



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

☎ +39 045 7430035

✉ info@takivillage.it

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

1 As mandatory information according to EU Regulation n. 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 conditions of stay.

Please read the following booking conditions carefully. Each reservation, once confirmed, has the value of a contract in accordance with current Italian legislation. This contract is binding for the person making the reservation and for 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.

After your inquiry you will be sent a non-binding offer. The reservation is considered confirmed only after our written communication indicating the total price of the stay and after receipt of the deposit (or full payment) to be paid by the date indicated in our confirmation. If the required deposit is not paid within the specified period, your reservation will be invalid and automatically deleted.

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

With the booking confirmation you accept our cancellation and deposit conditions. We ask you to check the correctness of the confirmation data and to inform us of any abnormalities as soon as possible. Notice must reach us within 5 days of receipt of our booking confirmation. After this period, we decline any responsibility for any inaccuracies.

A valid ID document must be presented for each person 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 stay adjustments.

If the booking is postponed to another period for which the price is higher than the amount paid, the guest must pay the difference in price.

Riferimenti bancari:

Cassa Rurale Alto Garda, agenzia di Castelletto di Brenzone

IBAN: IT 15 Y 08016 59300 000020371565

BIC: CCRTIT2T04A



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2. Payment

The amount of the deposit upon reservation is at least 30% of the total amount of the stay and is indicated in our written booking confirmation.

All hotel services must be paid in full in cash or credit card upon arrival. For transfers made in advance, the amount must be credited to our account by the time of arrival at the latest. Transfer receipts for transactions made without funds received by us cannot be accepted as proof of payment.

Any extras must be paid for before departure.

For bank transfers please provide the following data:

Taki Village Srl,
Cassa Rurale Alto Garda, agency di Castelletto di Brenzone
IBAN: IT 15 Y 08016 59300 000020371565
BIC: CCRTIT2T04A

You will receive our confirmation by sending a copy of the transfer receipt by email to: info@takivillage.it, indicating the reservation number and the dates of your stay, your telephone number and email address.

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

When booking such special offers, the total amount of the holiday will be debited from the credit card or requested by bank transfer. This amount will not be refunded under any circumstances. In certain periods, different payment terms may apply. Please note your booking confirmation.

Extension of stay requires an additional reservation and is subject to availability and price changes.

3. Cancellation conditions for individual bookings

The booked stay can be canceled for various reasons (health, work-related or other). Notice of termination must always be given in writing (by post or email). The date of cancellation according to the conditions of the cost calculation is the receipt of the customer's written notification.

In the event of cancellation of the stay by the customer, the right to charge the following cancellation costs arises:

- 60 days or more before the booked arrival date, the entire deposit paid will be retained as cancellation costs.
- If the cancellation period is less than 60 days before the arrival date, 100% of the deposit paid will be retained as cancellation costs and we reserve the right to issue the invoice for the entire booked stay.

No Show: If the customer does not show up, 100% of the price of the entire booked stay will be charged or the guarantee credit card provided will be charged with this amount.

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Early departure

In case of early departure for the days booked but not used, 100% of the price of the entire booked stay length will be charged. Any prepayments will be deducted from the total amount of the stay.

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4. Group Bookings

When reserving a group, the contact person who completes the process with us, acknowledges and confirms the contracting and billing person of the group, authorized by the group participants to accept and comply with the Taki Village Resort Booking Conditions and Cancellation Policy. This group leader is responsible for the overall billing of all bookings he or she has confirmed. Inquiries and changes after the reservation date must be communicated directly and exclusively by 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 before arrival.

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

5. Causes of force majeure.

The management of Taki Village Resort disclaims all responsibility for any failure in performance due to lack of supplies, accidental equipment failure or other causes of force majeure. We disclaim any responsibility for damage caused by other guests, weather events, natural disasters, epidemics, diseases and theft.

Do not hesitate to contact us at the following email address: info@takivillage.it or at the addresses indicated on the website www.takivillage.it, our staff is always at your disposal for all your requests.

6. Liability of the customer/organiser for damages

The guest/organizer is liable for all damage to buildings or fixtures on the entire resort grounds caused by himself, by participants or visitors of his group/event, his guests or other third parties.

Taki Village Resort can require the customer and guests to provide appropriate security (e.g. insurance, deposits, guarantees).

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