next to the beach.

THE TERRITORY. Sardinia is a land of charming historical-cultural wonders: from the architecture of the picturesque nuraghi (about 80 km from the village) to the works of art of the museums and galleries of Cagliari (only 30 km away), from the beautiful Villasimius (only 20 km away) to the Island of San Pietro with its amazing bays (125 km away). Moreover, the whole coast offers incredible views, with crystal clear water and long and fine sand beaches. 120 km away is Parco della Giara, one of the rare examples of pristine nature in Europe.

SEA AND THE BEACH. Calaserena Village is right by the beach and the crystal clear sea. The wide, sandy, private beach offers beach umbrellas, sunbeds and deck-chairs, changing rooms and showers, a bar and a help and information desk. Each family has their own umbrella assigned with a sunbed and a deck-chair. The sea-bed is sandy and suitable for children to go in the water. Beach volleyball court, canoes, windsurfers and sailing boats and are available for the Guests to use, except during group lesson times, and guests can take part in group windsurfing and sailing courses. Sea lovers can also enjoy the services offered by the Bluserena SeaSport Club (some upon payment) and by the Dive Center in the village (upon payment).

THE ROOMS. Calaserena Village has 350 rooms, in 2 or 3-floor parts of the village, including Classic, Premium and Comfort Rooms.

“Classic” Rooms are equipped with individually controlled air-conditioning, telephone, TV, fridge, safe and bathroom with shower and hairdryer.

“Premium” Rooms in addition are equipped with an espresso coffee machine, Wi-Fi internet connection, a 32-inch TV, one beach towel per person (aged 3+) which is exchanged for a clean towel weekly (more frequent towel changes have an extra cost).

“Comfort” Rooms are also available. In addition to the Premium Rooms equipment, the accommodation in a “Comfort” Rooms includes a 32-inch TV with SKY Italia and applications for internet use, open minibar (water, 2 canned beverages and beer), one beach towel per person (aged 3+) changed daily, reserved table in the restaurant, beach umbrella in the central part of the beach. Ground floor rooms have a garden, while first and second-floor rooms have balconies (except for some first floor rooms). Communicating rooms and rooms for disabled people are available on request.

DISTANCES WITHIN THE VILLAGE. Rooms are 450 meters from the beach, on average. The village is located directly on the beach, without any roads between them. No internal shuttles are provided. Vehicles of any kind are not allowed inside the village.

RESTAURANTS AND BARS. Calaserena Village has two comfortable restaurants, all with air conditioning, with tables seating 8 or 9, so you often dine with others (Guests in “Comfort” rooms have reserved tables). In the main restaurant breakfast, lunch and dinner are buffet service meals with show-cooking.

From 11 June to 15 September 2018 are also available the restaurant **“Il Gusto”** with reserved table for each family, open for dinner from Monday to Saturday (subject to limited availability, possibly with turns at different time slots, they can be reserved in the village one day in advance).

News 2018: “Il Giardino”, shaded area outside the main restaurant with reserved table for each family. The service is free and to be booked for the entire period of stay, both lunch and dinner. In the event of adverse weather conditions the accommodation will be in the main restaurant, in the second round.

Guests may make use of the two bars, in the “small square” and on the beach.

FOOD INTOLERANCES. Bluserena is particularly careful to its Guests’ wellbeing, both in the offer and in the correct information on allergens. Although it is not possible to offer customized and tailor-made menus for each Guest, we can ensure the following:

Gluten. The buffet at the main restaurant has a salami and a packed products (tarts and crispbread) for breakfast, as well as a first course, second course and dessert for lunch and dinner made with gluten-free ingredients (however, the dishes are prepared in a single kitchen, therefore contamination is possible).

Lactose and eggs. The buffet at the main restaurant has lactose-free and egg-free packed products (tarts, crispbread, yogurt and milk, which is also available at the main café) for breakfast, as well as a first course, second course, a salami, a cheese and a dessert without lactose and eggs for lunch and dinner. However total absence of contamination cannot be guaranteed as there is a single kitchen (except for the above mentioned packed products).

MOTHER & BABY KITCHEN. Parents who prefer to cook and prepare meals for their children can use the large Mother and baby kitchen which is accessible 24 hours a day. Assistance is provided and basic foods are available at main mealtimes. Facilities include electric hobs, fridge, sink, tables, chairs, high-chairs, pots and pans, bottle-warmer, microwave oven, blender, sterilizer and homogenizer. At main mealtimes vegetable and meat broths, vegetable puree, small pasta, slices of meat, fish fillets, ham, dairy products, fresh fruit, fresh milk, yoghurt, jams, tea, chamomile tea and biscuits are available (baby foods, processed cheeses and powdered and liquid baby milk are not provided).

ENTERTAINMENT AND SHOWS. Calaserena Village offers some of the best in Italian Entertainment with a team of over 40 entertainment staff. Not only fun, but also punctual, reliable services for our guests of all ages - children’s and teenager’s clubs, games and parties, races and tournaments, live music, dances and open air discos and excursions. Shows in the large amphitheater every evening musicals, cabaret, variety and games.

KIDS FRIENDLY HOLIDAY. Bluserena villages are the first in Italy to receive the quality brand “KIDS FRIENDLY HOLIDAY”, awarded by the National Associations of Paediatricians Cipe- Sipe-Sinspe. Our services, equipment and comfort are designed to meet also the needs of children, kids and their parents, to provide fun as well as safety, with a constant and thorough maintenance activity.

FAMILIES WITH CHILDREN AND TEENAGERS. Families can enjoy a large **swimming pool** with waterslides, as well as a swimming pool for swimming, a **big park** with large games, trampolines, swings, slides and much more. In the woods, children can see the animals in our **mini farm** and have fun in the **mini riding-school** with our ponies. Parents who want to cook and prepare meals for their children can use our comfortable **Mother & Baby’s Kitchen**, available 24 hours a day. Children can be looked after by our entertainment staff who will get them involved in games, creative and educational activities and sports. Our Serenino, SereninoPiù, Serenup and Serenhappy Clubs are tailored to permit parents to safely leave their children with our professional entertainment staff. Creative-play activities, games, workshops are provided. All services listed below are available from 4 June to 8 September.

The Serenino and the SereninoPiù Clubs are available from 27 May to 22 September. Children aged 3 to 5 may join the **Serenino Club** and for children aged 6 to 10 there is the **SereninoPiù Club** (kids aged 10 may choose between SereninoPiù and Serenup). The Clubs are open every day except Sunday, from 09.30am to 6.30pm (Monday from 09.00am), both clubs have their own specially designed area, with swimming-pool and games. Children who are not in the Serenino Club can access the club’s swimming pool at specific times (access allowed to children aged 0 to 6, with their parents; in the free access times there is no assistance service). Kids aged 10 to 14 can join Serenup (kids aged 14 may choose between Serenup and Serenhappy) and teenagers from 14 to 17 can join **Serenhappy**, and will be involved in games, sports activities, drama, shows, and much more.

Children aged 5 to 17 can also participate in our **Dance school** (to learn the basics of dance and classic dance for children aged 5 to 7 and modern dance for children aged 8 to 17), and children aged 5 to 14 can also participate in our **Football training**, clothing/kit supplied by Bluserena, and our **Swimming school** all with qualified instructors. The clubs are open every day except Sunday, from 9.00am to 12.30pm and from 3.00 to 7.00pm. It is possible to have lunch with the entertainment staff.

The youngest, aged from 3 to 10, can continue having fun in our evening club, **Serenino Serale**, every day except Sunday, from 9.30pm to 11.30pm. The whole family will have fun with the **Bluserena Circus**, learning the fundamentals of circus acts, juggling, acrobatics and clowneries.

SERENURSERY. Calaserena Village offers the Serenursery (nursery service): our experienced staff will take care of babies aged 12–36 months in their own reserved area. Available every day except Sundays from 9am to 12.30pm and from 3.30pm to 6.30pm; from 2 July to 8 September 2018, upon payment.

PARTIES AND SHOWS. Every evening musicals, cabaret and variety. But not only entertainment: in prime and second time dance and parties are available with games and performances of Guests.

BLUSERENA BAILA. Every type of dance lesson every day, to experience the rhythms of the whole world! From Salsa, Merengue and Bachata, without neglecting group and ballroom dancing.

BLUSERENA CARD-PLAYING CLUB. A card-games Club. During the day and in the evening there are tournaments in Scala Quaranta, Texas Hold’em Poker, Burraco, Briscola, and Scopone.

FITNESS. For fitness-lovers, as well as the modern gym-fitness area with isotonic machines, dumbbells, Race Walker spinning bikes, group gymnastics and assistance from our qualified staff at fixed times: from the “morning muscular wake-up” to “Stretch and Tone”, Total Body and Acquagym, Acqua Boxing, Beach Walking, Nordic Walking and Pilates.

SPORT. The village has a swimming pool with water-slides and hydro massage, as well as a pool for swimming. Our Guests can take part in group lessons of swimming, sailing and from 4 June to 8 September, tennis lesson and archery are also available. Moreover, multi-use courts tennis and five-a-side football pitches, bowls on synthetic grass, archery, beach volleyball with floodlighting, table tennis and an exercise course in the wood are available for free. **Bluserena Seasport Club:** a rich offer of nautical sports and underwater attractions, with a team of professional and qualified instructors. Free: group lessons of sailing and windsurfing for adults and kids. Free use of canoes and Paddle Surf. Free use of sail boats and windsurfs (except during group lessons hours), charter tours introducing to sailing with the Tridente, with qualified instructors. Upon payment: intensive and individual lessons of sailing (Baby Boats are available for very young guests) and windsurfing; Wakeboard; speedboat tow; excursions on boats or dinghies. **Dive Center.** Sea lovers can also enjoy the services offered (to be paid for separately) by Dive Center in the village, which is qualified for all levels of certification. Scuba-diving courses, even for children are available, and splendid dives that leave from the village, equipment hire and oxygen tank refilling.

WELLNESS. Bluwellness is the area dedicated to those who want to have an holiday filled with relaxation and well being. We offer facial and body beauty treatments, sports and holistic massages and customized wellness programs.

SERVICES AND SHOPS. The village has boutiques and shops, a general store and newsagent, a tobacconist, a cash-point, a travel agent for car hire and transfers, conference rooms seating up to 400, and an unsupervised on-site car park.

BLUSERENA WITHOUT BARRIERS FOR OUR DISABLED FRIENDS. Calaserena Village is a village without architectural barriers and is equipped for disabled people. Rooms are available for disabled people and there are reserved parking spaces, amphitheater seating and beach spaces (near the walkway). A Job chair is available in the village, designed for use in the sea and wheelchairs can be rented upon request. Personal escorting service not available.

TRANSFERS AND CAR RENTAL. The transfer from the airport or railway station can be booked. Moreover, cars can be rented inside the resort. An unattended private car park is available.

WORLD CUP. Available with a giant screen space for viewing the most important 2018 World Cup games.

INTERNET. Free Wi-Fi connection in main communal areas and in the Premium and Comfort Room.

MEDICAL ASSISTANCE. A doctor is resident in the village and on call 24 hours a day (Pediatrician from 17 June to 8 September). The surgery is open a few hours each day, (morning and afternoon) with doctor visit free of charge. Doctor visit upon payment outside consulting hours and outside the doctor’s surgery.

ANIMALS. Dog Rooms are available upon request, which can host small dogs (max 10 kg) (See “Services details”). No other animals are allowed.

DESCRIPTION OF THE SERVICES AND CONDITION FOR STAY

FULL BOARD "PIÙ" - Bluserena Full Board treatment (and much more). It includes:

Main Restaurant: buffet breakfast with a jug of coffee, buffet service lunch and dinner with show-cooking, filtered tap water and draught wine. The same seat is reserved for the whole week at tables for 8-9 people, often with other Guests, children's lunches in the mini, teeny and junior clubs from 4 June to 8 September, snacks available on the beach from 11am to 12.30am.

From 11 June to 15 September 2018 are also available the restaurant "Il Gusto" with reserved table for each family, opening from 8pm to 9.30pm from Monday to Saturday (Subject to limited availability, possibly with turns at different time slots, they can be reserved in the village one day in advance).

News 2018: possibility of table reserved for family in shaded area outside. The service is free and to be booked for the entire period of stay, both lunch and dinner. In the event of adverse weather conditions the accommodation will be in the main restaurant, in the second round.

Bar: filtered tap water available.

Beach: a reserved beach umbrella with a sunbed and a deck-chair for each family.

Mother & Baby Kitchen. Parents who prefer to cook and prepare meals for their children can use the large Mother and baby kitchen which is accessible 24 hours a day. Assistance is provided and basic foods are available at main mealtimes.

Payment only with smart card.

"EXTRA" - Bluserena's All-Inclusive Offer

This option can be booked for at least 7 nights (and for all the people included in the booking). It includes strictly individual drinks, which can be enjoyed up until to 2pm on the day of departure. Drinks are always served in a glass. As well as the services included in the Full Board Più treatment, we offer the following beverage consumption options:

At the main bar. Espresso, cappuccino, decaffeinated coffee and barley coffee. We also offer cappuccino with soy milk, warm milk and coffee macchiato, Ginseng flavored coffee, American brewed coffee, caffè corretto (or "espresso corretto"), Crema caffè. Herbal teas are on hand, draught or on the tap drinks in 20cl glasses are available too. We offer a choice of ice cold lemon or peach teas, lemonade, tonic water, citron juice, chinotto and gassosa, orange soda, coke (or pepsi at the hotel's discretion); fruit juices (pineapple, A+C+E, peach, apricot, red orange and pear), syrups (cherry, almond milk, mint and orgeat), mineral water (glass), draft beer in a 20 cl glass, granite, one white and one red wine, or prosecco are also offered; liqueurs, aperitifs, vermouth, grappa and amari are also available. Cocktails, Champagne and all alcoholic beverages (grappe, liqueurs and sparkling wines) defined as special on the bar price list are excluded.

Bar restaurant point. Espresso and cappuccino, decaffeinated coffee and barley coffee. Cappuccino with soy milk; warm milk and warmed milk with a dash of coffee in it. At lunch and dinner from 3 years old and up, an on the tap drink is served: the drink, (one drink per person) comes in a 40-cl sized cup and orange juice, beer and coke (or pepsi at the hotel's discretion), may be chosen. This service also includes one beach towel per person (12 years of age and up), which is exchanged for a clean towel weekly (more frequent towel changes have an extra cost). To access the services, clients need to use the provided Smart Card and wear the special bracelet. Extra Formula cannot be used to offer beverages to third parties. The formula can be revoked by the customer at any time, but it also can be revoke by Bluserena in cases where Regulation infringements have been ascertained; in either of the aforementioned situations, the Full Board Più prices will be reinstated. Extra Formula is subject to limited availability.

CLUB CARD. Membership is required for people aged 3+ and allows use of the sports fields and equipment, beach services, and to take part in tournaments and group classes, as well as the services of the Serenino, SereninoPiù, Serenup and Serenhappy clubs.

ENTERTAINMENT AND SHOWS. Our Guests can enjoy entertainment and evening shows, games, balls and parties free of charge.

1 ADULT + CHILD. Discounts for children in an additional bed, in the room with an adult. If there are more children, the offer is applied to just one, and the others benefit from the reductions for the 3rd, 4th and 5th bed. The offer is subject to limited availability and is only valid with one adult per family and only for one room per family.

BLUSERENA SHORT STAYS. Stays shorter than a week can be booked at www.bluserena.it/quote, as Full Board "Più" treatment and in Classic room with prices subject to change (generally higher than the daily prices for weekly stays) and limited availability. In case of extension, starting from the 5th night, the price list will be applied and the Club Card will be available upon payment.

ON HOLIDAY WITH YOUR DOG. Calaserena Village allows you to bring your little dog (only small dogs 10 kg max. accompanied by a health certificate are allowed). The dog will stay in the garden of your room, equipped with a dog bed and bowls for food and water, walk around the village in the reserved areas and on specific paths (e.g., not on the beach, in the restaurant and the village square) with a muzzle and on a leash. Dog food is not provided. The availability is limited and no other animals are allowed.

SERENURSERY. Mums can rely on qualified staff to take care of their 12 to 36-month-old children. The staff will entertain children in the play area and take care of them in the air-conditioned napping area and in the baby-changing station, equipped with all that is required to ensure their comfort and hygiene. They will provide them with snacks.

Mums just have to provide bibs, baby's bottles and dummies, anti-slip socks, sunblock and nappies. Mums can take part in some of the activities dedicated to their babies. The service is available, on payment of the appropriate fees, every day except Sundays, from 9am to 12.30pm and from 3.30 to 6.30pm from 2 July to 8 September 2018.

BOOKING. For information and bookings, please visit www.bluserena.it/quote or contact Booking Bluserena on (0039) 085 8369777. The whole amount should be paid when booking; however, it is also possible to pay a 10% deposit of the whole amount as confirmation, and the remaining amount shall be paid no later than 21 days before the holiday. Payments can be made by bank transfer or credit card in the area www.bluserena.it/perchihaprenotato.

CANCELLATION FEES. The following cancellation fees are applied on the total amount of the booking:

- cancellations up to 21 days before arrival: 10%;
- cancellations from 20 to 10 days before arrival: 50%;
- cancellations from 9 to 4 days before arrival: 75%;
- cancellations from 3 to 0 days before arrival: 100%.

CHECKING IN AND CHECKING OUT FOR ROOMS AND BEACH UMBRELLAS. Please let us know if you want to start your stay with a lunch or a dinner: if your stay starts with the dinner, then lunch on the day of departure is included (may be replaced by a packed lunch, on request); if the stay starts with lunch, the last meal included is breakfast. Room keys and beach umbrellas will be available by 4pm on your day of arrival. We cannot guarantee an early availability in case of a stay starting at lunch. On the day of departure, rooms and beach umbrella must be returned by 10am.

On arrival and departure guests can use the **changing rooms** with showers in the hall area and the unsupervised left luggage area. By reserving our "Delayed Check-out" option (upon payment, availability limited) rooms and beach umbrellas are available until 2.15pm on the day of departure (Delayed Check-out can be requested upon booking or book on site within 2 days before the departure).

SMART CARD. Upon your arrival, you will be given a Smart Card: a prepaid card that must be used for payment at the bars, restaurant and Punto Blu. Any unused residual amount on the card will be returned. The Smart Card will also include the credit for the included services in the All Inclusive Extra and Club BluserenaPiù offers: please show your Card to use them.

CHILDREN'S STAY. Discounts are applied in accordance with the age of the child at time of the stay (e.g., the discount for children aged 0-3 is applied to children who have not yet had their 3rd birthday).

ID DOCUMENTS. Documents confirming the identity of all the people included in the booking must be shown on arrival, including for minors of any age, pursuant to art. 109 of the Italian Consolidated Act on Public Safety. Otherwise, the hotel may only give any applicable discounts relating to a higher age group.

SERVICES AVAILABLE UPON PAYMENT. Individual sports' lessons, Bluwellness treatments and diving services some services of the Bluserena Sea Sport Club, mini riding school, excursion, Internet point, transfer, car and bike hire (riding bikes inside the village is not allowed for people aged 6+), medical assistance outside consulting hours and outside the doctor's surgery, as well as any other service indicated on the price list.