

# TORRESERENA VILLAGE

Italy - Puglia - Contrada Torre Mattone, 74025 Marina di Ginosola (TA)

<b>TORRESERENA VILLAGE IN SHORT</b>	<p><b>4-star</b> village, 40 km from Taranto, directly on a private sandy beach. 400 rooms sleeping up to 5 people, 700m from the sea. Shuttle service to the beach. Entertainment. Mini club with swimming pool, teeny and junior clubs. Sea suitable for children. Reserved spots on the beach and at the restaurant. Rich catering, buffet and show-cooking. Main restaurant with tables for 8-9 people, often with other guests or reserved table outdoor shaded area for family; the restaurant "Il Gusto" with reserved table for each family. Mother &amp; Baby Kitchen. Swimming pool with waterslides and for swimming. Large pinewood on the sea, park with large games and adventure park. Fitness area, sports fields, climbing wall, nautical sports. Wellness. Doctor available H24 (Pediatrician from 17 June to 8 September). Free internal parking for all Guests. Small dogs allowed.</p>													
<b>SUMMER SEASON 2018</b>	<p><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></p> <p>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>).</p>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>
		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 29/7	29/7 5/8	5/8 12/8	12/8 19/8	26/8 2/9	2/9 9/9	16/9 23/9
			9/9 16/9							19/8 26/8				
<b>CLASSIC ROOM</b> <i>(Details below)</i>	<b>PIÙ - Bluserena Full Board</b>	64	75	85	90	95	105	108	114	130	159	99	79	72
	EXTRA - Bluserena's "All Inclusive"	76	87	97	102	107	117	121	127	143	172	112	91	84
<b>FAMILY ROOM</b> <i>(Details below)</i>	€ 19 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>	69	80	90	95	100	110	113	119	135	164	104	84	77
	EXTRA - Bluserena's "All Inclusive"	81	92	102	107	112	122	126	132	148	177	117	96	89
<b>COMFORT ROOM</b> <i>(Details below)</i>	<b>PIÙ - Bluserena Full Board</b>	74	85	95	100	105	120	123	129	145	174	114	89	82
	EXTRA - Bluserena's "All Inclusive"	86	97	107	112	117	132	136	142	158	187	127	101	94
<b>SHORT STAYS</b> In Classic Room <i>(Details below)</i>	<b>Stays of 1 and 2 nights</b>	90	105	119	126	133	147	151	160	183	223	139	111	101
	<b>Stays of 3 e 4 nights</b>	80	94	106	113	119	131	135	143	163	199	124	99	90
	<b>Special stay of 4 nights from Sunday to Thursday</b>	64	75	85	90	95	105	108	114	130	159	99	79	72
	<p><b>CLUB CARD</b> (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".</p> <p><b>TWIN CLASSIC ROOM USED AS SINGLE</b> (limited number of rooms, subject to availability): daily supplement € 24 from 27 May to 1 July and from 9 to 23 September; € 61 from 1 to 29 July and from 26 August to 9 September; € 75 from 29 July to 12 August and from 19 to 26 August; € 95 from 12 to 19 August.</p> <p><b>DOG ROOM.</b> 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><b>CHILD AND ADULT DISCOUNTS IN 3rd, 4th AND 5th BED</b> (before 3rd birthday): <b>children aged 0-3</b> (before 3rd birthday) 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 and from 9 to 23 September, 70% from 24 June to 9 September; <b>children aged 8-12</b> (before 12th birthday) 60% from 27 May to 24 June and from 9 to 23 September; 50% from 24 June to 9 September; <b>Adults 20%.</b></p> <p><b>4th AND 5th BED REDUCTION: children aged 3-8</b> (before 8th birthday) 80% from 27 May to 24 June and from 9 to 23 September; 60% from 24 June to 9 September; <b>children aged 8-12</b> (before 12th birthday) 50% from 27 May to 24 June and from 9 to 23 September; 40% from 24 June to 9 September; <b>Adults 20%.</b></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 and from 9 to 23 September: <b>children aged 0-3</b> (before the 3rd birthday) 70%, <b>children aged 3-12</b> (before</p>	<p>the 12th birthday) 60%; from 24 June to 9 September: <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".</p>												
<b>MANY OTHER SERVICES</b>	<p><b>LATE CHECK OUT:</b> 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".</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> <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>													
<b>HOW TO REACH TORRESERENA VILLAGE</b>	<p><b>By car:</b> Arriving from Bari on the East coast take the A14 Bologna to Taranto motorway, to Taranto, then follow the SS106 (superstrada) towards Reggio Calabria to Marina di Ginosola. <b>By train:</b> Taranto railway station is about 40km from the village and Metaponto railway station is about 10km from the village; a transfer service is available on request. <b>By plane:</b> Bari and Brindisi airports are about 100km away (served by motorway or fast road); a transfer service is available on request.</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 TORRESERENA VILLAGE

**THE VILLAGE.** Torreserena Village is a 4-star Hotel village, which leads directly onto the beautiful wide beach of the Ionian Coast. Marina di Ginosà (Taranto) is approximately 110 km from Bari and Brindisi Airports.

**THE TERRITORY.** Torreserena Village is in Puglia, on the Ionian coast, in a territory that is rich in landscapes to be discovered. Only 50 km away: Matera, the Stone City, Unesco World Heritage Site and European Capital of Culture 2019; Grottole, with its rich pottery tradition; the ravines of Ginosà; the beautiful white towns of Valle D'Itria including Martina Franca, Locorotondo and Alberobello, which is also a Unesco World Heritage Site. About an hour drive away, in the heart of the Salento area, you can visit Lecce with its amazing baroque architecture.

**THE SEA AND THE BEACH.** A beautiful, shaded pine-wood joins Torreserena Village to the sandy beach with its beach umbrellas, deckchairs and sun-beds. Each family will be assigned their own beach umbrella with a sunbed and a deck chair and there are changing rooms, showers, a bar and a help and information desk. The sea is shallow and the sea bed is sandy and gently sloping it is ideal for children to go in the water. A free shuttle service is available for the beach. Sailing boats, windsurfs (except during group lesson times), canoes and pedalos, are available for the Guests to use, as well as group courses of sailing and windsurfing. Sea lovers can also enjoy the services offered by the Bluserena SeaSport Club (some upon payment).

**THE ROOMS.** Torreserena has 400 rooms, in two-floor buildings including Classic, Premium, Comfort and Family Rooms, an average of 700m from the sea, (a free shuttle-service runs to the beach. The shuttle is not equipped with ramps for wheelchairs and pushchairs. Personal escorting service not available).

**"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.

As well as **"Family" Rooms**, near the restaurant, consisting of two communicating rooms (the two rooms are not separated by a door), one bathroom, with two 32" TVs with Sky Italia channels suitable for children and includes 2 Serenella customized beach towels.

Ground floor rooms have a garden, while first rooms have balconies. Communicating rooms and rooms for disabled people are available on request.

**THE DISTANCES WITHIN THE VILLAGE.** The rooms are about 700 meters from the sea, which can also be reached on foot, mainly walking in the shaded pinewood. The village is located directly on the beach, without any roads between them. A free shuttle service to the beach is available (not equipped with ramps for wheelchairs and pushchairs). It is also possible to hire bikes (riding bikes allowed inside the village. Vehicles of any kind are not allowed inside the village).

**RESTAURANTS AND BARS.** Torreserena Village has four 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) with place mats. 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 opening from 8pm to 9.30pm from Monday to Saturday. Both subject to limited availability, possibly with turns at different time slots, it 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.** Torreserena 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 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 pool for swimming, a **big park** with large games, trampolines, swings, slides and much more. Moreover, children and kids can enjoy a gymnastics path and an **adventure park** inside the pinewood, with safe suspended trails. 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 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 climbing wall, 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 and many others activities: from the "morning muscular wake-up" to "Stretch and Tone", Total Body and Acquagym, Acqua Boxing, Running, 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 windsurf. From 4 June to 8 September, also tennis and archery will be available. Moreover, tennis courts and five-a-side football pitches, bowls (all on synthetic grass and with lighting for night play) multi-use court (basketball and volleyball), beach volleyball, archery, table tennis, an adventure park for children and kids, totally safe suspended trails and a gymnastics path inside the pinewood, are available for free. A few kilometers from the hotel, you can find the "Riva dei Tessali" golf court and a horse-riding school. **Bluserena SeaSport Club:** a rich offer of nautical sports and underwater attractions, with a team of professional and qualified instructors. Free: group sailing and windsurfing lessons for adults and kids; free use of canoes, pedalos and Paddle Surf. Free use of sail boats and windsurfs (except during 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; funny speedboat tow. Excursions on boats or dinghies.

**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 a boutique, a general store and newsagent, a tobacconist, a cash-point, a travel agent for car hire and transfers, and an unsupervised, onsite car park.

**BLUSERENA WITHOUT BARRIERS FOR OUR DISABLED FRIENDS.** Torreserena 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.** 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.

**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 17 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. Both subject to limited availability, possibly with turns at different time slots, it can be reserved in the village one day in advance.

**News 2018:** possibility of reserved table 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 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"), cream coffee. 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](http://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.** Torreserena 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.

**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. In case the cancellation fee is applied, a voucher (10% of the whole amount) for a future stay will be issued only to those who paid the full amount upon booking (details below). 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 2.15pm 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, Bluserena treatments some services of the Bluserena Sea Sport Club, excursion, Internet point, transfer, car hire, medical assistance outside consulting hours and outside the doctor's surgery, as well as any other service indicated on the price list.