



Bella Vista Lucca

Luxury penthouse apartment Lucca

BVL – Terms and Conditions

Terms and Conditions of Rental Agreement

PROPERTY: Bella Vista Lucca, via del duomo 3, Lucca, 55100 Italy.

BOOKING - Your stay at BVL will be confirmed on receipt of a non-refundable deposit of 50% of the total amount due, along with receipt of your electronic agreement to these Terms and Conditions. Prior to payment we will hold your booking for 3 days after which time it will be automatically released. Your agreement in booking confirms your acceptance of the BVL Terms & Conditions of all persons intending to occupy the apartment. The rental balance along with the security deposit must be paid in full 8 weeks prior to your arrival date. If a booking is made within 8 weeks prior to your arrival, the full amount must be paid at time of booking.

ARRIVAL & DEPARTURE - CHECK-IN TIME is after 3pm and CHECK-OUT TIME is 10am. If we can accommodate earlier check-in or late check-out we will do so. Upon arrival you must present valid passports of all guests for copying and registering you in Lucca as per Italian local laws.

SECURITY DEPOSIT - A security deposit of €1000 is required to stay. This must be received with the final payment of booking the property. The deposit automatically converts to a security/damage deposit upon arrival. The deposit is NOT applied towards rent; however, it is fully refundable within (7) days of departure, provided the following provisions are met:

No damage is done to property including contents, outside terrace areas, garage or elevator. No smoking. No pets. No additional guests. All debris, rubbish and discards are removed and placed in the regular daily collections from the street outside the apartment. All keys are returned prior to departure. No linens are lost or damaged. No artwork or items are removed.

Any defects found on arrival must be reported to us within 24 hours or you may be held liable. The apartment will be checked on your departure and any damage or excessive cleaning required will be deducted from your security deposit.

CANCELLATIONS – Cancellations that are made more than 8 weeks prior to the arrival date will forfeit your 50% reservation deposit. For cancellations or changes that are made within 8 weeks of the arrival date that result in a shortened stay, no refund will be made. However in the event of cancellation, if you can rearrange your holiday for a later available date then we will do everything possible to accommodate you. You would be required to pay the difference in rental prices between low and high season, if applicable. Early departure date does not warrant any refund of rent.

Amendments - If after confirming your booking you decide to alter any details we will do our utmost to make the requested changes, provided we are informed at least 8 weeks prior to the original booking start date.

Force Majeure – We cannot be liable for any loss, damage or injury arising in connection with your stay caused by matters outside of any reasonable control, including acts of God, war terrorism, civil disturbances, strikes or other industrial action, acts of Government or any event beyond our control.

Liability – We accept no responsibility for personal injury, loss or damage to persons or personal effects however caused. Please supervise children on the terraces at all times.

MAXIMUM OCCUPANCY – The maximum number of guests is limited to eight (8) persons.



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MINIMUM STAY – This property requires a five (5) night minimum stay. Longer minimum stays may be required during holiday periods. If booking is taken for less than five days, the guest will be charged the five-night rate.

HOUSEKEEPING SERVICE – Linens and bath towels are included in your stay and will be replaced every 7 days. Twice-weekly maid service is included for weekly stays of seven (7) days, and once-weekly maid service for a 5 night stay. Daily or more frequent maid service is available at an additional rate. We do not permit bath towels or linens to be taken from the property, but we can provide beach towels for your use if required.

FALSIFIED BOOKINGS – Any booking obtained under false pretence will be subject to the forfeit of advance payment, deposit and/or rental money, and the party will not be permitted to check in.

WRITTEN EXCEPTIONS – Any exceptions to the above mentioned policies must be approved in writing in advance.

PARKING – Parking is restricted to one vehicle inside the BVL private garage in via Corso Garibaldi. You are not permitted to drive into centro storico. Please pay strict attention to the permitted driving zones in/out of centro storico. Please exercise consideration of neighbours living above the garage at all times.

ELEVATOR USAGE – Children under 15 are not permitted to use the elevator unaccompanied by an adult. Elevator door must be fully closed after exit. Weight restrictions must be adhered to.

SECURITY - During your stay and whenever you leave the property, you are expected to ensure doors and gates are locked to the apartment, and also to the condominium common areas.

FIREPLACES – The fireplace is functional. Wood can be burned and must be closely supervised as fire can spark out onto floors or furnishings. Any damage done to furnishings or the apartment will be deducted from your security deposit.

INSURANCE - You are strongly advised to take out adequate insurance cover. We are not responsible for any deaths, injuries, illness or loss or damage to property, including motor vehicles or that of any guests however caused.