



Terms & Conditions | **Villa Lou**

Via Roma 46 – 25088 Toscolano-Maderno - Italië

Mail: info@villalou.com

Website: www.villalou.com

Tel: +39 348 719 0667

Welcome to Villa Lou. To make your stay as pleasant as possible, we use the following terms and conditions that apply to all reservations, stays, and agreements with B&B Villa Lou, located in Italy. By making a reservation through our website, you agree to these terms and conditions.

1. Reservation & Confirmation

- 🌀 When making a reservation, Villa Lou requires a deposit of 50% of the total amount. It is possible to pay the deposit through the Villa Lou website (see *point 3. Payment*).
- 🌀 A reservation is only officially confirmed when the main booker receives a confirmation by email **and** upon receipt of the deposit.
- 🌀 The main booker must be at least 18 years old.
- 🌀 A reservation for one room can be booked for a maximum of two people.

2. Prices

- 🌀 All prices on the Villa Lou website are euros (€).
- 🌀 All prices are free from VAT.
- 🌀 The prices per night exclude tourist tax. More information about tourist tax can be found under *point 5. Identification and Tourist Tax*.
- 🌀 You can book your stay for a minimum of two nights. If you book a single night with us, we charge an additional fee of €15.00.
- 🌀 The prices are per room per night and exclude breakfast. For more information about breakfast, see *point 7. Breakfast*.

3. Payment

- 🌀 You can pay the deposit of 50% of the total amount directly through the website of Villa Lou.
- 🌀 Payment methods are Credit card, Apple Pay, Google Pay, EPS, iDeal/Wero, Link, Mobile Pay, MB Way, Revolut Pay, and Statispay.
- 🌀 If the main booker makes a reservation on the phone or by email, he/she can pay the deposit **up to thirty days before your arrival**. It is possible to pay the deposit with a manual transfer, or by a payment link that Villa Lou attaches in the mail.
- 🌀 By paying the deposit, you agree to Villa Lou's Terms and Conditions (*Art. 1385 c.c., Caparra Confirmatoria*).
- 🌀 The remaining 50% of the total amount can be paid at Villa Lou. We accept debit cards, credit cards (**no** American Express), or cash.
- 🌀 Any additional costs, such as breakfast or the minibar, will be charged later and can be paid on-site.
- 🌀 Any damage caused by the guest(s) will be charged later.

4. Cancellation Policy

It may happen that you need to cancel your stay with us. In this case, we ask you to send us an email as soon as possible at info@villalou.com. Below are written our conditions.

Cancellation by the guest:

- ☞ You can cancel free of charge **up to 30 days** before arrival. We will then refund the amount as soon as possible.
- ☞ For cancellations between **29 and 20 days before arrival**, we charge 60% of the total amount.
- ☞ For cancellations between **19 and 10 days before arrival**, we charge 80% of the total amount.
- ☞ For cancellations made within **9 days up to, and including the day of arrival**, or in the event of a **no-show**, we charge 100% of the total amount.
- ☞ For reservations **booked and cancelled within 6 days of arrival**, we charge 100% of the total amount. Villa Lou reserves the right to invoke the *Art. 1382 c.c., Effetti della Clausola Penale*.
- ☞ We recommend that you are in possess of a travel and/or cancellation insurance.
- ☞ We do not offer discounts or refunds if you decide to stay shorter than your booked duration.
- ☞ We reserve the right to cancel a reservation if:
 - The main booker has provided Villa Lou with incorrect or incomplete information.
 - No deposit has been paid.
- ☞ The cancellation policy described here, only apply to reservations made on the website of Villa Lou.

Cancellation Force Majeure:

- ☞ We will try to find a suitable solution with the guest in the event of demonstrable force majeure. Villa Lou reserves the right to *Art. 1218 c.c., Responsabilita' del debitore*, and *Art. 1256 c.c., Impossibilita' definitiva e impossibilita' temporanea*.
- ☞ Force majeure is defined as:
 - Natural disasters;
 - Epidemics;
 - Government measures;
 - Serious illness/death (of an immediate family member);
 - Unforeseen malfunction in the building and/or serious damage to the booked room(s).
- ☞ In one of these cases, the owner will offer an alternative. If no alternative is possible, or the guest does not accept the offered alternative, any amounts already paid will be refunded.
- ☞ Any other/additional costs resulting from cancellation due to force majeure, will not be reimbursed by Villa Lou.

5. Identification & Tourist Tax

- ☞ Upon arrival, Villa Lou will ask the main booker and the other guest(s) for a valid Identification. For European citizens: a passport, an identification card, or a driver's license. For non-European citizens is a passport required.
- ☞ The main booker's and the guest(s)'s identification will be used for mandatory guest registration at the [municipality of Toscolano-Maderno](#).
- ☞ The main booker is required to provide a first name, a last name, and date of birth. This only applies to non-residents of Italy.
- ☞ Villa Lou is required to provide a first name and last name for the other guest(s).
- ☞ Villa Lou will **never** duplicate and/or copy the identification of the main booker and the other guest(s).
- ☞ The tourist tax for the municipality of Toscolano-Maderno is €1.00 per person per night, for ages 14 and up.

6. Check-in & Check-out

- ☞ Check-in is from 14:00 o'clock until 22:00 o'clock.
- ☞ Check-out is until 11:00 o'clock.
- ☞ In the event of a late check-out **without consult**, we will charge €30.00 for each additional half hour after 11:00 o'clock. After 12:00 o'clock this will be €75.00 for every additional 30 minutes.

7. Breakfast

- ☞ Villa Lou serves breakfast from 8:00 - 10:00 o'clock.
- ☞ In consultation it is possible to serve breakfast before or after these indicated times.
- ☞ Villa Lou offers three different types of breakfasts: a light breakfast, an Italian breakfast, or a full breakfast. In your room you will find the menu, which describes these three types of breakfast.
- ☞ In consultation with Villa Lou, it is possible to order side dishes.
- ☞ The breakfast menu can be filled out the day before breakfast, before 20:00 o'clock in the evening.
- ☞ Villa Lou serves breakfast in the garden or in your room.
- ☞ Villa Lou's breakfast is not obligatory.
- ☞ When checking out, you may pay for your breakfast with different payment methods (see *point 3. Payment*).

8. House rules

To keep everyone's stay pleasant, Villa Lou applies several guidelines and principles.

- 🌀 Smoking is not allowed in the rooms and indoor areas. Smoking on the balcony is also not allowed.
- 🌀 Pets are not allowed.
- 🌀 Extra guests that are not registered at Villa Lou, are only permitted in consultation with the owners. Please first contact Villa Lou: +39 348 719 0667.
- 🌀 We ask for silence between 22:00 - 07:00 o'clock. We ask this out of respect for the neighbours of Villa Lou, and our other guests.
- 🌀 It is not allowed to organize parties or gatherings.
- 🌀 Soft and hard drugs are prohibited.
- 🌀 Bringing and consuming drinks and food is allowed, if they are kept hygienically in the refrigerator in the room.
- 🌀 Footwear is required **outside and inside** the building, also in between and after using the pool.

9. Swimming Pool

- 🌀 The Villa Lou swimming pool is open from 9:30 - 19:00 o'clock.
- 🌀 Guests of Villa Lou declare that they are in good health before swimming.
- 🌀 It is mandatory to follow the safety instructions for using the pool.
- 🌀 Villa Lou is not liable for injuries unless there is legally demonstrable gross negligence (*Art. 2043 c.c., Risarcimento per fatto illecito*).

10. Loss and/or Damage to Keys

- 🌀 Upon arrival, you will receive one set of keys from us. This set contains:
 - A key for the entrance door of Villa Lou;
 - A key for the door to your accommodation;
 - A remote key for the gate;
 - A manual key for the gate.
- 🌀 We trust that this set of keys will be handled with care. In the event of theft or loss, we will charge €75.00.
- 🌀 In the event of damage to the key(s) or damage to the cylinder lock, Villa Lou will charge costs incurred to replace and/or repair it.

11. Liability

- ⌘ Villa is not not liable for loss, theft or damage to your personal belongings during your stay, both on the territory of Villa Lou and outside the gates of Villa Lou.
- ⌘ The guest must immediately report damage to Villa Lou's property to the owners (+39 348 719 0667).
- ⌘ The guest is liable for damage to property of Villa Lou caused during the stay.
- ⌘ If non-removable stains occur in the mattress, duvet, pillows and/or towels during the stay, Villa Lou will charge costs for cleaning and/or replacement costs.
- ⌘ There is one parking space available for each room in the Villa Lou parking lot. We are not liable for any damage to other cars, created by driving in or out of the parking lot.

March 2026, Toscolano-Maderno