



SERENA TRAVEL CANCELLATION INSURANCE

Occasionally, something can happen before the start of a trip. With the SERENA TRAVEL INSURANCE you can avoid losing the paid deposit due to cancellations within the penalty period. The SERENA TRAVEL INSURANCE costs euro 10.00 per night and room.

The SERENA TRAVEL INSURANCE protects you in the following cases:

- Travel cancellation due to unexpected illness of the insured guests or of their close relatives (parents, children)
- Serious accident of the insured guests or of their close relatives (parents, children)
- Significant damage to the guest's property, which requires necessary his/her presence

The travel cancellation has to be notified in writing within the expected check in day and has to be reconfirmed by the hotel.

To take advantage of the Travel Insurance a **written certification is required** (e.g. from authorities, medical certificate, etc.).

The SERENA TRAVEL INSURANCE is valid in case of cancellation of the complete reservation but not in case of postponed arrival or early departure.

The payment of the premium has to be done AT THE SAME TIME AS THE PAYMENT OF THE DEPOSIT.

If you pay by bank transfer please indicate as reason for transfer "deposit + insurance".

HOW CAN I SUBSCRIBE THE TRAVEL INSURANCE?

1) Fill in this form and send it per email to info@hotel-serena.com

2) Pay the insurance premium by bank transfer or credit card

Reservation name: _____ Arrival __/__/____ Departure __/__/____

CALCULATION: (€ 10.00 per night and room)

Number of rooms: _____ Number of nights _____ € _____

Yes, I subscribe the SERENA TRAVEL INSURANCE and will pay by:

☐ Bank transfer to the Cassa di Risparmio di Bolzano, branch of Pedraces/Badia IBAN: IT14 H060 4558 1810 0000 0060 300

☐ Credit Card

Visa / MasterCard / Eurocard

I authorize Hotel Serena to charge the insurance premium on the following credit card:

Number: _____ Expiration: __/____ Cardholder: _____

Signature: _____

Please send this form by e-mail to info@hotel-serena.com

Information pursuant to art. 13 of the GDPR 2016/679: the data provided with the completion of this form will be processed in paper and electronic form. Your data will be used exclusively to process your request. Your data will neither be published nor passed on to third parties. Responsible for the data processing is Hotel Serena - Str. Pedraces, 32 - 39036 BADIA (BZ), which you can contact for the exercise of your rights, including the right of access to data, integration, correction and cancellation. To view the complete privacy policy, please visit the dedicated link on our website.

☐ Yes, I agree with the Privacy Policy.