



Property rules

Our Art Nouveau villa has been recently carefully renovated and offers the unmistakable charm of a typical Lucchese villa, combined with modern comforts.

Each accommodation is equipped with a private bathroom, air conditioning, TV, minibar, safe, and free Wi-Fi.

The B&B Villa Lula Lucca also accepts special requests.

Check-in and Check-out Times / Luggage Storage

Check-in: 14:00-16:00 (No minimum age is required for check-in)

Check-out: 9:00-11:00

Please inform us in advance if you arrive outside the indicated times.

For guests arriving early or departing late, luggage can be left at the property upon request and picked up before departure.

Breakfast / Products for Food Allergies

Breakfast: 8:00-10:00

Upon request, we gladly serve gluten-free, lactose-free, and other dietary options to be agreed upon in advance.

Room Cleaning

Rooms are cleaned between 10:00 and 14:00. Please leave the room free during this time.

Quiet Hours

Please respect the quiet hours from 22:00 to 7:00 to ensure the rest of all guests.

Parking / Electric Car Charging

The availability of a parking space in the internal parking lot must be requested at the time of booking.

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Please indicate if your vehicle will need an electric charge at the charging station to receive the terms of use.

Bicycle Rental

Upon request, you can also rent bicycles at our property.

Please reserve bicycles in advance at the reception and use them carefully, respecting traffic safety rules.

Use the provided locks to secure the bicycles when not in use. In case of damage or problems with the bicycles, please inform the staff immediately.

Conditions for Children

Children of all ages are welcome.

The number of allowed cribs and extra beds depends on the option chosen at the time of booking.

Cribs and extra beds are subject to availability.

Use of Common Areas

The common areas are available to all guests. Our bright and cozy breakfast room with a splendid view of the garden is accessible to guests 24/7.

You can help yourself to water, coffee, and tea at any time of the day or night or use the breakfast room as a remote work space if necessary.

The garden furniture is available to all guests and must be used carefully. Do not move the furniture without authorization.

The use of the kitchen within our property is only allowed after agreeing with our staff on the terms of use. Families with small children can request the use of the kitchen for the preparation of specific diets for the little ones at the time of booking.

Please keep all common areas clean and tidy.

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Meals on Request / Aperitifs

Immerse yourself in the local culinary and wine tradition and enjoy traditional meals for lunch and/or dinner, which we will gladly organize for you upon request.

Meals on request must be booked at least 24 hours in advance. Please communicate any special dietary needs at the time of booking.

Please book aperitifs at least 12 hours in advance. Personalized aperitifs can be requested based on guests' preferences.

Meals on request and aperitifs will be charged to the room account. Please make the payment at check-out.

Smokers

Smoking is not allowed inside our rooms.

There is a smoking area outside the property. Our guests can smoke in the garden, ensuring sufficient distance from non-smoking guests.

Conditions for Pets

We also welcome small pets upon request, ensuring the peace and tranquility of all our guests.

A supplement may be required for this service upon request.

Parties

It is not allowed to organize parties within our property independently.

If you are planning a family celebration, an outing with friends, or a corporate event, you can rent the entire property.

Contact us and tell us about your project, indicating the desired period, and we will provide you with a personalized offer based on availability.

We have outdoor spaces for banquets and collaborate with private chefs and event planners to make your celebration unforgettable.

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Cancellation / Advance Payment

The conditions for cancellation and advance payment vary depending on the type of accommodation selected and the various active offers.

Keys

Room keys will be handed over at check-in. Guests are responsible for the keys during their stay. Please always lock the room door when you leave.

Do not leave the keys unattended or in accessible places. In case of loss of keys, please inform the property staff immediately. A fee will be charged for the replacement of lost keys.

Duplicating the property keys is prohibited. Any attempt to duplicate will be considered a violation of the rules.

Keys must be returned at check-out. Even in case of non-return, a fee will be charged for the replacement of keys.

To ensure the safety of all guests, please report any problems with the keys or lock immediately.

Emergencies

In case of emergency, contact the property staff immediately.

In case of fire, evacuate the property immediately following the emergency exit signs.

Use the available fire extinguishers in case of small fires. Fire extinguishers are located at strategic points in the property.

In case of medical emergency, the local emergency number is 112. Use this number to request urgent medical assistance.

A first aid kit is available in the service bathroom located at the staircase.

In case of an accident within the property, inform the staff immediately. Fill out an incident form available at the reception to document the event.

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Emergency exits must always be free and accessible. Familiarize yourself with the evacuation routes and gathering points in case of emergency.

Damage Reporting / Liability

Please use all items and furniture in the property carefully. Avoid behaviors that may cause damage.

Guests are responsible for any damage caused to the property, furniture, or items within the B&B. In case of damage, please inform the property staff immediately.

Damage must be reported before check-out. The property staff will assess the extent of the damage and inform the guest of the repair or replacement cost.

The cost for repair or replacement of damage will be charged to the room account. Payment must be made at check-out.

The property is not responsible for lost or damaged personal items during the stay.

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P.IVA 02716030461 - CIR 046017BBI0349 - CIN IT046017B44OLSGEOX