

# Hotel Sansicario Majestic

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

<b>HOTEL SANSICARIO MAJESTIC IN SHORT</b>	The 4-star Sansicario Majestic Hotel on <b>Vialattea</b> is only 500m from the foot of the ski slopes, (reachable with a shuttle in 3 minutes). 150 rooms including Family Rooms. Heated swimming-pool, a gym and a SPA. Entertainment for all age groups, the Mini Club for children aged 3 to 10 and Teeny Club for children aged 11 to 14 with accompaniment to the Ski School (Mini-Club with assistance in putting on skiing gear), lunch and dinner with our professional entertainment staff. The Hotel offers rich and wide quality meals, Baby kitchen/Baby feeding facility to prepare children's meals. Ski-passes and ski-equipment hire are available in the Hotel itself with delivery at the ski slopes. Free, private use of ski-storage is provided at the foot of the ski slopes. Garage.										
<b>WINTER SEASON 2020/2021</b>	<b>PRICES PER PERSON PER DAY IN A TWIN ROOM.</b> Arrivals and departures are on Sunday, unless otherwise specified. Alternative days available on request. Room keys available from 2.30 p.m. and guaranteed by 4 p.m. Bookable, subject to availability, delivery of the room from 10 a.m. to 12 p.m. (details below). On departure, check-out at 10 a.m.	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>SPECIAL WEEK 03-10/01</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>
		Wedn 23/12 Sunday 27/12	27/12-03/01	Sunday 03/01 Wedn 06/01	Wedn 06/01 Sunday 10/01	Sunday 03/01 Sunday 10/01	10/01-17/01 14/03-21/03	17/01-31/01	31/01-14/02 21/02-28/02	14/02-21/02	28/02-14/03
<b>HALF BOARD</b>		77	125	119	69	85	69	73	79	89	75
<b>SHORT STAYS 1 TO 3 NIGHTS</b>		rates on request	rates on request	119	79	-	79	83	89	rates on request	85
<b>3RD, 4TH AND 5TH BED REDUCTION</b> Ages are defined as years not completed yet *Cot and access to Baby Kitchen/ Baby feeding facility included	<b>0-3 YEARS*</b>	<b>3-12 YEARS</b>		<b>12-18 YEARS</b>		<b>ADULT</b>					
		3rd BED	4th and 5th BED	3rd BED	4th and 5th BED	<b>20%</b>					
		<b>100%</b>	<b>100%</b>	<b>50%</b>	<b>50%</b>		<b>30%</b>				
<b>MEMBERSHIP CARD</b>	Obligatory (for 3 years old and above): € 28 per person per week, from 4 nights.										
<b>ROOMS</b>	The Hotel has 150 welcoming rooms and well-furnished, which are all carpeted (a few rooms with parquet flooring are available on request) and equipped with television, SKY, telephone, mini-bar, safe deposit box, bathroom with shower or bath, hairdryer and a bathrobe is provided for each adult (there is a fee for any additional clean bathrobes requested). Smoking is prohibited in the rooms (only permitted on the balconies). <b>TWIN USED AS SINGLE:</b> daily supplement € 29 in periods A, G and I; € 49 in the period B; € 39 in periods C and H; € 19 in periods D, E and F. <b>CHABERTON MOUNTAIN VIEW:</b> supplement € 5 per day per room. Please book in advance ("Club BluserenaPiù" discount). <b>FOR GROUPS OF 4/5 PERSONS ARE AVAILABLE:</b> <b>ONE-ROOMS:</b> room where the 3th and 4th beds are in a bunk-bed or standard bed; room with bathroom for disabled people. <b>FAMILY ROOMS:</b> consisting in a two rooms accommodation separated by a door: a lounge with double sofa-bed, double bedroom and one bathroom. The minimum occupation, for the Family Room, is 4 Guests. Daily supplement € 99 in the period B, C and H, € 69 per day in the other periods. <b>CONNECTED ROOMS,</b> each with independent access at the price of a room with discounts for the 3rd, 4th and 5th beds, plus daily supplement €119 in the period B, C and H, € 89 in the other periods.										
<b>SPECIAL READY ROOM</b>	Bookable, subject to availability, delivery of the room from 10 a.m to 12 p.m. (room delivery time at the discretion of the Hotel). In addition to the room ready, it is possible to buy lunch on the day of arrival for € 18 instead of € 32. Children aged 0-3 (before 3rd birthday) free, children aged 3-8 (before 8th birthday) are entitled to a 50% reduction, children aged 8-12 (before 12th birthday) 30%. For those people who selected the full board lunch is included.										
<b>GOLD FORMULA</b>	<b>The GOLD Formula includes:</b> • weekly stay in room with Chaberton mountain view, with espresso coffee machine, a kettle and a 40-inch TV. • garage for the whole duration of the stay; • luxury ski box: one ski box per family in an exclusive area, a few meters from the ski slopes, with a sanitising and automatic overnight drying system. • special Wellness: if you buy 3 massages, you pay for 2 (the free massage can be used before 5 p.m.). The offer is subject to limited availability, € 10 per person per day (children 3-12 years old € 5) in the period B, C and H; in the other periods € 8 (children 3-12 years old € 4). "Club BluserenaPiù" discount. Also available for Family and connected Rooms.										
<b>MONEY SAVING IDEAS</b>	<b>ADULT + CHILD SPECIAL OFFER:</b> discounts for children in 2nd bed! In all periods (except from 27/12 to 03/01), the following discounts are available for children staying in a second bed: children aged under 8 are entitled to a 50% reduction; children aged 8-18 (before 18th birthday) 40%. The offer is only valid with one adult per family. <i>Please see "Description of services" for details.</i>										
<b>OTHER SERVICES</b>	<b>TRANSFER:</b> you can book transfer service from and to the airports and railway stations. <b>GARAGE:</b> € 14 per day in periods B, C, and H; € 10 per day in the other periods ("Club BluserenaPiù" discounts). Unsupervised and subject to availability. Please book in advance. <b>FULL BOARD:</b> daily supplement € 18 per adults, children aged 0-3 free, children aged 3-8 are entitled to a 50% reduction and children aged 8-12 30%. Purchasable for the whole duration of the stay (lasting no less than 3 consecutive nights); <b>SINGLE LUNCH:</b> € 32 for adults, children aged 0-3 free (before 3rd birthday), children aged 3-8 (before 3th birthday) are entitled to a 50% reduction and children aged 8-12 (before 12th birthday) 30%. <b>CHRISTMAS LUNCH:</b> € 42 for adults; children aged 0-3 (before 3rd birthday) free, children aged 3-8 (before 3th birthday) are entitled to a 50% reduction and children aged 8-12 (before 12th birthday) 30%. <b>COMPULSORY NEW YEAR'S EVE DINNER,</b> obligatory for stays of less than 7 nights: € 39 for adults, children aged 0-3 (before 3rd birthday) free, children aged 3-8 (before 8th birthday) are entitled to a 50% reduction, children aged 8-12 (before 12th birthday) 30%. <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), Serenella sticker and Serenella Cotton Shopper. The kit can be requested upon booking (limited availability) € 49 each.										
<b>WELLNESS</b>	<b>WELLNESS CARD:</b> (aged 14 and over) The card entitles you to use the Wellness Center open from 10 a.m. to 1 p.m. and from 3 p.m. to 8 p.m., to be booked in advance, subject to availability. The Wellness Center has three Jacuzzi whirlpool baths, three saunas, Turkish bath, "emotional" showers and a relaxation area with Chaberton Mountain view. Additionally beauty treatments and massages are available, please ask for prices. When booking, please, indicate the time slot you intend to purchase. <b>If you buy more time slots, the lower price time slot will be discounted of 50%.</b> <b>Wellness Center opening hours</b> <b>Weekly price per person</b> 10:00 – 13:00                                      € 29 15:00 – 16:00                                      € 29 16:00 – 17:00                                      € 39 17:00 – 18:00                                      € 49 18:00 – 19:00                                      € 49 19:00 – 20:00                                      € 29										
<b>HOW TO REACH THE HOTEL</b>	<b>BY CAR:</b> on the A32 Turin-Frejus, take the Oulx exit, then follow the SS24 for 10km until you reach Cesana. Next take the Strada Provinciale (SP) towards Sestriere and, after about 3km, take the road for Sansicario. <b>BY TRAIN:</b> Oulx train station is 14km from the Hotel. <b>BY AIR:</b> Turin airport is 100km away. The Hotel is 740km from Rome and 215km from Milan.										

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).

# THE SANSICARIO MAJESTIC HOTEL

## SAFETY

We have remodeled our product adapting it to the internal security protocols, in line with national and regional legal provisions, recommendations and guidelines, regarding Covid-19. The services will be constantly updated where necessary or useful in order to ensure the safety of all. The restrictions may increase or decrease depending on the general situation. To consult the updated services in real time, click on [www.bluserena.it/sansicario-majestic](http://www.bluserena.it/sansicario-majestic).

- We will have shifts for restaurants, shows, swimming pools, wellness and where necessary;
- physical distancing will be observed in all areas of the Hotel to ensure safety;
- each common area will be equipped with dispensers of sanitizing products;
- all lines, entrances and outflows will be regulated to ensure physical distances (e.g: check-in and check-out, bar, access to the restaurant, etc.);
- strict sanitation protocols will be adopted when cleaning the rooms and common areas;
- Guests and Bluserena staff will be subjected to body temperature control every day;
- an emergency protocol will be prepared for the safe management of any suspicious cases;
- Bluserena staff will wear mask and gloves;
- Masks are mandatory for all Guests in all indoor and outdoor places according to the regulations in force at the time of stay or company provisions introduced to ensure the safety of Guests. Children from 0 to 6 years are exempt.

## SERVICES

**THE HOTEL.** The Sansicario Majestic Hotel is a 4-Star Hotel in Sansicario (near Turin) at an altitude of 1700 m above sea level, in the Vialattea winter sports area; the Hotel is 8 km from Sestriere and 20 km from the French border. The Hotel offers, in a sunny location, splendid views on Mount Chaberton.

**THE VIALATTEA.** The Hotel is in the Vialattea international skiing area, which has 249 pistes, which can all be reached on skis and 70 lifts. It ranges from 1380 to 2800 metres above sea level. The facilities for skiing and the 400 km of ski slopes of every level of difficulty make it an ideal destination for ski-lovers. There is a shuttle service to and from the Hotel while the pistes are open (about 500 m and a journey-time of 3 minutes) and to the shopping center. Free ski-deposit and private locker available at the ski slopes close to the ski Resorts and Luxury ski box (for a fee) a few meters away from the ski slopes.

**MEMBERSHIP CARD.** Membership is compulsory for adults and children aged three and over. It entitles you to use of the shuttle service to and from the slopes (a 3 minute journeys of about 500m) and to the shopping center, free private ski-box with locker at the foot of the slopes, daytime and evening entertainment for adults and children. Assistance for children in putting on skiing gear, accompaniment to the Ski School and back to the Hotel, access to the Serenino Club, the "Mini-Club", and to Serenup, "Bluserena's Teeny Club", with lunchtime assistance (for a fee for Guests in half-board accommodation) and dinner assistance. Access to the swimming-pool (check opening times) and to the gym.

**SHIFTS.** Two shifts will be introduced for the restaurant and evening shows (and for all services for which it will be deemed necessary). The choice of the shift must be made when booking, subject to availability. For organizational reasons no changes will be accepted on site, subject to availability. Bluserena reserves the right to make changes to times below indicated.

	Breakfast	Dinner	Shows
Blue Bracelet	7.00 – 8.00	19:00 – 20:00	20:30
Green Bracelet	8.15 – 9.15	20:15 – 21:15	21:45

The times above indicated are intended for the beginning and end of the service. The lunch (included for Customers who booked Full board or single lunch) it is not subject to shifts.

**SPECIAL NEW YEAR.** The 31/12 dinner will be served to the first shift from 7 p.m. to 9.15 p.m., followed by entertainment and midnight toast in the Hotel common areas in the second shift from 9.30 p.m. to 11.45 p.m., with a midnight toast in the restaurant.

## RESTAURANTS

**RESTAURANT AND BAR.** The Hotel has a welcoming restaurant with reserved tables for the whole family and adequately spaced. At the Hotel's discretion and according to the Covid-19 situation, breakfast is buffet or has table-service; lunch and dinner have table-service. The buffets, when provided, will be screened and fully served by dedicated staff. The rows will be adjusted to ensure distances. Access to the restaurant (for breakfast and dinner) will be distributed over two shifts (see paragraph "Shifts"). There is a bar. For our coeliac Guests: the Hotel has a limited choice of gluten-free packed products. However total absence of gluten cannot be guaranteed.

**HALF BOARD.** Includes buffet breakfast or served at the table (at the Hotel's discretion), dinner with reserved seating and table service. Water and wine on tap are provided free of charge during meals. Free afternoon snack on return from the pistes. Christmas Dinner and New Year's Dinner are included for weekly stays. Use of the Baby kitchen/Baby feeding facilities. Children and teenagers (staying in full board) can have the Serenino Club, our "Mini-Club", and Serenup the "Bluserena Teeny Club" assisted lunches and dinners, while those staying in half board may use this service by purchasing individual meals.

**FULL BOARD SUPPLEMENT.** Includes a buffet service lunch with wine and water on tap; Serenino and Serenup Club lunch for children and teenagers. The full board supplement may only be booked (for stays of at least 3 nights) for the entire duration of the stay. The tariff is per person per day for adults and children aged three and over. Children aged 0-3 or under (before 3rd birthday) are free. Any extra meals for Guests in half-board will be charged separately.

**BABY KITCHEN/ BABY FEEDING FACILITY.** An area dedicated to children's meals with tables, chairs and high-chairs opened from 7 a.m. to 10 p.m. Available: ham, dairy products, fresh fruit, fresh milk, yoghurt, jams, tea and chamomile, biscuits (baby foods, processed cheeses and powdered and liquid baby milk are not provided). In addition, at breakfast time it will be possible to book the children's menu, indicating the preferred time for consumption in the Baby kitchen/Baby feeding facility from 12 p.m. to 2 p.m. and from 7 p.m. to 9 p.m. Vegetable and meat broths, small pasta, slices of meat, fish fillets, boiled vegetables, tomato sauce, potatoes puree and legumes are available. While the Baby kitchen/Baby feeding facility is closed it is possible to contact the reception staff, to take advantage of a basic supply of packaged products (milk, chamomile tea, biscuits, sugar, tea) or to heat the milk.

## ENTERTAINMENT, PERFORMANCE AND SHOW

**ENTERTAINMENT.** The Hotel offers some of the best Italian Entertainment. Not only fun, but also punctual, reliable services for our Guests of all ages. Entertainment, games, evening shows and piano bar are available for use free of charge. Every evening and shows. They will be scheduled only those activities that can be carried out safely and in full compliance with physical distance.

**FAMILIES WITH CHILDREN AND TEENAGERS.** Serenino Club, is a Mini Club, with ski-wear assistance for children aged 3 to 10 and accompaniment to the Ski School and back to the Hotel. Serenino Club, is a Mini Club open from 9 a.m. to 6 p.m. every day except Sunday. It is tailored to permit parents to safely leave their children with our qualified entertainment staff. Creative-play activities, games, workshops, films and cartoons and afternoon snack are provided. Our staff will help them to put on their ski-gear, taking them to the Ski School and back to the Hotel. Children can have lunch and dinner with the entertainment staff (lunchtime assistance is charged separately for Guests in half-board accommodation).

Serenup Club and accompaniment to the Ski School: children aged 11 to 14 can join Serenup, the Junior Club open from 9 a.m. to 1 p.m. and from 4 p.m. to 7 p.m. every day except Sunday. They will be involved in sports, games and creativity. Those skiing will also be accompanied to the Ski School. Children and teenagers can have lunch and dinner with the entertainment staff (lunchtime assistance is charged separately for Guests in half-board accommodation).

## HEATED SWIMMING-POOL, FITNESS AND WELLNESS

**INDOOR HEATED SWIMMING-POOL.** A indoor heated, swimming-pool is available for free one hour per day (opened from Monday to Saturday 10.30 a.m.-12.30 p.m. e 3.30 p.m.-7.30p.m., Sunday 3.30 p.m. - 7.30 p.m.) Access must be booked the day before at the Reception, subject to availability, indicating the time slot between: 3.30 p.m. – 4.30 p.m., 4.30 p.m. - 5.30 p.m., 5.30 p.m. - 6.30 p.m., 6.30 p.m. - 7.30 p.m. In the morning the access is free, subject to limited availability. The use of swimming-caps and goggles are mandatory. Bluserena reserves the right to make changes to times above indicated.

**FITNESS.** Entrance to the gym fitness area with isotonic machines is free.

**WELLNESS.** The Wellness Center has three Jacuzzi whirlpool baths, three saunas, Turkish bath, "emotional" showers and a relaxation area with Chaberton Mountain view. Purchasing the Wellness Card (14 years old and over) entitles you to use the Wellness Center, subject to limited availability. Beauty treatments and massages are charged separately. Please see the Prices table for prices and access times.

## OTHER SERVICES

**WI-FI.** Free wi-fi connection throughout the Hotel.

**PARKING AND GARAGE.** Unsupervised, outdoor parking is available for Guests to use. Use of the garage (with direct access to the Hotel), if requested, is charged separately and is subject to availability.

**SHUTTLE SERVICE.** It entitles you to use of the shuttle service to and from the slopes (a 3 minute journeys of about 500m) and to the shopping center.

**OTHER SERVICES.** Tobacco products, an AMT, telephone recharge vouchers, goggles, swimming-caps and suitable footwear for the swimming-pool are sold in the Hotel.

**BLUSERENA WITHOUT BARRIERS.** Sansicario Majestic is a Hotel without architectural barriers and is equipped for disabled people. Rooms are available for disabled people and there are reserved parking spaces. Individual accompaniment is not provided.

## NOT JUST SKIING

**SKIPASS.** You can purchase a skipass in Hotel itself (minimum 2 days) which is valid for the whole Vialattea area.

**EQUIPMENT RENTAL IN THE HOTEL WITH DELIVERY ON THE SKI SLOPES.** Possibility to rent in the Hotel a wide range of ski equipment at special rates Bluserena, with direct delivery in your personal locker, inside the heated ski depot and provided free of charge, at the base of the facilities.

**FUN PARK.** At the start of the chairlift, 500 meters from the Hotel, you will find two fun parks for children, one of which has a school camp. Two treadmills for taking your first steps in the snow, a mini pulley and a mini climbing gym with slides are available to Hotel Guests free of charge; for an additional fee, Bluserena special rates apply, trampolines for jumping, carousel and inflatable castle.

**SANSICARIO ACTION SKI SCHOOL.** It has, with qualified staff, a desk in the Hotel on schedule time. Group courses are available for all ages and ability levels Bluserena discounts are available if skiing courses are purchased at time of booking, please contact Booking Bluserena. All group packages include free entrance to the Fun Park and discounts in all the shops in the "Action Gallery" at Sansicario. 15 hours (7,5 hours for Baby Camp) group skiing lessons run consecutively in 5 days from Monday to Friday. In periods of New Year, Epiphany and Carnival the morning hours are guaranteed only for courses purchased at time of booking stay. The group lessons will take place only with a minimum of 4 participants per course.

GROUP SKIING LESSON	AGE OF PARTICIPANTS (upper age-limits refer to age next birthday)	HOURS	BLUSERENA DISCOUNTED PRICE (per person, price only available if confirmed at time of booking)	PRICE (per person, price only available for booking effected directly in the Hotel)
Baby Camp	From 3 to 5 years old	10.00/11.30 o 11.30/13.00*	€ 80	€ 95
Junior Camp	From 5 to 16 years old	10.00/13.00	€ 103	€ 118
Senior Camp	16 years old and over	10.00/13.00	€ 113	€ 123
Snowboard Camp	From 6 to 16 years old	10.00/13.00	€ 118	€ 129

\*You will be assigned to an 1.5 hour group session by the Ski School: the group times will alternate each day, so the group taking part in the first session on Mondays will take part in the second session the day after.

To book, it is necessary to indicate for each participant name and surname, nationality, age and technical level (beginner-intermediate-advanced). The payment of the courses is made directly in the Hotel at the desk of the Ski School. There are no refunds for days not used or for early interruptions of the stay.

Private lessons are available on request. They can be booked directly at the Ski School desk in the Hotel, with special rates for certain types of lesson.

Close to the sly slopes it is available, in agreement with the Hotel, A "ACTION KINDER" service at special rates for children aged 1-3 (before 3rd birthday): a snow nursery service with highly specialised staff and an area set up especially for children. This service is active from 9 a.m to 5 p.m every day from 26/12 to 06/01 and from 15/02 to 28/02, in the week-end (Saturday and Sunday) from 09/01 to 14/02.

ACTION KINDER SERVICE Length	BLUSERENA DISCOUNTED PRICE (per person, price only available if confirmed at time of booking)	PRICE (per person, price only available for booking effected directly in the Hotel)
1 hour	€ 8	€ 10
Half day (4 hours)	€ 20	€ 25
1 day ( 8 hours)	€ 35	€ 45
5 full days	€ 90	€ 180
5 half days	€ 50	€ 100
6 full days	€ 110	€ 210
6 half days	€ 60	€ 120

When booking, the first name, surname, nationality and age of each participant are required. Any unused days or stays that are cut short will not be refunded.

**LUXURY SKI BOX:** one Ski box per family in an exclusive area, a few meters from the ski slopes, with a sanitising and automatic overnight drying system.

LUXURY SKI BOX Length	BLUSERENA DISCOUNTED PRICE (per person, price only available if confirmed at time of booking)	PRICE (per person, price only available for booking effected directly in the Hotel)
1 giorno	€ 6	€ 12
5 giorni	€ 22	€ 30
6 giorni	€ 27	€ 36

**VIALATTEA TOUR.** Skiing Guests (non-beginners) who would like to visit the Vialattea ski area on a wonderful tour accompanied by a professional ski instructor can take scheduled rides on the eastbound "Vialattea Experience" (Mondays) and the westbound "Vialattea Experience" (Wednesdays). Both rides are available at special rates and last five hours, an international skipass is required for the tour on Wednesdays. For more information and rates please ask Booking Bluserena or at the Ski School desk in the Hotel.

**NON-SKIERS CLUB.** Guests who don't ski can spend a pleasant holiday taking part in the free walks organised by "Non-Skiers Club", together with members of the Entertainment Staff. To take in the atmosphere of everything a winter holiday can offer, there are a series of suggestions and activities "tailored" to satisfy every need, with particular attention paid to our Guests who prefer not to ski. The activities will be constantly updated where necessary or useful in order to ensure the safety of all. Details of the available excursions can be consulted on [www.bluserena.it/sansicario-majestic](http://www.bluserena.it/sansicario-majestic).

## CONDITIONS FOR STAY

**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 only applicable to children who have not yet had their third birthday). **Minors.** In case of minors not accompanied by a parent or authorized person, you can contact them calling the Booking at 085.8369777.

**1 ADULT + CHILD.** Discounts are available for children staying in a second bed in a room with one 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.** 1-3 night stays can be booked at [www.bluserena.it/quote](http://www.bluserena.it/quote). The prices are listed under short stays in the price list, with a free Club Card. Short stays apply to a limited number of rooms, according to availability. For the extension, over the 4th night, price is as pricelist and the Club Card on payment.

**PETS.** At Sansicario Majestic Hotel we cannot accept pets.

**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 14 days before the holiday. Before arrival, it is required to fill in the personal data of all participants in the stay from the area [www.bluserena.it/perchihaprenotato](http://www.bluserena.it/perchihaprenotato), in order to optimize and secure check-in operations. Payments can be made by bank transfer or credit card in the area [www.bluserena.it/perchihaprenotato](http://www.bluserena.it/perchihaprenotato). Electronic invoices will be issued for the amounts settled before arrival. Official receipts will be issued for services settled at the Hotel as Bluserena has telematics cash registers. If you would also like an invoice for payments made at the Hotel, you can only request before paying directly at the Hotel by providing all the necessary details: surname and name or title, VAT registration number or Tax Code, Sdi code (ie. Italian Interchange System) or PEC (ie. certified email). For tax reasons, under no circumstances can invoice be requested after payment.

**CANCELLATION FEES.** In case of cancellation up to 14 days from the start of the holiday, no cancellation penalties will be applied (Bluserena will recognize vouchers of a value equal to the amounts paid, valid until 31.12.2022). Refunds, even via vouchers, for travel and transfers not purchased from Bluserena are excluded. For cancellations made 13 days before arrival, the following penalties will be applied to the amount of the stay:

- cancellations from 13 to 10 days before arrival: 50%;
- cancellations from 9 to 4 days before arrival: 75%;
- cancellations from 3 to 0 days before arrival: 100%.

In case of delayed arrival or early departure, the full tariff for the stay will be charged.

**MODIFICATION/CANCELLATION RESERVED TO BLUSERENA.** Even during the season, Bluserena has the right to close the booked facility and /or delay the opening for any reason and / or cause. It is understood and accepted that in such circumstances Bluserena will be able to offer vouchers for the whole forfeited amount by Bluserena with validity until 31.12.2022, which can be used at Bluserena facilities. The Guest declares to be satisfied, accepting the above and renouncing any other claim also as compensation. Bluserena is also recognized the right to make changes to the services described in this Price List, if prescribed by the authorities in charge due to the COVID-19 emergency, or, in any case, at the discretion of Bluserena in order to limit the risk of contagion and / or ensure the safety of Guests and employees.

**BEGINNING YOUR STAY, CHECKING IN AND CHECKING OUT FOR ROOMS. Arrival.** In order to ensure compliance with physical distances, check-in operations must be carried out by only one Guest per household. To ensure safety and avoid contact between baggage of different Guests, the transport of the same can be done independently by the Guests with the trolleys available in the arrival area. Alternatively, you can ask for assistance from our porters.

Arrival and departure on Sunday, unless otherwise specified on the price list. Room-keys will be available from 2.30 p.m. to 4 p.m. on your day of arrival. The half board treatment includes breakfast and dinner, if you have booked the Full Board supplement, 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. We cannot guarantee an early availability in case of a stay starting at lunch.

**Special ready room:** bookable, subject to availability, room delivery from 10 a.m. to 12 p.m. (room delivery time at the discretion of the Hotel). In addition to the room ready, it is possible to buy lunch on the day of arrival for € 18 instead of € 32 (including for those who choose Full Board). **The departure.** On the day of departure the rooms must be vacated by 10 p.m. Check-out operations must necessarily be carried out the day before departure.

**SMART CARD.** Upon your arrival, you will be given a Smart Card: a prepaid card that must be used for payment at the bar and restaurant. Any unused residual amount on the card will be returned.

**PROVIDING I.D. ON ARRIVAL.** On arrival valid documentation certifying the identity of all components of booking, including children of any age, must be presented pursuant to article 109 of the Unified Text of the Public Safety laws. In the absence of adequate documentation the Hotel may only be able to apply any discounts related to a higher age bracket.

**SERVICES NOT INCLUDED IN THE PRICE.** Please note that Ski School courses, ski-hire, skipasses (which may be purchased in the Hotel itself), Luxury Ski Box, excursions, transfers, laundry service, else shown on the price list are not included and are charged separately.

**SMOKING BAN.** Smoking is prohibited in the rooms, closed rooms and on the porch.