



Taki Village Srl  
Via Dante Alighieri 4 loc. Salto  
37010 Brenzone sul Garda (Verona)  
Partita IVA n. 04300970235  
UID-Nr. IT 01234990222

[www.takivillage.it](http://www.takivillage.it)

☎ +39 045 7430035

✉ [info@takivillage.it](mailto:info@takivillage.it)

## Booking & cancellation conditions at Taki Village S.r.l. (hereinafter "Taki Village Resort")

As mandatory information pursuant to EU Regulation No. 524/2013 of the European Parliament and of the Council and the Italian booking and cancellation conditions pursuant to Article 1382 of the Italian Civil Code, we hereby inform you of our terms and conditions of stay.

Please read the following booking conditions carefully. Every reservation, once confirmed, has the value of a contract under current Italian law. This contract is binding on the person making the reservation and all other persons named therein, including minors.

### 1. Reservation

You can send us an availability request and wait for our response.

Alternatively, you can book through our official online booking system by following the instructions on our website [www.takivillage.it](http://www.takivillage.it).

After your request, you will be sent a non-binding offer. The reservation is only considered confirmed after our written notification, which indicates the total price of the stay, and after receipt of the deposit (or full payment), which must be paid by the date specified in our confirmation.

**If the required deposit is not received within the specified period of 10 (ten) days, your reservation will be invalid and automatically cancelled.**

The reservation will only become binding for our Taki Village Resort upon receipt of the deposit amount in our checking account or with a credit card guarantee. At this time, Taki Village Resort undertakes to send the customer a confirmation email or a summary voucher, which must be presented upon check-in.

By confirming your booking, you accept our cancellation and deposit conditions. We ask you to check the accuracy of the confirmation details and notify us of any anomalies as soon as possible. This notification must reach us within 5 days of receiving our booking confirmation. After this deadline, we decline all responsibility for any inaccuracies.

A valid ID must be presented for each guest upon arrival.

To make changes to your reservation, you must contact the reception staff, who will always try to accommodate your change requests. However, we cannot guarantee any adjustments to your stay.

If the booking is postponed to a later date for which the price is higher than the amount paid, the guest will be required to pay the difference.

**For tax, security, and liability reasons, stays will not be accepted if the number of people booked does not match the number present at check-in.**

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Riferimenti bancari:

Cassa Rurale Alto Garda, agenzia di Castelletto di Brenzone

IBAN: IT 15 Y 08016 59300 000020371565

BIC: CCRIT2T04A



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## 2. Payment upon Arrival

**The deposit for advance bookings up to 30 days before arrival** is 30 (thirty percent) of the total stay and will be stated in our booking confirmation.

**For short-term bookings made less than 30 (thirty) days prior to arrival, the total amount of the stay must be paid** (Rapid Transfer) or this amount will be pre-authorized on the guest's credit card.

All hotel services must be paid in full upon arrival in cash or by credit card. For advance transfers, the amount must be credited to our account no later than upon arrival. Transfer receipts for completed transactions without funds received by us cannot be accepted as proof of payment.

Any extras must be paid before departure.

**Should damage be discovered due to negligence or other causes on the part of the guest**, we reserve the right to deduct the amount necessary for repairs from the deposit paid or the guest's credit card used.

### For bank transfers, please provide the following information:

Taki Village Srl,

Cassa Rurale Alto Garda, Agenzia di Castelletto di Brenzone

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By sending a copy of the bank transfer receipt by email to: [info@takivillage.it](mailto:info@takivillage.it), including the reservation number and the dates of your stay, your telephone number, and your email address, you will receive our confirmation.

### Pre-authorization of your credit card

For short-term reservations, Taki Village Resort requires a credit card guarantee. However, no credit card payment will be charged from the customer; instead, a pre-authorization of the deposit amount will be set up. This allows the deposit to be debited at a later date, possibly in a modified form. This constitutes a reservation of the amount on your credit card. This reservation is only valid for 30 days.

The credit card guarantee also covers damage that may occur due to negligence or other causes on the part of the guest during their stay. We reserve the right to charge the necessary repair costs directly to the credit card on file.

### "Non-Refundable" - Non-refundable offers with prepayment.

When booking such special offers, the total amount of the vacation will be charged to the credit card or requested via bank transfer. This amount is non-refundable under any circumstances. Different payment terms may apply during certain periods. Please refer to your booking confirmation.

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### Extending your stay:

Extending your stay requires an additional reservation and is subject to availability and price changes.

### 3. Cancellation Policy for Individual Bookings

The booked stay can be canceled for a variety of reasons (health, work-related, or other). Cancellation must always be made in writing (by mail or email). The date of cancellation according to the terms of the cost calculation is the receipt of the customer's written notification.

In the event of cancellation by the customer, the following cancellation fees apply:

- **For advance bookings up to 30 days before arrival**, the entire deposit of 30 (thirty percent) will be retained as a cancellation fee.
- **For last-minute cancellations made less than 30 (thirty) days before the arrival date**, the entire paid stay will be retained as a cancellation fee or charged to the guest's credit card (if the corresponding transfer has not yet been made).

### No-Show:

In the event of a no-show, 100% of the price of the entire booked stay will be charged, or the provided credit card will be charged this amount as a guarantee.

### Early Departure:

In the event of an early departure of the booked and unused days, the full amount of the booked stay, including any extras, will be charged.

### 4. Group Bookings

When booking a group, the contact person who completes the transaction with us acknowledges and confirms that they are the contract and billing responsible person for the group and authorizes the group members to accept and comply with Taki Village Resort's booking and cancellation policies. This group leader is responsible for the final billing of all bookings confirmed by them. Requests and changes after the reservation date must be communicated directly and exclusively through the group leader.

### Room and Participant List:

The group leader is responsible for sending us the final guest list as soon as possible and in any case no later than 15 days prior to arrival.

Cancellations must be made in writing (by email or fax).

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## **5. Force Majeure.**

The management of Taki Village Resort declines all liability for service disruptions due to shortages of supplies, accidental equipment failure, or other causes of force majeure. We decline all liability for damage caused by other guests, weather events, natural disasters, epidemics, illness, and theft.

Please do not hesitate to contact us at the following email address: [info@takivillage.it](mailto:info@takivillage.it) or at the addresses listed on the website [www.takivillage.it](http://www.takivillage.it). Our staff is always available to answer any questions you may have.

## **6. Customer/Organizer Liability for Damage**

The guest/organizer is liable for all damage to buildings or inventory throughout the resort grounds caused by themselves, participants or visitors to their group/event, their guests, or other third parties within their area.

Taki Village Resort may require customers and guests to provide appropriate security (e.g., insurance, deposits, sureties).

Should damage be discovered due to negligence or other causes on the part of the guest, we reserve the right to deduct the amount necessary for repairs from the deposit or credit card guarantee paid.

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