



GENERAL CLAUSES AND INFORMATION

Unless otherwise specified in the contract between the Parties, the following shall apply:

PRELIMINARY PROVISIONS – DEFINITIONS

“Client” refers to the natural or legal person who enters into a contract for a hotel stay and/or a package tour, either as a guest or on behalf of a guest. When “n.c.” is indicated for a child’s age, it means “not completed.” “Blu Hotels” is the company that manages hotel booking contracts and operates the Blu hotel chain. “Blu Travel” is the tour operator that handles bookings and sales of package tours. Together and separately, “Blu Hotels” and “Blu Travel” are referred to as “Blu.”

PETS

Pet policies differ among properties. Please confirm availability and conditions at the time of booking and always declare any pets. Where dogs are allowed, up to two dogs per room are permitted, with a combined weight not exceeding 10 kg. A health certificate may be requested at check-in. Full details are available for download at www.bluhotels.it. Allowing pets is subject to an advance daily surcharge per dog.

ROOM ALLOCATION AND CHECK-OUT

Rooms are available from 5:00 PM on the day of arrival and must be vacated by 10:00 AM on the day of departure.

ASSISTANCE AND BOOKING CENTER

Clients can request help with bookings via the toll-free number 800.238.530. On-site staff are also available for assistance. Alternatively, contact clienti@bluhotels.it by email.

SPA/BUSINESS FACILITIES

Guests should contact reception for information on spa access and rates.

FOOD ALLERGY & INTOLERANCES

Our facilities do not have dedicated kitchens for celiac or food-intolerant guests (e.g., lactose). Therefore, we cannot guarantee the absolute absence of cross-contamination during food preparation or service. However, our restaurants offer a wide range of dishes, including gluten-free options and basic products intended for dietary needs. In accordance with legal requirements, allergen information is always listed on the menu.

We encourage notifying travel office at booking so that the Manager and Chef may evaluate personalized solutions based on the severity of the intolerance.



INTERNET CONNECTION

To access the service, guests should contact reception. Connection performance may vary by location.

CONTRACT AND BOOKING

A booking—and therefore a contract—is confirmed only when Blu sends a confirmation (which may be electronic). Confirmation depends on a deposit payment or provision of a valid credit card as guarantee. The deposit will be credited toward the total amount at checkout.

CONTRACT MODIFICATIONS

Any modifications, additions, or integrations to bookings are valid only if documented in writing and dated after the booking confirmation.

APPLICABLE LAW

Italian Civil Code and relevant statutory and customary norms apply where not explicitly addressed here.

JURISDICTION

Any disputes shall be under the exclusive jurisdiction of the court located at the defendant's legal or residential address.

IDENTITY DOCUMENTS

At check-in, valid ID documents (national ID or passport) must be presented by all guests. Minors need their own ID. Lacking proper documents prevents check-in. If age details are incorrect, the rate will be adjusted upon arrival and any outstanding balance must be paid.

MINIBAR

Where available, minibars are stocked on request and are chargeable.

TAXES AND DUTIES

Tourist tax may be introduced by municipalities at any time and must be paid directly at the hotel. Prices include 10% VAT; any increase in VAT must be paid by the guest on-site.

MINI CLUB

Where available, the Mini Club serves children aged 4 to 12, following the pre-set animation program.

LOST PROPERTY

Lost items will be stored by hotel management for 90 days after which they may be discarded.

PAYMENTS

Bookings require a deposit (25% for hotel stays, 30% for package tours) or a credit card guarantee. Remaining payments are due no later than 20 days prior to departure. Bookings made within 30 days of arrival require immediate payment. Special offers may have different conditions. Failure to pay by the due date voids the booking.

PARKING

Parking and garage spaces are limited and subject to availability. For costs and reservation, inquire at reception.

PRICES

All prices are in euros. Offer discounts are non-cumulative. Special rate bookings include handling fees which are fixed and non-refundable.

ROOM TYPE

All units include private bathrooms. Triple rooms are double rooms plus one extra bed; quadruple rooms include two extra beds. Please check individual hotel descriptions for room types.

ALTERNATIVE ACCOMMODATION

If the contracted service becomes unavailable (due to room unavailability, technical problems, or schedule changes), Blu may provide equivalent replacement accommodation. Minor, justified differences are accepted.

SUPPLEMENTS

Mandatory or optional extras and club cards must be paid at check-in before room allocation.

BOARD BASIS

Standard board types apply as follows:

- Full board: starts with dinner on the arrival day and ends with lunch on departure day. Any additional meals are extra.
 - Half board: starts with dinner on arrival and ends with breakfast on departure.
- Please notify the hotel if your arrival is after 8 pm.

CANCELLATION PROTECTION

Some promotional offers include optional coverage against change or cancellation fees, included in handling fees. For stays under 7 nights, this protection is optional and must be selected. Guests may alternatively purchase separate travel insurance. Handling fees and protection premiums are non-refundable.



BOOKING AMENDMENTS OR CANCELLATIONS (BY CLIENT)

Changes or cancellations may incur fees. Fee details are provided at booking, in catalogues, or on the website. No-show or shortening the stay results in applicable penalties.

Hotel stay cancellation fees:

- Up to 31 days before check-in: 10%
- Up to 16 days: 25%
- Up to 5 days: 50%
- Cancellations or modifications made after this deadline, no-shows, and early departures: 100%

The above cancellation fee shall also apply if the guest interrupts a stay that has already commenced. The day on which the cancellation notice is given is not included in the calculation of the applicable cancellation period.

Any notice of cancellation, whether total or partial, must be submitted in writing on a business day (excluding Saturdays) prior to the scheduled arrival date.

Any booking fees and/or insurance premiums are non-refundable.

Any refund, where applicable, will be issued only to the person named as the reservation holder.

For pre-arranged group bookings, the applicable cancellation fees will be agreed upon on a case-by-case basis and specified in the contract at the time of signing.

Package tour cancellation fees:

- Up to 31 days before check-in: 10%
- Up to 16 days: 25%
- Up to 5 days: 50%
- Cancellations or modifications made after this deadline, no-shows, and early departures: 100%

This cancellation fee shall also apply if the guest interrupts a stay that has already commenced or in the event of a no-show. The day on which the cancellation notice is given is not included in the calculation of the applicable cancellation period. Any booking fees and/or insurance premiums are non-refundable.

Cancellations of bookings that include transportation services (scheduled flights and ferry crossings) are subject, for the transportation portion, to the cancellation fees and conditions established by the respective carrier.

Any notice of cancellation, whether total or partial, must be submitted in writing on a business day (excluding Saturdays) prior to the scheduled departure date.

Any refund, where applicable, will be issued only to the person named as the reservation holder.

For pre-arranged group bookings, the applicable cancellation fees will be agreed upon on a case-by-case basis and specified in the contract at the time of signing.

CANCELLATION OR WITHDRAWAL (BY BLU)

If payment is not received, Blu may cancel the booking without refund. Blu may also cancel for justified reasons or force majeure, offering an equivalent

alternative. Client may choose either reimbursement of paid amounts or acceptance of the proposed alternative.

TRAVEL INTERRUPTION/TERMINATION COVERAGE

Blu Hotels offers optional coverage to avoid cancellation/interruption fees under specified conditions (excluding airport taxes, handling fees, or insurance premiums).

Coverage Start and Duration:

Effective from purchase or at the latest before cancellation fees apply, and ends upon check-out.

Covered Events:

- Death, accident, serious illness (prognosis >10 days), or hospitalization of the client or close family/companions.
- Significant damage (>50%) to home or business necessitating client presence.
- Job loss for economic reasons (if after purchase).
- Hospitalization (≥4 days) due to mental illness.
- Pregnancy complications up to the 8th month, miscarriage, or childbirth.
- New paid employment or internship if previously unemployed.
- Job relocation due to change of work (after booking).
- Unplanned university exam scheduled during the trip (if not known at purchase).
- Official summons for adoption, jury duty, or organ donation.
- Significant vehicle damage <48 hours before departure that prevents travel.

PROCEDURE FOR ACTIVATING COVERAGE

If cancellation before travel is required, the client must notify Blu Hotels within 5 days of the event and before departure, via email to annullamento@bluhotels.it.

For interruptions during the stay, inform the hotel management immediately; otherwise, send an email within 30 days. Blu will respond within 2 working days with a case number and request further details and documentation.

EXCLUSIONS

Exclusions include intentional acts, suicide, civil unrest, radioactivity, epidemics, terrorism, nuclear/chemical/biological contamination, drug or alcohol misuse, professional sports, use of ultralight aircraft, crimes, betting, public authority restrictions, transport disruptions, pre-known strikes, pre-existing illnesses (in certain cases), pregnancy termination, routine check-ups, missed vaccinations, and carrier-driven cancellations. Also excluded are events caused by the client or beneficiary intentionally or by gross negligence.