

Contractual conditions for stays at Villa Elizabeth

Via di Piaggia,12 – Vorno – Capannori – Lucca.

Check-in/check-out

Arrival: From 15:00 to 19:00

You must inform the property in advance of your arrival time.

Departure: From 08:00 to 10:00

You must inform the property in advance of your departure time.

Cancellation / Prepayment

For any additional information, please contact the manager for any clarification in this regard..

Children / Beds Policy

Children of all ages are welcome.

Children 18 years and older will be charged the same as adults at this property.

To see correct information regarding prices and occupancy, add the number and ages of children staying to the search.

Cots and Extra Beds Policy

0 - 2 years Cot on request Free

The number of cots allowed depends on the option you choose. Check the one you selected for more information. There are no extra beds available at this property.

Cribs are subject to availability.

No minimum age

There is no minimum age requirement to check in.

Payments via our website

Payment for reservations is made via a tool on our website that links to secure and protected transactions on PayPal pages (with account or credit card) or via Stripe which accepts all credit cards; however, for any extras during your stay, payments via cash and/or credit card are accepted.

Smoking: Smoking is not permitted inside the property.

Parties/events

It is not permitted to organize parties/events inside the property, without prior authorization from the manager. However, parties/events will be organized, if requested in advance, exclusively by the manager, being a professional in the sector.

Pets: Pets allowed on request.

The rental fee includes the consumption of water, electricity, gas, heating (including firewood for the fireplace) and similar.

Final cleaning: final cleaning will be carried out by the manager using an external specialized company. Therefore, at check-in the sum of Euro 450.00 will be required for payment of the service.

Additional cleaning: upon prior request, at the time of booking, it can be organized, for a fee.

Privacy

We invite the guest to consult our Privacy Policy on the website which explains how we will process his personal data. By sending us his personal information, the guest understands the use we make of the information in the ways set out in our Privacy Policy, including the sharing of personal information with the Owner.

Pool

There is a swimming pool inside the structure for the exclusive use of residents which is part of the reservation. The swimming pool has the following dimensions: length 10 m, width 5 m, depth 1.20 m. The pool is checked daily by the Villa staff. During the night hours there is an automatic robot for cleaning the bottom. Therefore, at the end of the day, personal tools must not be left in the water, to allow the robot to work.

However, users are asked not to use products on the skin that can be harmful to the quality of the water and/or alter its chemical composition.

The pool structure is not assisted by surveillance personnel, as required for collective pools open to the public. The pool is usually open from 01/04 to 31/10.

Lucca Police Headquarters website "alloggiati web"

To comply with the law, the customer is asked to send us a copy of a valid identity document (identity card or passport) before renting, in order to register on the Lucca Police Headquarters website.

Prices and payments

Rental prices are automatically highlighted by the website, as soon as the desired period and days of stay are set.

In some special cases, periods of stay shorter than 7 days may be accepted. In this case, contact the management, as the web application does not currently allow bookings for shorter periods.

In some special cases, a discount voucher may be applied, which must be requested from the management, for conditions.

Payment methods and conditions:

1) Conditions in the case of booking 60 calendar days before the start of the stay period.

- **The payment of 25%** of the rental amount, as highlighted by the website, must be paid at the time of booking, in order to be accepted and make it valid. For this, select the most appropriate payment vehicle using your credit card (Stripe or Paypal). After the payment transaction, the system will automatically send a confirmation email to your address, with the booking details.

- **The balance of 75%** of the rental amount must be paid 30 days before the start of the rental period. In this regard, an email will be automatically sent by the system to the email address you provided during the booking, 7 days before, in order to remind you of the deadline.

- In the event of non-payment of the second installment equal to 75% of the rental amount, as highlighted above, the booking will be considered invalid and ineffective by the management. Therefore, the management reserves the right to make the week initially booked but not paid, free and valid for other bookings.

2) Conditions in the event of booking less than 60 calendar days before the start of the stay period.

- **The payment of 100%** of the rental amount as highlighted on the website must be paid at the time of booking, in order to be accepted and make it valid. For this, select the most appropriate payment vehicle using your credit card (Stripe or Paypal). After the payment transaction, the system will automatically send a confirmation email to your address, with the booking details.

However, we are at your complete disposal for any clarification regarding "Prices and payments", contacting us at our email info@villaelizabeth.info or at our telephone number **+39 3406743009** or at the same mobile number via whatsapp.

Conditions updated to March 2025