

<b>GRANSERENA HOTEL IN SHORT</b>	<p><b>4-star</b> Hotel village, Torre Canne di Fasano, 18 km from Ostuni, directly on a private sandy beach. 320 rooms, up to 5 beds, with sea view and balcony. Entertainment. Mini club with swimming pool, teeny and junior clubs. Sea suitable for children. Reserved spots on the beach and at the restaurant, at tables for 8-9 people. Rich catering, buffet and show-cooking. Main restaurant and a restaurant/grill with reserved table for each family. Mother &amp; Baby Kitchen. Swimming pool with waterslides and for swimming. Park with large games. Fitness area, sports fields, nautical sports. Doctor available H24 (Pediatrician from 17 June to 8 September). Internal parking for all Guests (on payment). Directly accessible from the Hotel, the Torre Canne Thermal Baths.</p>														
<b>SUMMER SEASON 2018</b> From 27 May to 9 September	<b>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 <a href="http://www.bluserena.it/quote">www.bluserena.it/quote</a>.</b> Arrival and departure on Sunday, alternative days available on request. Room keys available from 4 pm return by 10am, unless "Late Check Out" booked ( <i>Details below</i> ).	A	B	C	D	E	F	G	H	I	L	M	N	O	
		27/5 3/6	3/6 10/6	10/6 17/6	17/6 24/6	24/6 1/7	1/7 8/7	8/7 15/7	15/7 29/7	29/7 5/8	5/8 12/8	12/8 19/8	19/8 26/8	26/8 2/9	2/9 9/9
<b>CLASSIC ROOM</b> ( <i>Details below</i> )	<b>PIÙ - Bluserena Full Board</b>	71	77	89	94	100	109	112	115	121	138	160	106	91	
	EXTRA - Bluserena's "All Inclusive"	83	89	101	106	112	121	125	128	134	151	173	119	103	
<b>FAMILY ROOM</b> ( <i>Details below</i> )	€ 12 supplement per "Classic" Room per day. At least 4 people in the room.														
<b>PREMIUM ROOM</b> ( <i>Details below</i> )	<b>PIÙ - Bluserena Full Board</b>	76	82	94	99	105	114	117	120	126	143	165	111	96	
	EXTRA - Bluserena's "All Inclusive"	88	94	106	111	117	126	130	133	139	156	178	124	108	
<b>COMFORT ROOM</b> ( <i>Details below</i> )	<b>PIÙ - Bluserena Full Board</b>	81	87	99	104	110	124	127	130	136	153	175	121	101	
	EXTRA - Bluserena's "All Inclusive"	93	99	111	116	122	136	140	143	149	166	188	134	113	
<b>SHORT STAYS</b> In Classic Room ( <i>Details below</i> )	<b>Stays of 1 and 2 nights</b>	99	108	125	131	140	153	157	161	170	194	224	148	127	
	<b>Stays of 3 e 4 nights</b>	89	96	111	117	125	136	141	144	152	173	200	132	114	
	<b>Special stay of 4 nights from Sunday to Thursday</b>	71	77	89	94	100	109	112	115	121	138	160	106	91	
	<p><b>CLUB CARD</b> (obligatory for 3-year-olds and above from 27/5 to 9/9): € 36 per person per week, from the eighth night € 5 per person per day. See "Description of Services".</p> <p><b>TWIN USED AS SINGLE</b> (limited number of rooms, subject to availability): daily supplement € 28 from 27 May to 10 June; € 38 from 10 June to 1 July; € 76 from 1 to 29 July and from 26 August to 9 September; € 93 from 29 July to 12 August and from 19 to 26 August; € 112 from 12 to 19 August.</p> <p><b>ROOM WITH BALCONY:</b> € 7 per day per room. Book in advance.</p> <p><b>ROOM WITH A SEA VIEW AND BALCONY:</b> € 14 per day per room. Book in advance.</p>	<p><b>CHILD AND ADULT DISCOUNTS IN 3rd, 4th AND 5th BED</b> (before 3rd birthday): <b>children aged 0-3</b> free in 3rd, 4th and 5th bed, cot and access to Mother &amp; Baby Kitchen included. Please notify if bringing own cot.</p> <p><b>3rd BED REDUCTION: children aged 3-8</b> (before 8th birthday) 80% from 27 May to 24 June; 70% from 24 June to 9 September; <b>children aged 8-12</b> (before 12th birthday) 60% from 27 May to 24 June; 50% from 24 June to 9 September; <b>Adults</b> 20%.</p> <p><b>4th AND 5th BED REDUCTION: children aged 3-8</b> (before 8th birthday) 80% from 27 May to 24 June; 60% from 24 June to 9 September; <b>children aged 8-12</b> (before 12th birthday) 50% from 27 May to 24 June; 40% from 24 June to 9 September; <b>Adults</b> 20%.</p>													
<b>MONEY SAVING IDEAS</b>	<p><b>ADULT + CHILD SPECIAL OFFER: the following discounts are also available for children in a 2nd bed!</b> From 27 May to 24 June: <b>children aged 0-3</b> (before the 3rd birthday) 60%, <b>children aged 3-12</b> (before the 12th birthday) 50%;</p>	<p>from 24 June to 9 September: <b>children aged 0-3</b> (before the 3rd birthday) 30%, <b>children aged 3-12</b> (before the 12th birthday) 20%. See "Description of Services".</p>													
<b>OTHER SERVICES</b>	<p><b>LATE CHECK OUT:</b> room and beach umbrella available until 2.15 pm 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".</p> <p><b>PARKING:</b> unattended internal parking € 4 per day; € 24 for 1 week; € 37 for 2 weeks. Book on site.</p> <p><b>FRONT ROW BEACH UMBRELLAS:</b> price per day - 1st row € 16 up to 28 July and from 26 August, € 19 from 29 July to 25 August; 2nd row € 11; 3rd row € 6. Book in advance.</p>	<p><b>SUNBED:</b> one sunbed included. The second is to book € 7 per day. Book in advance. Subject to availability.</p> <p><b>BEACH TOWEL HIRE:</b> if not included in option chosen € 4.50 per week. Fee for additional washes. Book on site.</p> <p><b>PUSHCHAIR HIRE:</b> € 7 per day, € 29 for one week, € 49 for 2 weeks. Book on site, subject to availability.</p> <p><b>SERENELLA KIT.</b> 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>													

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

<b>THERMAL BATHS AND HEALTH SPA SEASON 2018</b> (from 29 April to 27 May and from 9 September to 6 November)	<b>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 <a href="http://www.bluserena.it/quote">www.bluserena.it/quote</a>. Arrival and departure on Sunday, alternative days available on request. Room keys available from 4 pm return by 10am, unless "Late Check Out" booked (See Other Services Summer Season 2018).</b>	29/4 27/5	9/9 16/9	16/9 23/9	23/9 6/11
<b>CLASSIC ROOM</b> (Details below)	<b>PIÙ - Bluserena Full Board</b>	66	80	75	66
	EXTRA - Bluserena's "All Inclusive"	78	92	87	78
<b>FAMILY ROOM</b> (Details below)		€ 12 supplement per "Classic" Room per day. At least 4 people in the room.			
<b>PREMIUM ROOM</b> (Details below)	<b>PIÙ - Bluserena Full Board</b>	71	85	80	71
	EXTRA - Bluserena's "All Inclusive"	83	97	92	83
<b>COMFORT ROOM</b> (Details below)	<b>PIÙ - Bluserena Full Board</b>	76	90	85	76
	EXTRA - Bluserena's "All Inclusive"	88	102	97	88
<b>SHORT STAYS</b> In Classic Room (Details below)	<b>Stays of 1 and 2 nights</b>	93	112	105	93
	<b>Stays of 3 e 4 nights</b>	83	100	94	83
	<b>Special stay of 4 nights from Sunday to Thursday</b>	66	80	75	66
	<b>FULL BOARD "PIÙ" - Bluserena Full Board treatment (and much more):</b> "See Description of Services". The rates of Thermal Bath and Helath Spa Season are inclusive of entertainment and evening shows, use of bowls on synthetic grass, tennis court, outdoor gym-fitness area, swimming pool with waterslides and children's playground. <b>TWIN CLASSIC ROOM USED AS SINGLE (limited number of rooms, subject to availability):</b> daily supplement € 28 from 29 April to 27 May; € 47 from 9 to 23 September; € 33 from 23 September to 6 November. <b>OTHER SERVICES:</b> see "Other Service".	<b>CHILD AND ADULT DISCOUNTS IN 3rd, 4th AND 5th BED: children aged 0-3</b> (before 3rd birthday) free in 3rd, 4th and 5th bed, cot and access to Mother & Baby Kitchen included. Please notify if bringing own cot. <b>3rd BED REDUCTION: children aged 3-8</b> (before 8th birthday) 80%; <b>children aged 8-12</b> (before 12th birthday) 60%; <b>Adults</b> 20%. <b>4th AND 5th BED REDUCTION: children aged 3-8</b> (before 8th birthday) 80%; <b>children aged 8-12</b> (before 12th birthday) 50%; <b>Adults</b> 20%. <b>ADULT + CHILD SPECIAL OFFER:</b> discounts are also available for children in a 2nd bed! From 29 April to 27 May: <b>children aged 0-3</b> (before the 3rd birthday) 60%, <b>children aged 3-12</b> (before the 12th birthday) 50%; from 9 September to 6 November: <b>children aged 0-3</b> (before the 3rd birthday) 40%, <b>children aged 3-12</b> (before the 12th birthday) 30%. See "Description of Services".			
<b>HOW TO REACH GRANSERENA HOTEL</b>	<b>By car:</b> motorways A14 Milano-Bari sud or A1 up to Naples/A16 to Cerignola/A14 to Bari sud. From Bari sud drive towards Brindisi on SS16 up to the Torre Canne exit. <b>By train:</b> public transportation services connect the GranSerena Hotel to the railway station of Fasano, or a transfer service is available upon request. <b>By plane:</b> Bari airport is 77 km away and Brindisi airport is 50km away; transfer service is available upon request.				

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 GRANSERENA HOTEL

**THE VILLAGE.** GranSerena Hotel is a 4-star Hotel Village, located directly on the beach in the heart of the Puglia region between Bari and Brindisi, in the most interesting part of the region in terms of landscape and history. Directly accessible from the Hotel, the Torre Canne Thermal Baths, one of the most modern and best-equipped spas in southern Italy.

**THE TERRITORY.** We are in Puglia, close to the wonderful white towns of Valle D'Itria (Locorotondo, Ostuni and Martina Franca about 25 km away). Stay in Puglia allows to enjoy incredible landscapes including sea and countryside: 30 km away are the trulli of Alberobello; 40 km away the Caves of Castellana and Putignano. Only 15 km away is the Zoo Safari of Fasano.

**The services described below are available from 27 May to 8 September 2018, expect otherwise specified.**

**THE SEA AND THE BEACH.** GranSerena Hotel is surrounded by a large park with a lake and springs, directly on a sandy beach with beach umbrellas, sunbeds and deckchairs, changing rooms and showers, bar, help and info desk. Each family has their own beach umbrella with a sun bed and a deck-chair assigned. The sea-bed is sandy and suitable for children to go in the water. Sailing boats (except during group lesson times), windsurfs, canoes and pedalos are available for the Guests to use. Guests can take part in group sailing courses.

**THE ROOMS.** GranSerena Hotel has 320 rooms, including Classic, Premium, Comfort and Family Rooms.

**"Classic" Rooms** are equipped with individually-controlled air-conditioning, telephone, TV, fridge, safe and bathroom with shower or with bathtub 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, 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.

**"Family" Rooms** are also available. Consists of two communicating rooms (separated by a door), with two 32" TVs with Sky Italia channels suitable for children, one bathroom, on the first floor, without balcony and/or sea view. This accommodation includes 2 Serenella customized beach towels.

Rooms with balcony and/or sea view are available upon request and payment. Rooms for disabled people are available on request.

**THE DISTANCES WITHIN THE VILLAGE.** Rooms are about 200 meters from the sea. The village is located directly on the beach, without any roads between them. Vehicles of any kind are not allowed inside the village.

**RESTAURANTS AND BARS.** GranSerena Hotel has two comfortable restaurants, all with air conditioning, with tables seating 8 or 9, so you often dine with others guest (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 9 September 2018 is also available the restaurant/grill **"Il Gusto"** with reserved table for each family, available for lunch and dinner, from Monday to Saturday (subject to limited availability, possibly with turns at different time slots, it can be reserved in the village one day in advance).

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 filets, 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). Mother and baby kitchen it's open from 27 May to 15 September.

**ENTERTAINMENT AND SHOWS.** GranSerena Hotel 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 auditorium 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- Sipse-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. 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 8 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.

**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: many other activities from the "morning muscular wake-up" to "Stretch and Tone", Total Body and Acquagym, Acqua Boxing, Nordic Walking and Pilates.

**SPORT.** The village has a swimming pool with water-slides 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 and archery lessons are also available. Moreover, tennis courts and five-a-side football pitches, multi-use courts (tennis and basketball), bowls on synthetic grass with floodlighting, table tennis, beach tennis, archery, are available for free of charge, as well as the use of sail boats (except during group lessons times), windsurfs, canoes and pedalos, Paddle Surf, charter tours introducing to sailing with the Tridente, with qualified instructors. Upon payment: individual lessons of sailing, San Domenico Golf's 18-hole course and a riding-stables are a few kilometers away.

**THERMAL BATHS.** Directly accessible from the Hotel, the Torre Canne Thermal Baths is one of the most beautiful spas located directly on the sea. It offers mud therapy, mud baths, inhalation therapies, angiological therapies, treatments for rhinogenic deafness, motor rehabilitation, physiotherapy, hydrokinetic therapy, hydromassage therapy. Booking in advance is recommended. For information and booking visit [www.termeditorreanne.it/prenota](http://www.termeditorreanne.it/prenota) or e-mail [prenota@termeditorreanne.it](mailto:prenota@termeditorreanne.it). Inside the Thermal Baths you can find our Bluwellness, offering beauty treatments, well-being and tanning treatments. The Torre Canne Thermal Baths is open from 30 April to 21 October 2018. Close on Sunday.

**SERVICES AND SHOPS.** The village has a shopping mall, a general store and boutiques, newsagent, a tobacconist, a cash-point, a church, a travel agent for car hire and transfers, conference rooms, and an unsupervised, on-site car park (on payment).

**BLUSERENA WITHOUT BARRIERS FOR OUR DISABLED FRIENDS.** GranSerena Hotel is a village without architectural barriers and is equipped for disabled people. Rooms are available for disabled people and there are reserved parking spaces, auditorium 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.** Bluserena allows to book the transfer from the airport or railway station or rent a car in the village. Moreover, an unattended private car park is available (on payment).

**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 Rooms.

**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.

**PETS.** GranSerena Hotel does not allow pets. Small dogs (10 kg max.) are allowed in Serenè Village and Sibari Green Village in Calabria, Torreserena Village and GranValentino Village in Puglia and Calaserna Village in Sardinia.

## 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 11 am to 12.30 am.

From 11 June to 9 September 2018 is also available the restaurant/grill **"Il Gusto"** with reserved table for each family, from Monday to Saturday from 1 pm to 2.30 pm and from 8 pm to 9.30 pm (subject to limited availability, possibly with turns at different time slots, it can be reserved in the village one day in advance).

**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 orange), 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 40cl 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 revoked 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](http://www.bluserena.it/quote), as Full Board "Più" treatment and in Classic room. The prices are listed under "Short Stays" in the price list, with free Club Card. Short Stays apply to a limited number of rooms, according to availability. In case of extension, starting from the 5th night, the standard price will be applied and the Club Card will be available upon payment.

**BOOKING.** For information and bookings, please visit [www.bluserena.it/quote](http://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](http://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 2.15 pm 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, Thermal Spa and Bluwellness treatments, excursions, transfers, car and bike hire (riding bikes inside the village is not allowed), horseback riding and medical assistance outside consulting hours and outside the doctor's surgery, as well as any other service indicated on the price list.